

# CITK

Moving numbers out of an LC Phone Sub-account to the client's own Twilio account



## Moving numbers out of an LC Phone Sub-account to the client's own Twilio account:

1. Please provide the **Location ID** to our support which you are trying to move the Twilio number(s) from so we can identify the ISV account's Account SID for you:
2. Create a support ticket with Twilio support

Subject: **Moving numbers request**

The screenshot shows the Twilio Support Center interface. On the left is a sidebar with 'Support Center', 'Overview', 'Support plans', 'Submit a ticket', and 'Ticket history'. The main form area has a 'SUBJECT\*' field with 'Moving numbers request' and a character count '22 / 150'. Below is a 'CCs' field containing 'migration@leadconnectorhq.com' with a green arrow pointing to the '+' button to add more email addresses. A second email address 'migration@leadconn...' is shown below with a green arrow pointing to it. The 'COMMENT\*' field contains 'Time-frame: ASAP', 'Please process this request at the earliest because it is business-critical for me', and 'Thanks!'. Below the comment is an 'Attach files' link. The 'PRODUCT\*' dropdown is set to 'Phone Numbers'. The 'BUSINESS IMPACT' dropdown is set to 'P2 Degraded - Twilio or your configuration is not functioning properly ...'. A red 'Submit' button is at the bottom. On the right, there is a 'Current System Status' section with a list of services and a 'View detailed status' link.

**SUBJECT\*** 22 / 150  
Moving numbers request

**CCs**  
migration@leadconnectorhq.com  
Enter email addresses, comma separated  
migration@leadconn... x

**COMMENT\***  
Time-frame: ASAP  
Please process this request at the earliest because it is business-critical for me  
Thanks!

[Attach files](#)

**PRODUCT\***  
Phone Numbers

**BUSINESS IMPACT**  
P2 Degraded - Twilio or your configuration is not functioning properly ...

[Submit](#)

**includes:** email support  
[Explore other plans](#)

**Current System Status**

- Account Security
- Autopilot
- Carrier Network
- Developer Tools
- Elastic Sip Trunking
- Flex
- Frontline
- Interconnect
- Internet Of Things
- Phone Numbers
- Programmable Chat
- Programmable Messaging
- Programmable Video
- Programmable Voice
- Proxy
- Serverless
- Twilio Live
- Twilio Platform

[View detailed status](#)

3. CCs: copy and paste this email **migration@leadconnectorhq.com**

click add ( + ) so we can approve your request.

Comment:

Hi Twilio Support,

I would like to move the following phone numbers to a new sub-account -

**+1 PASTE\_TWILIO\_NUMBER\_HERE**

Losing sub-account SID -

please [contact HighLevel support](#) to get the ISV location's Twilio sub-account SID  
**where the number is currently in** for you

Gaining sub-account SID -

**E.g. AC8a0eac4ea7651eba06137bbf1a907df62d < Replace your own Twilio sub-account SID here**

Time-frame: ASAP

Please process this request at the earliest because it is business-critical for me

Thanks!


Product: **Phone numbers**


Business Impact:

**P2 Degraded** - Twilio or your configuration is not functioning properly or intermittently

**4. Once all details above are filled out and cc'ed, Click on Submit**

Click on **NO**



**Before we submit your request, try these solutions** 


**ETA Notifications with Java and Servlets** 

Trigger a Customer Notification

A driver's screen shows two buttons that allow the laundry delivery person to trigger notifications: one for picking up orders and one for delivering them.

In a production app we would probably trigger the second notification when the delivery person was physically near the customer, using GPS.

[View answer source](#) Help others by providing feedback  


**ETA Notifications with Node.js and Express** 

Handle an incoming Twilio message status update

That's all, folks! We've just implemented an on-demand notification service that alerts our customers when their order is picked up or arriving. Now let's look at other features Twilio makes it easy ...

Click on

## SUBMIT HELP REQUEST



*Sorry we couldn't provide the solution you were looking for.*

Please give us feedback to help us improve our service.

☐ The solutions were helpful, but I still have questions.

☐ The solutions were not relevant.

**SUBMIT HELP REQUEST**

[Back to solutions](#)