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**

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**

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