



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.

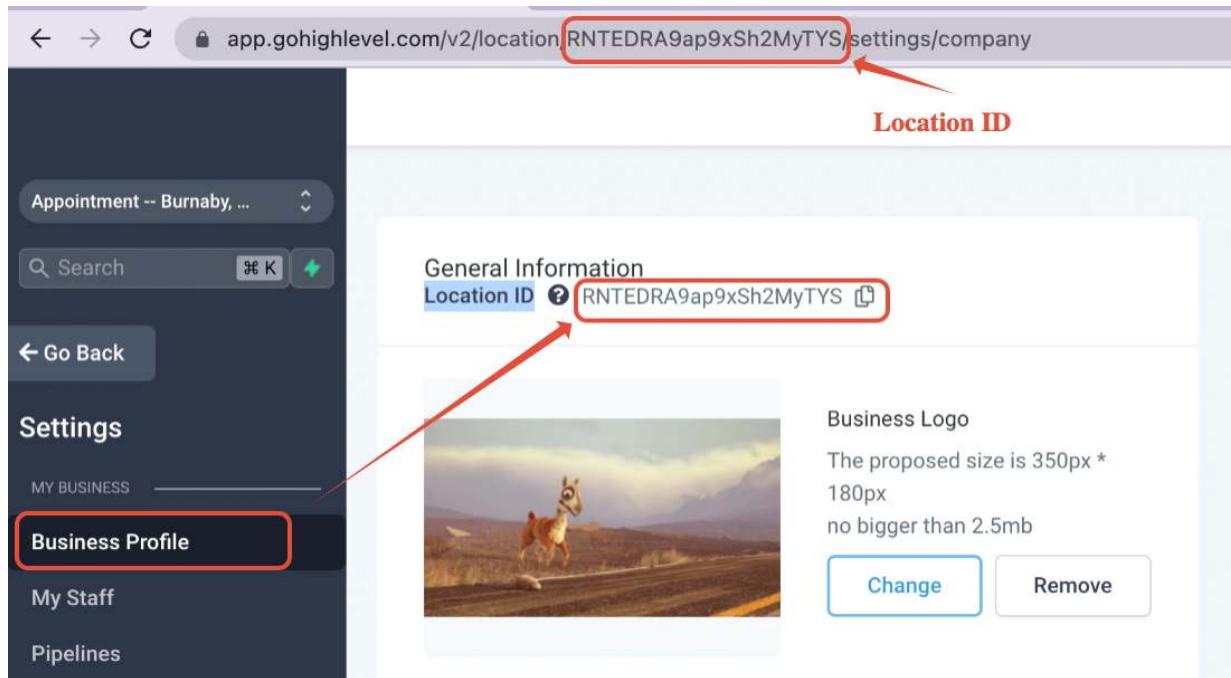
Before disabling ISV, we will inform you that:

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:

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



Sub-Account ID:

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

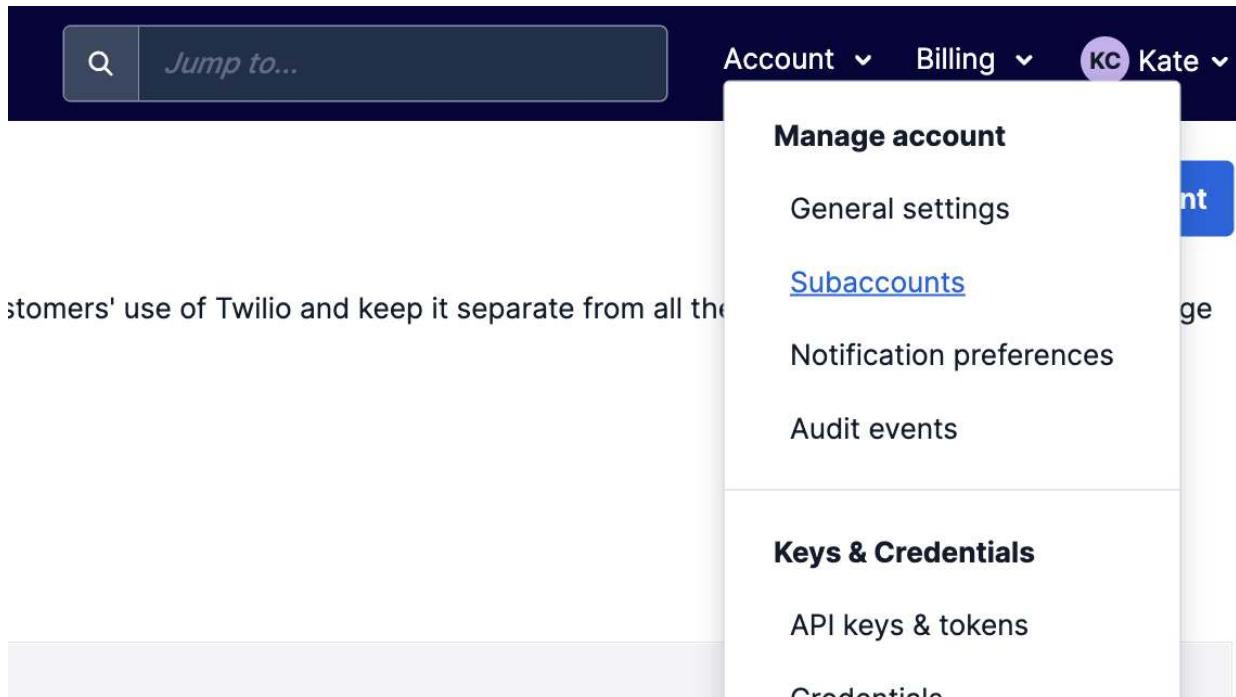
Your own Twilio Account SID to replace:

Your own Twilio Auth token to replace:

How to get the Twilio account SID and auth token:

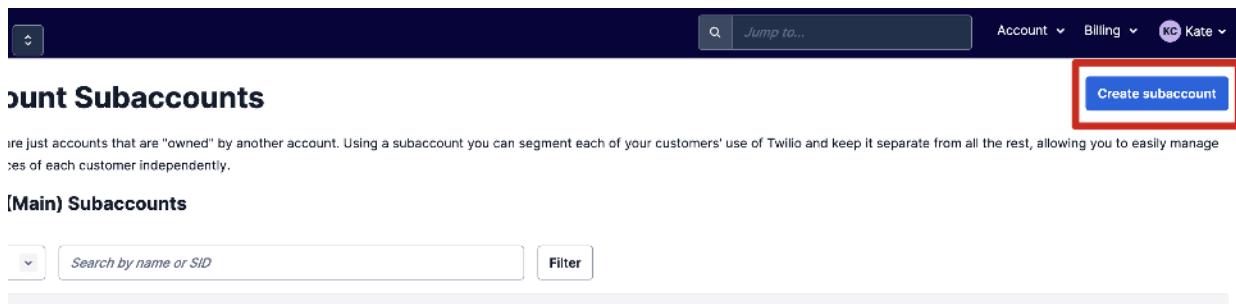
1. Once you create your own Twilio account:
2. Click Account > Sub-accounts

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



The screenshot shows the HighLevel Support Portal interface. At the top, there is a search bar with a magnifying glass icon and the text "Jump to...", followed by account and billing dropdowns and a user profile for "Kate". A modal window is open, titled "Manage account", with a list of options: "General settings", "Subaccounts" (which is underlined and highlighted in blue), "Notification preferences", and "Audit events". Below this, another modal window is open, titled "Keys & Credentials", with a list of options: "API keys & tokens" and "Credentials".

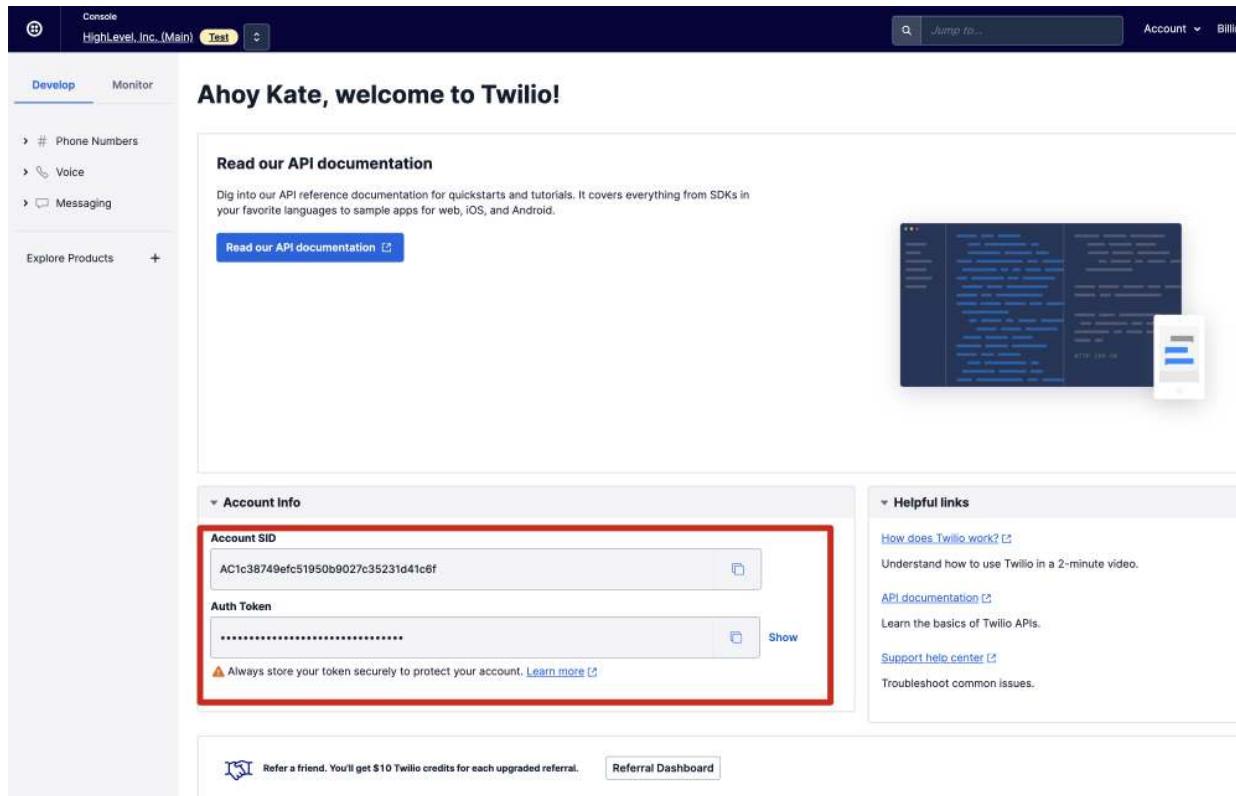
3. Click Create sub-account on the top right



The screenshot shows the "Subaccounts" list page. At the top, there is a search bar with a magnifying glass icon and the text "Search by name or SID", followed by a "Filter" button. A "Create subaccount" button is located in the top right corner of the page. The main table has columns for "SID" and "Status".

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

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The screenshot shows the Twilio Console interface. At the top, it says "Ahoy Kate, welcome to Twilio!". Below this, there's a "Read our API documentation" section with a link and a snippet of API code. On the left, a sidebar shows "Develop" is selected, with links to "Phone Numbers", "Voice", and "Messaging". Below that is "Explore Products". The main content area has a section titled "Account Info" with fields for "Account SID" (containing "AC1c38749efc51950b9027c35231d41c6f") and "Auth Token" (redacted). A note says "Always store your token securely to protect your account." To the right is a "Helpful links" section with links to "How does Twilio work?", "API documentation", "Support help center", and "Troubleshoot common issues". At the bottom, there's a "Refer a friend" button and a "Referral Dashboard" link.

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](#)

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