Bringing the number you already have

Your customers already know your number. You can move it to HQ instead of taking a new one.

Steps

1. Open Configure, then This company, and under Your HQ number open Or bring the number you already have.
2. Read what moving a number risks. Fill in the number, whose line it is, its phone company and the name on the account, and press Ask head office to bring it.
3. Then fill in the move: the account number and PIN from your phone bill, the address on the bill, who signs, and a copy of the bill. Tick that you understand, and press Send the move.
4. Watch your email for a letter from Twilio to sign. HQ checks every hour and emails you when the number has arrived.

Good to know

A new number works in a day and leaves your phone as it is, so it is the quicker choice. Moving a number takes longer.

The number may not work for a short while during the move, and a cell number moved to HQ stops working on that phone.

The account number and PIN go straight to Twilio, the company that moves the number. HQ does not keep them.