

Changing Your Outbound Caller ID Name

Outbound Caller ID is the name and telephone number that is seen by the recipient of a call. This Caller ID information is stored in a national registry where telephone companies periodically go to get this information and store it in their databases.

When a Caller ID name change is requested, an update is sent to the national registry. The next time the database is checked by a phone provider they will receive the updated information and display it to the receiver.

Submitting a Caller ID Change Request

If you would like to update your caller id information, please submit the following information via a [support ticket](#) or email. You must be an authorized person on the account to make any changes.

Account Number: Please provide your Fireline Communications Account number. Format xxxx-xxxBxxx

Phone number(s): The phone number(s) that need a caller ID update.

The new Caller ID to display: 15 characters or less, including spaces.

Once the request is received, Fireline Communications will submit the changes. Please allow 24 to 48 hours for the changes to take effect. Depending on the carrier's update frequency, Daily, Weekly or Monthly it may take up to 30 days for the number to reach all carriers.

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