

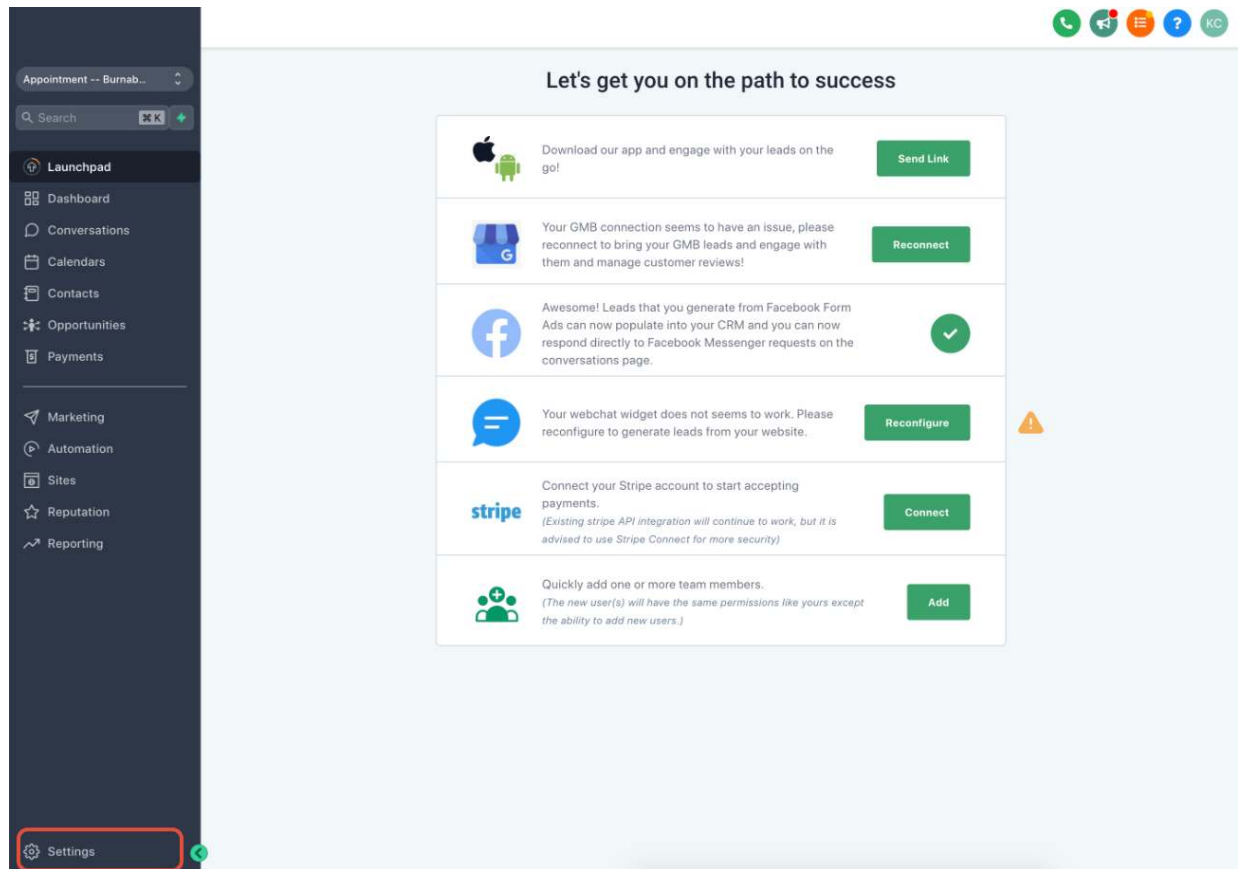
CITK

Resetting a Twilio Number



Deleting / Resetting a Twilio Number Print

Once you are in the subaccount, click on Settings (bottom left)



Click on Phone Numbers

Resetting a Twilio Number : CITK

Business Info

My Staff

Pipelines

Profile

BUSINESS SERVICES

Calendars

Phone Numbers

Reputation Management


OTHER SETTINGS

Custom Fields

Custom Values

Domains

Media



Change

Company Name

Appointment

Company Email

deletecontacttest@gmail.com

Company Phone

Company Phone

Company Website

Company Website



Company Niche



Click on the trash icon to remove the number

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Timeout

↓ 1s / ↑ 60s





+ Add Number Pool

Once you confirm by typing **Delete** below, Click on **Confirm Delete**

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Are you sure you want to delete +447360544489 from this account?

Confirm by typing **Delete** below.

Delete

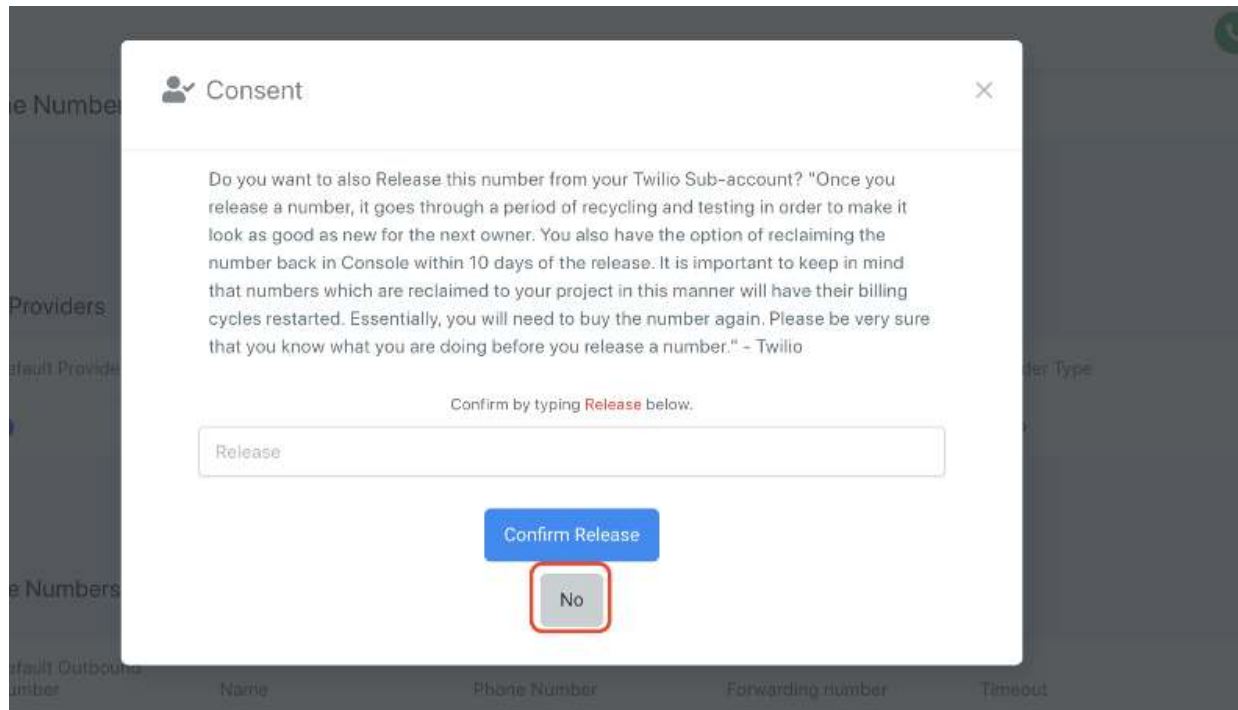
Confirm Delete

Cancel

If you want to keep/reset the twilio number webhooks, click on NO here so the number will still exist in your Twilio sub-account.

Otherwise, confirm by typing **Release** below and click on **Confirm Release**.

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A screenshot of a Twilio 'Consent' dialog box. The dialog has a title bar with a user icon and the word 'Consent'. The main text explains the process of releasing a number and the option to reclaim it within 10 days. Below the text, it says 'Confirm by typing Release below.' and shows a text input field containing the word 'Release'. At the bottom, there are two buttons: 'Confirm Release' (blue) and 'No' (grey). The 'No' button is highlighted with a red square.

Consent

Do you want to also Release this number from your Twilio Sub-account? "Once you release a number, it goes through a period of recycling and testing in order to make it look as good as new for the next owner. You also have the option of reclaiming the number back in Console within 10 days of the release. It is important to keep in mind that numbers which are reclaimed to your project in this manner will have their billing cycles restarted. Essentially, you will need to buy the number again. Please be very sure that you know what you are doing before you release a number." - Twilio

Confirm by typing **Release** below.

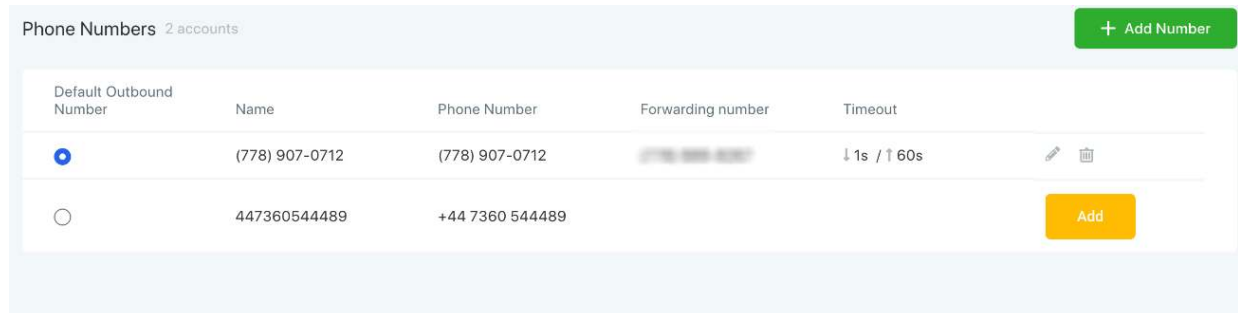
Release

Confirm Release




No

Once you click on NO,

Click on **Add** to add back the Twilio number to the account, this helps to reset the Twilio number's webhook



A screenshot of the Twilio 'Phone Numbers' page. It shows a table with columns: Default Outbound Number, Name, Phone Number, Forwarding number, and Timeout. There are two rows of numbers. The first row is selected with a blue radio button. The second row has an 'Add' button next to it. A green '+ Add Number' button is in the top right corner.

Default Outbound Number	Name	Phone Number	Forwarding number	Timeout	
<input checked="" type="radio"/>	(778) 907-0712	(778) 907-0712	(778) 907-0712	↓ 1s / ↑ 60s	 
<input type="radio"/>	447360544489	+44 7360 544489			

Learn more about [Restoring a previously released phone number](#)

Did you find it helpful? Yes No

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Sorry we couldn't be helpful. Help us improve this article with your feedback.