

CITK

How to Purchase a Phone Number in a Sub-Account



More Tutorials from the Community

<https://youtu.be/dPnqcQhfWHg>

<https://youtu.be/wjAJ1T6iXks>

https://youtu.be/LDrc_G26bgE

Before you continue with this guide, please make sure you have set up your agency telephony provider. If you still need to, please follow [this guide first](#), as you can only purchase a phone number once a provider has been selected.

Covered in this article

[How to buy a Phone Number within a Sub-Account](#)

[Step-by-step on how to purchase a phone number in a sub-account](#)

[Other Relevant Documentation](#)

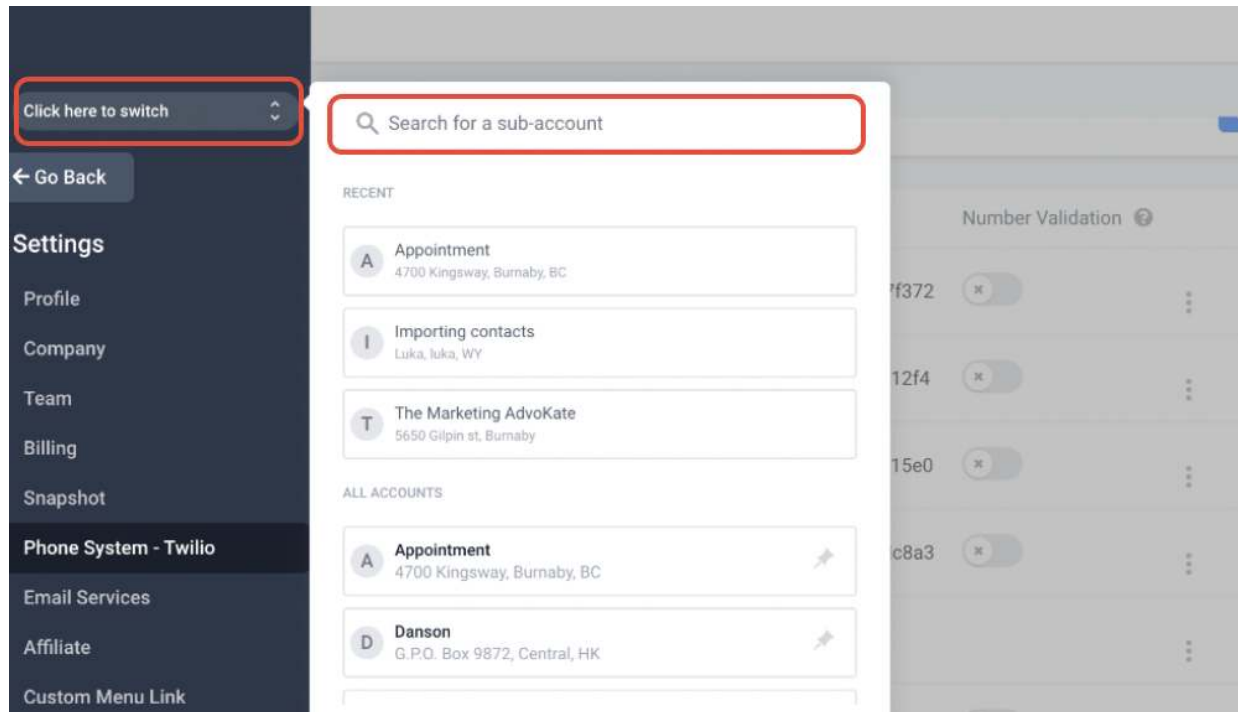
How to buy a Phone Number within a Sub-Account

[How do I Migrate an Agency and Sub-Account to LC - Phone?](#)

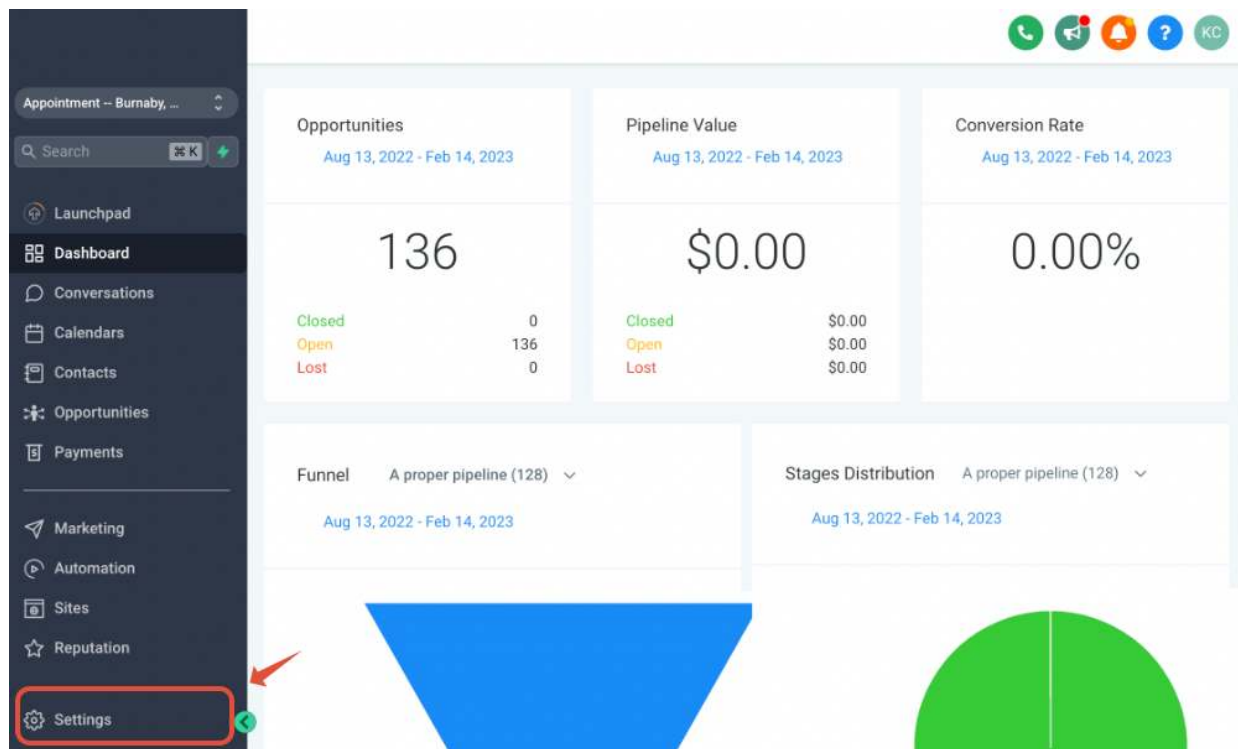
Step-by-step on how to purchase a phone number in a sub-account

1. At the top left, click here to switch to the sub-account where you want to purchase a phone number.

How to Purchase a Phone Number in a Sub-Account



2. Once you are in the sub-account, click on Settings



3. Click on Phone Numbers

How to Purchase a Phone Number in a Sub-Account

Appointment -- Burnaby, ...

Search [K] [Green Arrow]

Go Back

Settings

MY BUSINESS

Business Profile

My Staff

Pipelines

BUSINESS SERVICES

Calendars

Phone Numbers

Reputation Management

Profile

General Information

Location ID [?] RNTEDRA9ap9xSh2MyTYS [Link]

Business Logo

The proposed size is 350px * 180px
no bigger than 2.5mb

Change Remove

Friendly Business Name

Appointment

Legal Business Name [?]

Legal Business Name

Business Physical Address [?]

Street Address [?]

4700 Kingsway

City

Burnaby

Postal/Zip Code

V5H 4N2

State / Prov / Region *

State / Prov / Region

Country

United States

Time Zone *

4. Click on Add Number

Appointment -- Burnaby, ...

Search [K] [Green Arrow]

Go Back

Settings

MY BUSINESS

Business Profile

My Staff

Pipelines

BUSINESS SERVICES

Calendars

Phone Numbers

Reputation Management

Profile

Phone Numbers Manage

SMS Providers

Default Provider	Provider Name [?]	Provider Type
[Blue Circle]	Twilio	Twilio

Save

Phone Numbers 2 accounts

+ Add Number

Default Outbound Number	Name	Phone Number	Forwarding number	Timeout
-------------------------	------	--------------	-------------------	---------

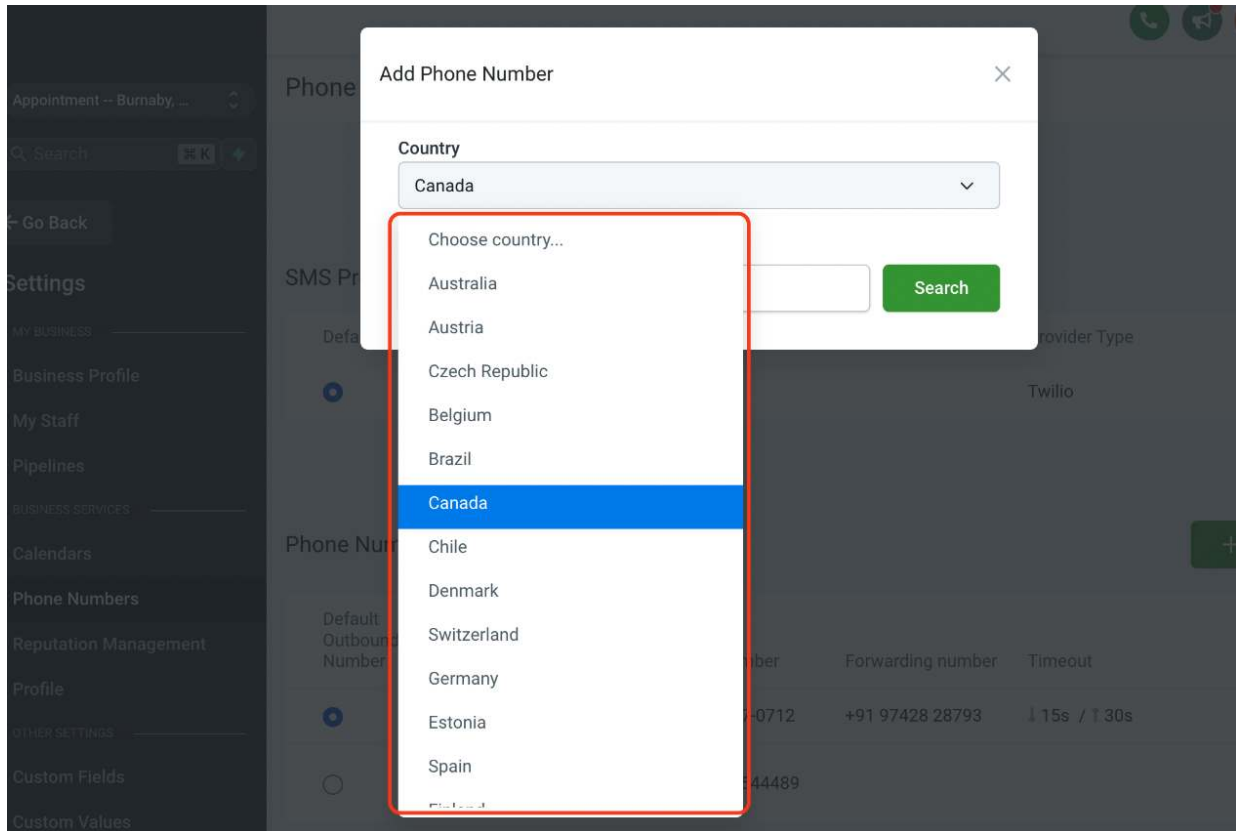
5. Select the Country you want to purchase the number for.

Here's a list of countries supported by LC Phone System/ Twilio:

Twilio international phone number availability and capabilities

How to Purchase a Phone Number in a Sub-Account

If the country you want is on the list but not visible within the system, you can ****buy the number through the Twilio console for the location.** (****ONLY** applicable to Agencies who have **integrated Twilio as the default telephone provider**)



A regulatory bundle/Address is required if your agency resides outside the USA or Canada.

Please Note:

How to Purchase a Phone Number in a Sub-Account

Area Code

61

Search

Available numbers

- ☒ +61 481 610 672
- ☐ +61 481 611 839
- ☐ +61 481 611 072
- ☐ +61 481 607 185
- ☐ +61 481 607 204
- ☐ +61 481 606 387

Please select 'address' to purchase number

Regulatory Bundles/Address are an industry-standard practice, not a HighLevel-specific requirement.

If your sub-account is outside of the USA and Canada, we highly recommend that you complete the regulatory bundle/address registration for

If you are using Twilio as your agency phone provider, please check out how to [Purchase a Twilio](#)

Other Relevant Documentation

[How to Set Up Call Tracking \(Number Pool\)](#)

LC Phone Users:

How to Purchase a Phone Number in a Sub-Account

- [How do I Migrate an Agency and Sub-Account to LC - Phone?](#)
- [Compliance - LC Trust Center](#)
- [LC - Phone Messaging Policy](#)
- [LC - Phone Pricing Structure](#)
- [Regulatory Bundle and Address Creation for Sub-Accounts](#)

Twilio Users:

- [How to buy a Twilio number for the HighLevel location in Twilio](#)
- [Twilio's international phone number availability and capabilities](#)
- [How to request a Twilio number that's not available?](#)
- [Purchase Twilio Number - "Please Select Bundle/Address to Purchase Number."](#)