



# Ironton Global

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## CALLER ID: A PRIMER

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## Caller ID: A primer

Thank you for being a client of Ironton Telephone or Service Electric Telephone for your telecommunications services. This letter will explain both incoming and outgoing Caller ID over the National Communication Network.

Caller ID is an option available to a subscriber as an inbound feature to the subscriber's telephone service.

There are many national databases that are utilized by telephone companies to record Calling Name information. Each National Database relays its information back and forth as subscribers change telephone companies or if their name information changes, as an example, as a result of marriage. Each Database sends out a request to update their information periodically. Depending on the National Database it may be monthly, quarterly or even twice a year.

When a subscriber leaves our service, a cancelation of the service is performed and Ironton Telephone or Service Electric Telephone uploads a deletion of the Name Information for that particular number to the National Database we utilize. This must be performed first before adding a new resident for a number to make sure the deletion of the name information is sent before the addition of new name information.

When a new subscriber is added to a residence, the name information is uploaded to the National Database Ironton Telephone utilizes to distribute among the rest of the databases. Our change to the National Database can take up to 72 hours to be implemented once we upload the information.



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## Outbound Calls from Subscriber:

When a subscriber places a call to another party, Ironton Telephone Company or Service Electric Telephone sends the calling number and the called number along with the request to connect the call to the designated location/Switch of the called party. The calling party's name information IS NOT sent along with the call request. It is the called party's responsibility to provide the name information to their subscriber as part of the caller ID feature they are charging their subscriber to provide (provided they are subscribed to caller ID)

When the call reaches the provider of the called party, the called party's provider receives the calling party's number and uses it to search a database to supply the calling Party's name information. This Database may be a National Database or a database the called provider manages. The following known companies manage their own databases and update them periodically from the National Databases. The known companies are Verizon, RCN, Comcast and Windstream. If the Called Party has NOT updated their database with the correct information uploaded to the National Database we utilize, two things may occur. First, the name information may still represent a former individual assigned to said number. Second, the name information is incomplete and is not displayed or displays as Unknown, Out of State, Out of Area or Displays the City or State where the number resides.

Subscribers using Call Block \*67 will suppress their caller ID and the Called Party may receive Blocked, Private or unknown in the display.

When Caller ID information is not correct for the called party, Ironton Telephone or Service Electric Telephone will perform the following:

- Request a test call to a test phone inside Ironton's Network to verify and loop up the information we receive from the National Database.
- If the Name & Number information is incorrect, Ironton Telephone will have the Database they utilize updated manually. This may take up to 72 hours to be completed.
- If the Name & Number information is correct, Ironton has supplied the proper information to the National Databases.

If the number information is correct and the name information is not correct in the called party's telephone display, Ironton Telephone or Service Electric Telephone IS NOT able to have this information corrected since Ironton Telephone or Service Electric Telephone DOES NOT have any control over the database the called Party's provider is searching. Ironton Telephone will and have placed service tickets in the past with the called Party's provider to request the correction of the information, but the providers will only take a trouble request if their subscriber calls to report an issue directly. In essence, doing so would be irrelevant and moot.



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## **Inbound Calls to Subscriber:**

When a resident receives a call, Ironton Telephone or Service Electric Telephone takes the calling party's number and opens a search of the same National Database we upload our subscriber's name information to. If the name information is not available in the national database, Ironton Telephone has the ability to extend this search to a database we manage for inbound Calling Name information, but that is NOT updated through the National Databases.

By utilizing two databases, Ironton Telephone or Service Electric Telephone can provide the correct information to our subscribers. The secondary database is altered only if our subscriber reports a trouble to Ironton and can provide the Calling Number Information, as well as, the Calling Name Information. Ironton Telephone's repair department may request permission to contact the calling party to verify this information.

Name information may not be provided if the calling party's number is not supplied. These parties may be using Call Block or they are suppressing their number as a private number.

Residents may have their numbers listed as Non-Published. This is for the national directory service for operated assisted and 411 calls only. If a resident wishes to have their Caller ID show as "private" when they are a Non-Published number, they will also need to have Call Block added to their Line or they must dial \*67 before dialing the number of the person they wish to call.