

**Thank you for your patience! Your AT&T Representative will be with you shortly.**

**Welcome! You are now chatting with 'Sharon Johnson'**

**Sharon Johnson:** Good afternoon Steve. I see you are still having caller ID issues. Is this for 8606902802?

**Steve:** Sharon, my wife mobile call-id returns a former owners name instead of her own. We went through a process over a year ago and it has not been corrected. Please help mus solve this one way or another. Enough is enough. Thanks STEve

**Sharon Johnson:** Good afternoon Steve. I see you are still having caller ID issues. Is this for 8606902802?

**Steve:** yes

**Sharon Johnson:** What is the name that is displaying? I also need a list of numbers that are showing the name wrong when she calls them.

**Steve:** Ryan Wooley

**Steve:** or maybe Ryan Woolley

**Sharon Johnson:** Ok and do you have some numbers that are showing the name wrong when she calls?

**Steve:** not sure what you mean. When she call me on 860-651-9746 or 860-670-1071 is is wrong.

**Steve:** I would assume any number she calls it is wrong

**Sharon Johnson:** I mean I need a list of numbers she is calling that has it wrong. So say your home phone is an issue. She calls home and the name is wrong what is that number she calls?

**Steve:** the first number is my home number the second one is my cell

**Sharon Johnson:** Well I am checking and the name in AT&T's system is correct. This issue is typically with landline numbers. To correct it I need examples.

**Sharon Johnson:** Ok I will check those 2.

**Steve:** When she call 860-651-9746 which is out landline IT IS WRONG

**Sharon Johnson:** On cell phones the caller ID is based on what name is attacted to the number in your address book.

**Sharon Johnson:** I said I would check that.

**Steve:** Ok so all landlines must be wrong

**Sharon Johnson:** I can understand your frustration. When you call a landline number their service provider (Comcast) queries your telephone number in a database to retrieve the name associated with it and the name is then displayed on their Caller ID unit. Some of these providers may be querying a database that does not match what is in the AT&T database. We have checked our database and your name is correct.

**Sharon Johnson:** So at this point I am going to forward your caller ID issue to our Caller ID Team who is working with third-party Caller ID providers to correct issues such as this. Keep in mind it is up to that provider to update the name. AT&T cannot force this so I have no time frame. If you have any other numbers you can give me I will be sure they are reported too.

**Steve:** So Sharon to be Clear, AT&T is not responsible but Comcast is,Correct?

**Sharon Johnson:** From what I see yes. The name is correct in our database. Now I have had customers try to call the provider to have it updated and they push back to us. That is why I am filing the request to have our Caller ID group request Comcast update the name. But you are welcome to see if they will update it. If not we are requesting it be updated. I submitted the request for your home phone.

**Steve:** tHis was done by AT&T a year ago and nothing changed. I appreciate your help I will call Comcast.

**Sharon Johnson:** I am sorry it is not updated that is frustrating. Hopefully it is updated this time. Are there any other items that I can help you with today?

**Steve:** I will also call my congressman to indicate that there appears to be a matter of public identity that is not being address by the telecommunications industry.

**Sharon Johnson:** Ok

**Steve:** Thanks unless you can give me any other info I think we are finished. Thanks for your help. I will be passing this conversation on to Comacast and my Congresssmans office.

**Steve:** Steve