The Better Twilio Alternative

Why thousands choose Telnyx over Twilio for voice and SMS

What's inside

Why Switch?

Both Telnyx and Twilio offer voice and SMS APIs to enable business communications. So what's the real difference between the two?

Switching to Telnyx takes your communications off the public internet and brings them into a private, secure environment. And as a licensed carrier with a global infrastructure built for cloud communications, Telnyx can remove telecom aggregators from the middle of your user conversations. That means more reliable connections with better quality and superior pricing.
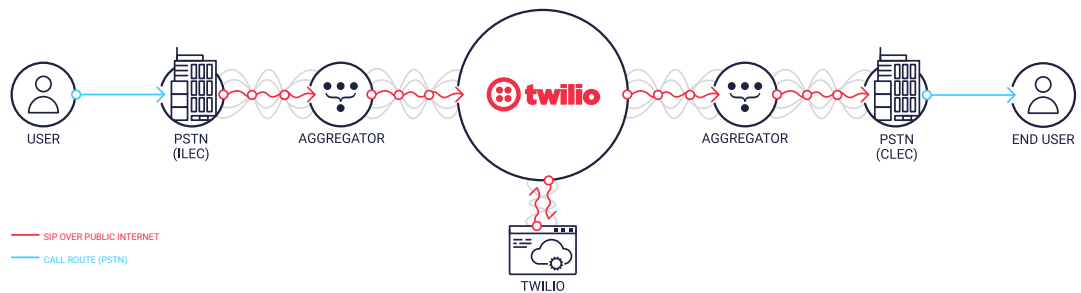
The Carrier Advantage

Telnyx Is a Carrier, Twilio Is Not

Telnyx is a born-digital telco, while Twilio is just an API provider that relies on the public internet and aggregators for communications functionality.

Telnyx is a full-fledged carrier that controls the entire telephony stack, down to the global, private IP network on which we built our service. Instead of relying on telecom aggregators and resellers, our APIs directly control our own infrastructure, providing a higher quality experience at a lower cost.

This is Twilio

USER — PSTN (ILEC) — AGGREGATOR — twilio — AGGREGATOR — PSTN (CLEC) — END USER

SIP OVER PUBLIC INTERNET
CALL ROUTE (PSTN)

TWILIO

This is Telnyx

USER — PSTN — TELNYX — PSTN — END USER

SIP OVER PRIVATE IP
TELNYX OWNED NUMBERS
CALL ROUTE (PSTN)

TELNYX CUSTOMER

Cost & Dependability

Telnyx Is Priced for Scale

Our rates have built-in volume discounts, and executing a minimum commitment contract can lower costs even more.

And as a true carrier, Telnyx doesn't work with middlemen for call routing and core communications functionality, helping you avoid markups from providers like Twilio. Instead, Telnyx gives you access to wholesale carrier rates to help you save.

	▲ TELNYX	⦂⦂ twilio
Inbound SMS	Free	$0.0075/message
Outbound SMS	$0.0025/message	$0.0075/message
Inbound Local Calls	$0.0035/minute	$0.0045/minute
Outbound Local Calls	$0.005/minute	$0.007/minute

"We were able to realize savings of as much as 50%, with no impact to call quality."

Elliott W. - CTO

CallRail

Numbers & Porting

Owned Numbers and a Faster Porting Experience

As a licensed carrier, Telnyx maintains complete control over a database of local and toll-free phone numbers across the globe, passing that control and configuration to you in a self-service, API-first product.

Twilio, on the other hand, does not own their own number inventory, instead relying on third-party providers for phone numbers.

Telnyx also streamlines the porting for customers looking to bring over phone numbers from a previous provider. Telnyx FastPort® automates the porting process to make it faster and more transparent compared to competitors like Twilio. CSR validation happens in real time, identifying and correcting account errors before the port request is submitted. This reduces porting time by days or even weeks while giving you peace of mind that your port will be accepted and on time.

And with our self-service options in the Telnyx Mission Control Portal, you can track the progress of your porting request from start to finish.

Because Twilio depends on other carriers to handle porting requests, there is less visibility throughout the process as well as increased wait times.

Standard Porting Time

WEEKS
1
TELNYX

WEEKS
2-4
twilio

Complex Porting Time

WEEKS
2
TELNYX

WEEKS
6-8
twilio

Real-Time Communications

The Benefits of Media Streaming

Unlike TwiML, which pulls a pre-scripted call workflow at the beginning of the call, Telnyx Programmatic Call Control operates in real time.

Telnyx exchanges commands and webhooks with your application's system as the call progresses. So, instead of requiring all intended commands at the start of the call, you can receive input throughout the conversation for a truly dynamic experience.

Collect and review call analytics mid-conversation to gain valuable caller insights. Telnyx workflows evolve based on the actions taken during the call, and direct real-time control can be extended to end users through an application's graphical user interface (GUI).

For example, contact centers may use sentiment analysis to influence call routes, matching the caller to the right agent based on their mood or profile.

This level of real-time decision making and control just isn't possible with Twilio.

APIs

JSON vs. TwiML

Telnyx uses JSON-based APIs, a favorite format for developers because of its ease of use and readability. Twilio's API is written in a proprietary XML-like language, which is less efficient and hides structure from the developers.

Because the Telnyx API is entirely JSON-based, it's easy to map requests, responses and webhooks to objects in your domain. Additionally, you can easily compose complex workflows, utilizing call control commands and requests across the rest of our API without changing contexts.

If you're comfortable working with JSON and HTTP, you're ready to take full advantage of the Telnyx APIs.

Support

Stop Paying for Customer Service

We understand that customers will have questions, and we don't think you should have to pay for support. That's why we **offer free 24/7/365 support to our customers**, with engineers available around the clock for help and troubleshooting.

Though Twilio does offer a variety of support plans, they're not without limitations and added costs. Their free plan offers email support during business hours only, but Twilio customers must pay upwards of $18,000 a year if they want phone support and 24/7 coverage.

	▲ TELNYX	⦂⦂ twilio
Chat Support	✔	✘
Email Support	✔	**Business Hours Only**
Phone Support	✔	**+$1,500/month**
24/7 Support	✔	**+$1,500/month**

Compare: Telnyx vs. Twilio

TELNYX

Carrier
Telnyx manages a private network environment with complete control over call routing for faster troubleshooting and resolutions.

NETWORK

Affordable Voice
Telnyx voice starts at $0.005/min for outbound and $0.0035/min for inbound calls.

VOICE PRICING

Free Inbound
With no charge for inbound and just $0.0025 to send an SMS (over 60% less than Twilio), Telnyx offers incredible value for the price.

SMS PRICING

Own Number Inventory
Telnyx is a licensed carrier with our own database of global phone numbers.

NUMBERS

Real-Time Communications
The Telnyx Call Control API can receive real-time commands throughout the call for interactive command and control.

REAL-TIME

Flexible APIs
Telnyx JSON-based APIs make it easy for you to map requests, responses and webhooks to objects and actions in your domain.

FLEXIBILITY & CONTROL

Free 24/7 Phone, In-App & Email Support
Every Telnyx customer gets support around the clock from our team of expert in-house engineers.

SUPPORT

twilio

Non-Carrier
Twilio relies on the public internet for connectivity and middlemen for call routing and core communications functionality.

Expensive Voice
Twilio voice starts at $0.007/min for outbound and $0.0045/min for inbound calls.

Pay for Inbound
Twilio charges $0.0075 to both send and receive SMS. If you're looking to leverage conversational messaging, costs can quickly escalate.

Partners With Aggregators
Twilio relies on middlemen to supply numbers, resulting in higher markups and less flexibility.

Scripted Communications
TwiML requires pre-scripted workflows at the start of the call, meaning real-time decision making and control just aren't possible.

Restrictive APIs
Twilio's API is written in a proprietary XML-like language. XML APIs are less efficient as they hide structure from developers.

Paid Support or Email-Only Support During Business Hours
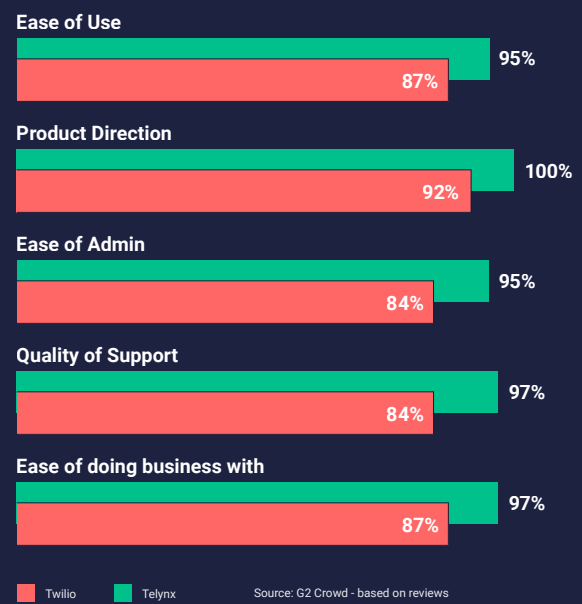$1,500 per month minimum cost to get 24/7 phone and email support.

Ratings

The Results Are In

When Telnyx and Twilio go head-to-head, Telnyx is the clear winner. In fact, Telnyx wins across all major categories.

Results

Telnyx Rated Higher Than Twilio In Every Category

Ease of Use
- 95%
- 87%

Product Direction
- 100%
- 92%

Ease of Admin
- 95%
- 84%

Quality of Support
- 97%
- 84%

Ease of doing business with
- 97%
- 87%

Twilio Telnyx   Source: G2 Crowd - based on reviews

Conclusion

Moving away from Twilio will grant you greater control and quality when you build on the Telnyx platform.

Telnyx was built for applications that have outgrown their Twilio API and require reliable, global communications embedded via a low-latency API interface.

As a true carrier, Telnyx offers several benefits that include access to our owned number inventory, streamlined porting, free 24/7 support and much more. Whether you are looking to improve performance, save time or reduce costs, Telnyx can help you seamlessly migrate from Twilio.

Are you ready to make the switch?

Ready to Make the Change?

We understand that switching providers isn't always easy. That's why we've developed solutions to make it incredibly simple to switch or even integrate Telnyx with your existing Twilio application.

You can experience all the benefits of the Telnyx network, including better call quality and reliable messaging at lower costs, without any of the risk or complexity of a standard migration.

Switch Your Application

Messaging: Twexit API

Migrate your messaging from Twilio to Telnyx with only minor changes to your existing code.

With SDKs and guides in your preferred language, switching to Telnyx has never been faster.

Read the guide

Voice API: TeXML Translator

Migrate your programmable voice application to Telnyx in minutes using your existing XML code with TeXML Translator.

Simply configure your Telnyx portal connection to point at your XML endpoint. When a call comes in, we'll do the rest.

Read the guide

Use Telnyx With Your Twilio Application

Elastic SIP Trunking: Bring Your Own Carrier

Our SIP services are incredibly easy to integrate with Twilio.

By making one simple change to your existing TwiML code, Twilio will send your calls to Telnyx via SIP, and we'll then deliver your calls to their destination. It's as simple as that!

Read the guide

About Telnyx

Telnyx is an enterprise-grade carrier network with our own platform and a private backbone that supports our voice and SMS APIs.

Our APIs are built by developers, for developers. So you can build high-quality voice and messaging capabilities into your existing apps with ease, from setting up phone numbers to managing call flows and more. Simple setup with high reliability — this is communications done right.

The entire Telnyx network is built on in-house infrastructure to lower per-number and per-minute rates, helping businesses cost-effectively scale. Plus, by working directly with a carrier like Telnyx, you eliminate the middlemen from your communications path, unlocking additional cost savings, higher quality and better support for your business.

Contact our Sales team to learn more about what makes Telnyx the better Twilio alternative for businesses and how migrating to Telnyx will save you time and money.

Get in Touch Today

TELNYX