

Compare Telnyx vs. Twilio

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



Carrier

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

NETWORK

Non-Carrier

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

Affordable Voice

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

VOICE PRICING

Expensive Voice

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

Lowest Price SMS

There's no charge to receive an SMS and just \$0.0025 to send (up to 70% less than Twilio).

SMS PRICING

Costly to Send & Receive SMS

Twilio charges \$0.0075 to send and receive SMS, which can limit your ability to scale.

Direct Number Inventory

As an interconnected VoIP carrier, Telnyx has direct access to a large database of phone numbers.

NUMBERS

Indirect Number Inventory

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



Faster, Automated Porting

Telnyx FastPort® streamlines porting processes with real-time CSR validation and complete transparency via our portal.

NUMBER PORTING

Standard Porting Process

Twilio advises four weeks to port a number, and customers are unable to port internationally via their customer portal.

Real-Time Media Forking

Duplicate and deliver your call stream to multiple recipient in real time to enable features like sentiment analysis.

MEDIA FORKING

No Media Forking

Twilio is unable to support media forking, which can make delivering a real-time solution complicated and costly.

24/7 Phone & Email Support Included At No Extra Cost

Every Telnyx customer gets support around the clock from our team of expert in-house engineers.

SUPPORT

Paid Support or Email-Only Support During Business Hours

Twilio charges \$1,500 per month (minimum cost) to get 24/7 phone and email support.

RESULTS

Telnyx Rated Higher Than Twilio in Every Category

EASE OF USE



QUALITY OF SUPPORT



EASE OF SETUP



PRODUCT DIRECTION



EASE OF ADMIN



EASE OF DOING BUSINESS



■ Twilio ■ Telnyx

Source: G2 Crowd Reviews

It's time to consider a better alternative.

Get in touch today