

CITK

How to Disable LC Phone System for
your Agency



Unfortunately, there is no bulk solution for removing LC Phone from existing sub-accounts. Each sub-account currently enabled must be manually disabled one by one.

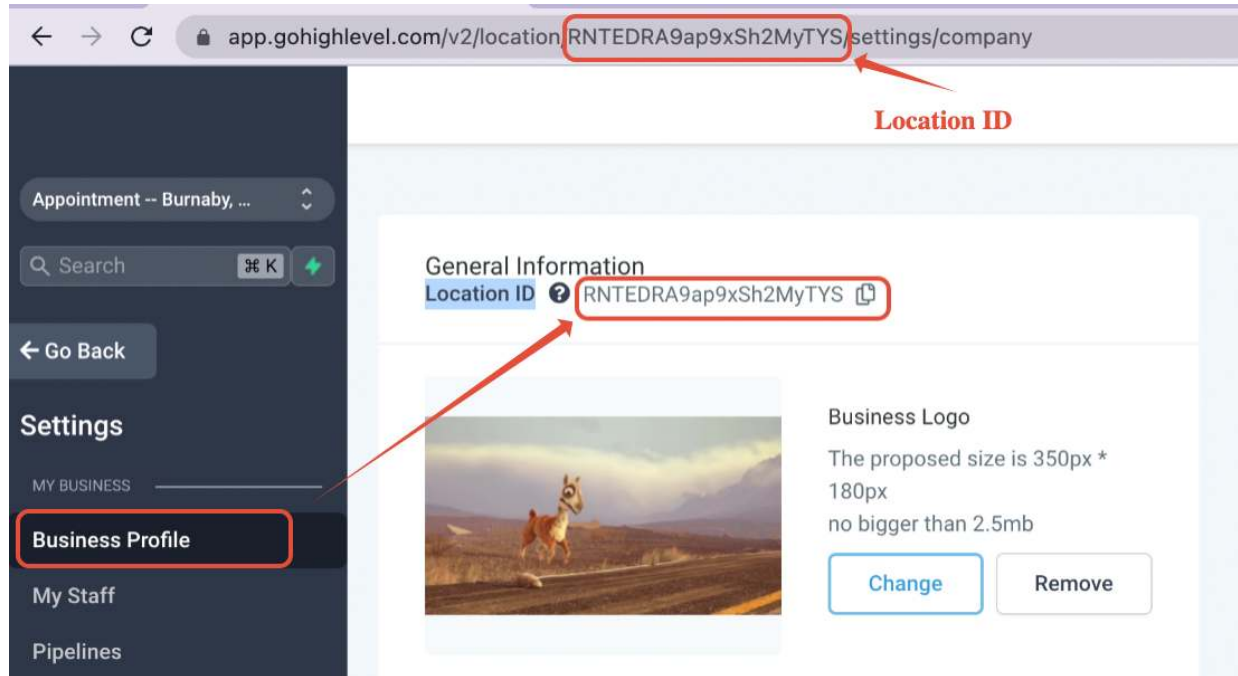
If you'd like to disable LC Phone from a new Sub-Accounts you create, You can submit the [Disable LC Phone Form here](#) if you want to disable LC phone for a sub-account.

Before disabling ISV, we will inform you that:

1. All phone numbers currently in these sub-accounts will be released, but if you want to keep the phone number, please checkout [Moving numbers out of an LC Phone Sub-account to the client's own Twilio account](#)
2. This step is irreversible

If you are good with the above two points

let us know, so we will move the subaccount to the new Twilio account with the information here:



Sub-Account ID:

Click on Location Settings > Business Profile to find the location ID

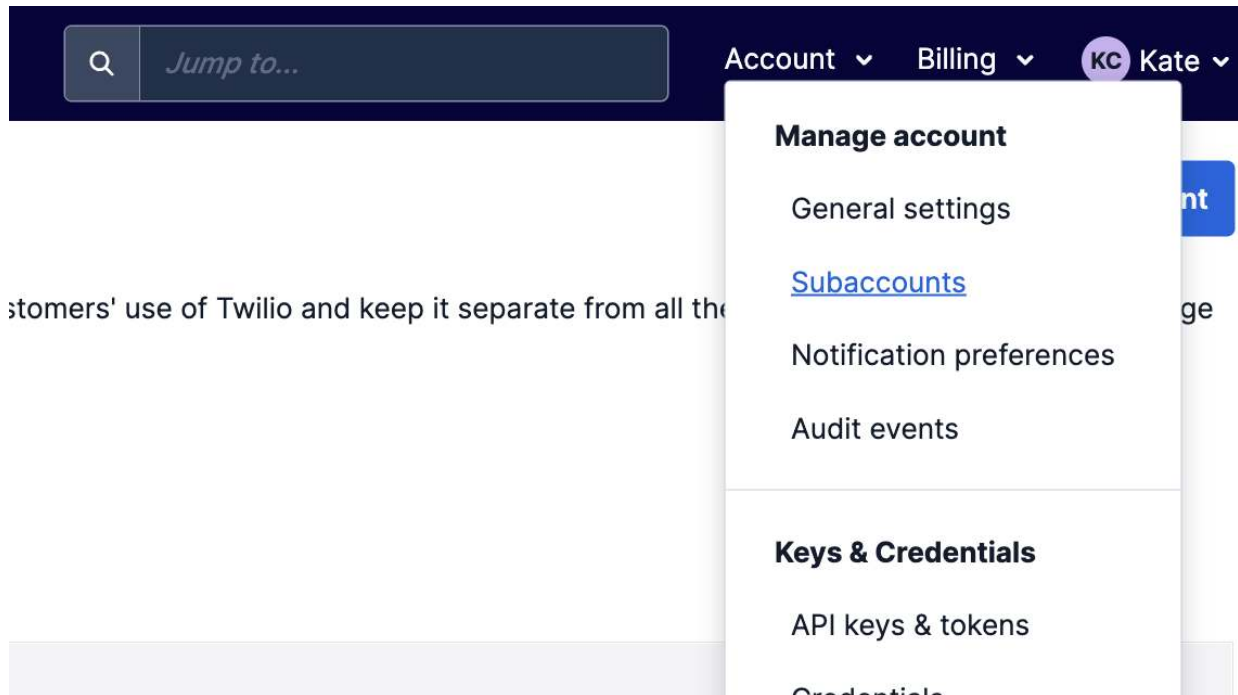
Your own Twilio Account SID to replace:

Your own Twilio Auth token to replace:

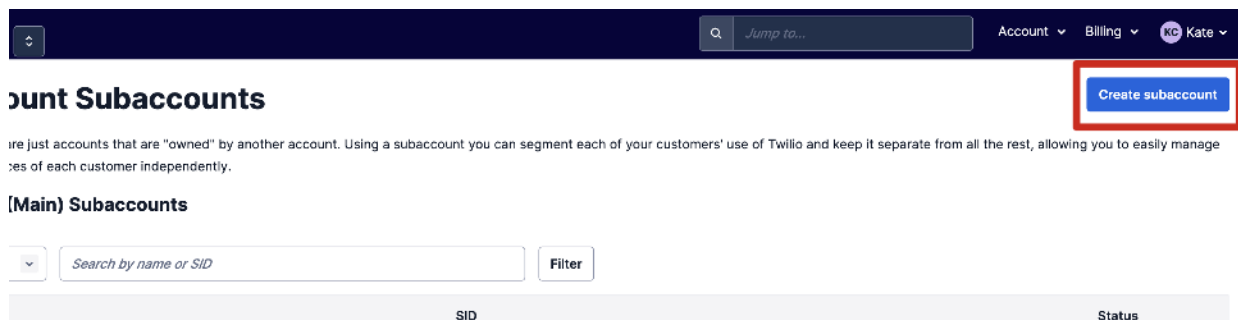
How to get the Twilio account SID and auth token:

1. Once you create your own Twilio account:
2. Click Account > Sub-accounts

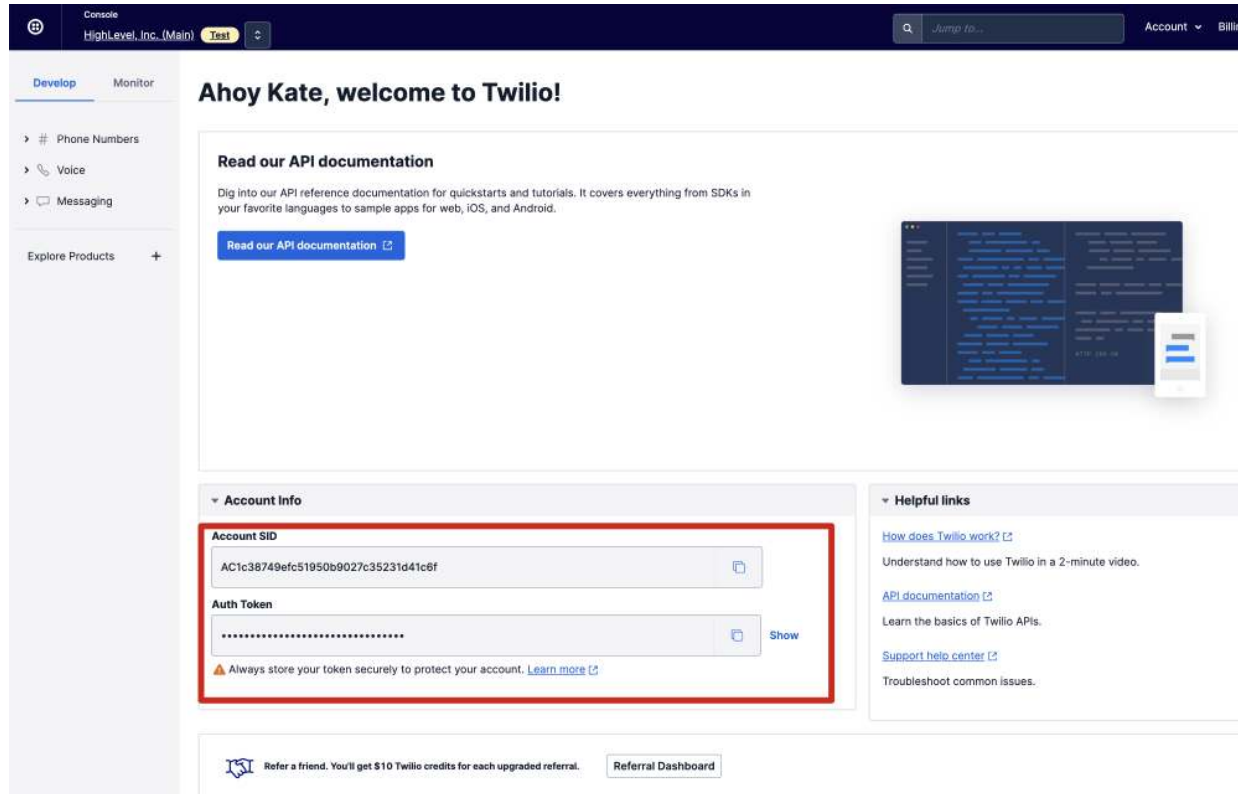
How to Disable LC Phone System for your Agency : HighLevel Support Portal



3. Click Create sub-account on the top right



4. Copy the Account SID and auth token and submit them to the [Disable LC Phone Form here](#)



If you want to keep the number and you only need to disable LC phone for a few Sub-Accounts

1. Checkout [Moving numbers out of an LC Phone Sub-account to the client's own Twilio account](#)
2. Once Twilio support replies to you that the number has been moved, Please submit the [Disable LC Phone Form here](#)

Did you find it helpful? Yes No

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