

CITK

How to restore a deleted Twilio number

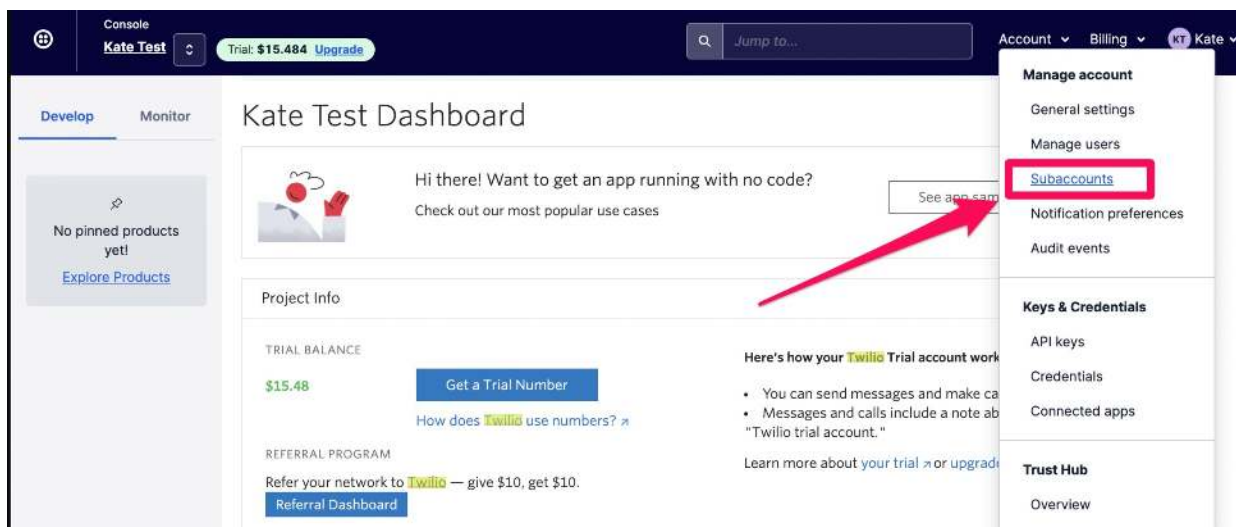


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When you [delete and release a number](#), Twilio will reserve that number for 10 days in case you need it back. After 10 days, you will need to [reach out to Twilio support](#) to get the number back. If the sub-account is on **LC phone**, please [contact HighLevel support](#).

By logging in to [Twilio Console](#), you can restore numbers that you released in the past 10 days. Release numbers will show up on Console's **Released Numbers** page.

1. Log on to [Twilio console](#)
2. Go to the top right -> Click **Account** -> Click on **Subaccounts**



3. If there are too many subaccounts inside Twilio, you can go back to HL and copy the Account SIN for that location to search in Twilio:

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The screenshot shows the Twilio Settings page. On the left is a sidebar with navigation links: Settings, Profile, Company, Team, Billing, Snapshot, Twilio, Mailgun, SMTP Service, Affiliate, Custom Menu Link, Stripe, API Keys, Compliance, Launchpad, and Audit Logs. The main content area is titled 'Twilio Settings'. It features a Twilio logo, an 'Account SID' field with the value 'AC8a0eac4ea7651eba067bbf1a907df62d', and a checkbox for 'Automatically create Sub-Accounts' which is checked. Below this is a section titled 'Twilio Settings for Locations' with a sub-header '7 locations'. A table lists settings for different locations. A red box highlights the 'Account SID' column for the 'Appointment' location, which contains the value 'AC2eddc98fb60c300c700aa05abb17f372'. A red arrow points to this value with the text 'Copy account SID based on the location'.

Name	Account SID	Number Validation
Appointment	AC2eddc98fb60c300c700aa05abb17f372	<input type="checkbox"/>
Danson	AC531ef3a2e6094ca3366a1d15f5e712f4	<input type="checkbox"/>
Importing contacts	AC7219a5aee64d805976cfdee515f515e0	<input type="checkbox"/>

4. Now go back to Twilio with the copied Account SID

5. Search based on the Twilio Subaccount SID in agency level settings -> Twilio, Paste the Account SID here and click on it:

Subaccounts

Subaccounts in Twilio are just accounts that are "owned" by another account. Using a subaccount you can keep it separate from all the rest, allowing you to easily manage the activity and resources of

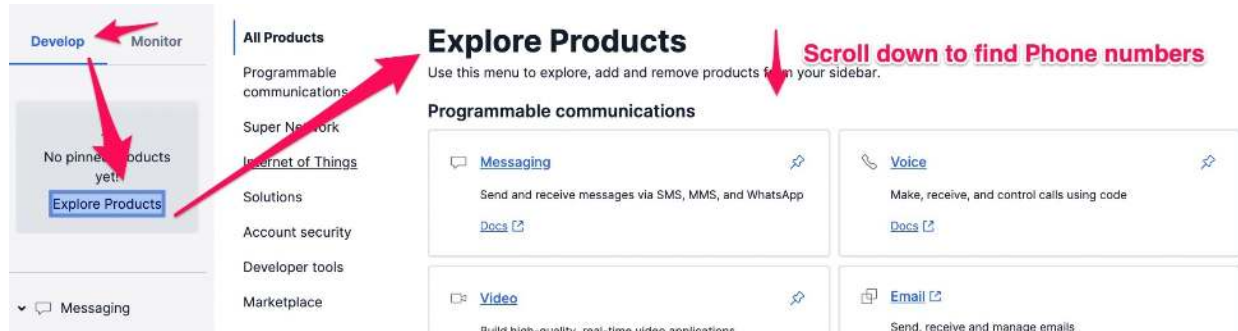
Note: Closed subaccounts will be automatically deleted 30 days after closure

The screenshot shows a search bar with a dropdown menu on the left showing 'Open' with a downward arrow. In the center is a search input field with the placeholder text 'Search by name or SID'. On the right is a red 'Filter' button.

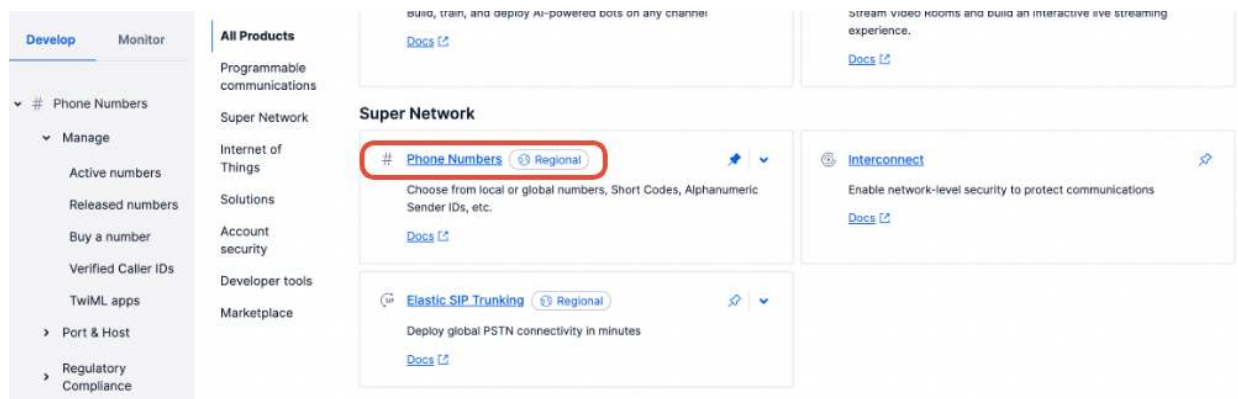
6. Once you are in the subaccount inside Twilio

Go to **Explore Products** > Scroll down to find **Phone numbers**

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Click on **Phone numbers**:



Expand **Phone Numbers** on the left menu > **Manage** > **Released numbers**

Simply click on the **Repurchase Number** button

Note that the action is considered to be repurchasing the phone number, so you'll be charged the monthly fee upon performing the action.

If you don't see numbers you wish to restore anymore on the Released Numbers page, please [contact Twilio support for help](#).

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DevelopMonitor

No pinned products yet!
[Explore Products](#)

Phone Numbers

Manage

Active numbers

Released numbers

Buy a number

Verified Caller IDs

Twiml apps

Port & Host

Docs and Support

Released Phone Numbers


1

If you've released a phone number, you can repurchase it **within 10 days** of the time of release. [Learn more](#)

Number

Filter

Reset filters



Hmm, nothing matched your search.

Check your spelling or try something more general.

Show all Twilio numbers

* Can send/receive calls to domestic numbers only

† Can send/receive sms to domestic numbers only

‡ This number does NOT support SIP Trunking

▲ Can make emergency calls.

(national) A non-geographic number

(beta) This number is new to the Twilio Platform

(hosted) This number is hosted on the Twilio Platform

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