

# Removing Services or DIDs from your existing SIPSTATION account

- Removing DIDs from your existing SIPSTATION account
- Removing Trunks/Call Paths from your SIPStation account

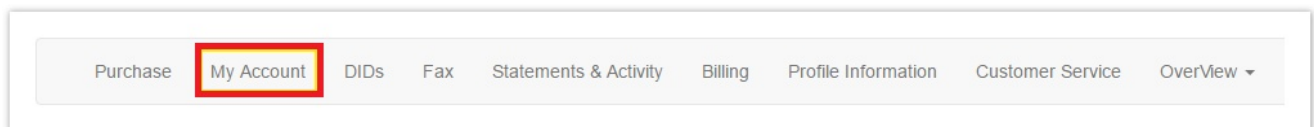
## Removing DIDs from your existing SIPSTATION account


DID removal is effective immediately. At your next billing cycle, you will not be renewed/invoiced for the removed services. Also, if you cancel mid billing cycle, there will be no credit issued to your account.

- Log in to the SIPStation Store.





- Click on **DIDs** in the navigation menu.



- You will see a list of DIDs on your account. Find a DID that you want to delete and click the the  button (red "minus sign") next to the DID.

*Note: The Master E911 Number cannot be deleted. If you need to delete this DID, designate a different DID as the Master first, as described in our wiki E911 Service.*

	Other Numbers	SMS Capable	FAX Capable	E911 Service	Failover Number
	866-217-9175 📞		<input checked="" type="checkbox"/>	+ Add	🔧 Configure
	866-253-4044 📞		<input checked="" type="checkbox"/>	+ Add	🔧 Configure

Showing 1 to 2 of 2 rows

- You will be prompted to confirm the deletion of the DID. Press **OK** in the dialog box to proceed with removing the DID from your account.

Are you COMPLETELY sure of canceling this DID? If you press OK, this DID will be removed from your account IMMEDIATELY and you will not be able to get it back. This number will no longer ring in on your account so are you sure you want to proceed?

Accept

Close

## Removing Trunks/Call Paths from your SIPStation account

### Warning

Trunk removal is effective immediately. At your next billing cycle, you will not be renewed/invoiced for the removed services. Also, if you cancel mid billing cycle, there will be no credit issued to your account.

- Log into the [SIPStation Store](#).



The screenshot shows the SIPStation Store website. The header includes the SIPStation logo, a 'Register' button, and links for 'Login', 'Forgot Password', 'Wiki', 'Support Center', and a phone number '(520) 886-8130'. The main banner features the text 'Your VoIP Connection to the World' and a woman on a phone. Below the banner, there is a section for 'Inbound numbers' with a 'Fax/Voice' toggle. The 'Inbound numbers' section shows a price of '\$1.00 per month / \$1.50 per month, 2-4 cents/min' and fields for 'DID number', 'Toll Free number', 'Country' (set to 'United States of America'), 'State' (set to '-- Select State --'), and 'Rate Center' (set to 'Select An Option'). Below this is a 'Voice Services' section with a 'High Volume two-way trunk' option priced at '\$24.99 per month'.

- Click **My Account** in the navigation menu.

Purchase

**My Account**

DIDs

Fax

Statements & Activity

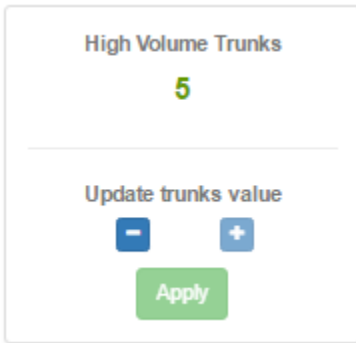
Billing

Profile Information

Customer Service

OverView ▾

- Click the minus button.



High Volume Trunks

5

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Update trunks value

- +

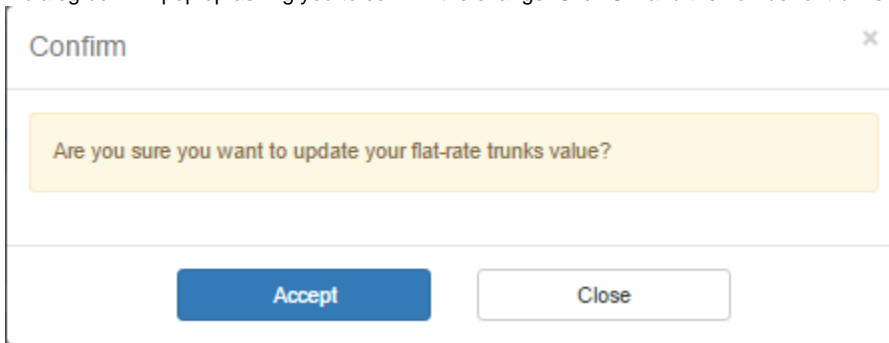
Apply

The image shows a control panel for 'High Volume Trunks'. At the top, the text 'High Volume Trunks' is displayed above a large green number '5'. Below this is a horizontal line. Underneath the line, the text 'Update trunks value' is centered. Below this text are two blue square buttons: a minus sign '-' on the left and a plus sign '+' on the right. At the bottom of the panel is a green rectangular button with the word 'Apply' written in white.

- From here, you can move the slider bar down to any number of trunks (call paths) that you want. Press the **Submit Changes** button when done.

*In our example we have taken it from 20 down to 15.*

- A dialog box will pop up asking you to confirm the change. Click **OK** and the number of trunks will be updated.



Confirm

Are you sure you want to update your flat-rate trunks value?

Accept Close

The image shows a 'Confirm' dialog box. The title bar at the top left says 'Confirm' and has a close button 'x' on the right. The main content area has a yellow background with the question 'Are you sure you want to update your flat-rate trunks value?'. At the bottom, there are two buttons: a blue 'Accept' button and a white 'Close' button with a grey border.