CITK

How to request a number that's not available?

Here's a list of countries supported with Twilio: https://support.twilio.com/hc/en-us/articles/223183068-Twilio-international-phone-number-availability-and-their-capabilities

If the country you want is on the list but not on Highlevel, you can buy the number through the Twilio console for the location.

If you are on **LC phone**, please reach out to HighLevel support. If the number is not available in the Twilio console, you can submit the **Private Offering Form** or request a ticket with Twilio support.

Learn more about setting up the bundle/address when requesting a Twilio number

Private offerings Example:

Here's a case where we can request a number for Norway:

Twilio currently does not have these numbers in stock, they can place a number order with the Inventory Team:

Norway Mobile SMS ($12 Monthly) - Expected Delivery 1-2 Weeks

Norway Toll-Free Voice ($25 Monthly) - Expected Delivery 2-4 Weeks

Norway Local Voice ($3 Monthly) - Expected Delivery 2-3 Weeks

We will need to provide the following information:

- The SID of the Account to be associated with the number

- The SID of the Bundle to be associated with the number

- The SID of the address to be associated with the number

- Required prefix for the number (if you have a specific prefix you'd like)

- Quantity of phone numbers (and type) to purchase

For help finding your Bundle or Address SID, please see: How to find a BU SID or an AD SID

If you need to create a Regulatory bundle, please see: How to submit a regulatory bundle for Phone Number Regulatory Compliance

Here is also more information on Norway Regulatory Requirements.

Twilio support generally reviews the submission within 3 business days. Once your documents have passed review, let them know so they can place an order for you for the phone number.

FAQs

1. How to get a mobile number in France for two-way SMS?

Please vote up for this idea Twilio Alphanumeric Sender ID functionality to allow that!