

# Caller ID Displaying Name Incorrectly

If your Caller ID is not displaying correctly to a person you are calling, there may be a few reasons why.

Ensure that you have requested a caller ID and that it was successfully entered into the National Registry. You can do this by contacting support. For more information on adding a Caller ID name, please see [Changing your Caller ID Name](#).

The person you are calling may not have Caller ID Services on their telephone. We find this most commonly with mobile telephone providers like T-Mobile, Verizon, etc. Caller ID is not a free service with many mobile providers. Users commonly only see a Caller ID name when the number is programmed into their Contact list.

You are calling using a Toll-Free number. Toll free numbers do not display the Caller ID Name.

The receivers telephone provider may have not pulled the updated information after a recent change. Providers update on a regular schedule that may include, daily, weekly or monthly.