Caller ID

Caller ID within the WaTech (CTS) Network

Caller ID (CLID) is a telephone service that transmits a caller's number to the called party's telephone equipment during the ringing signal. Where supported, CLID can provide the name (CNAM) associated with the calling telephone number to be displayed on telephone equipment.

The statewide telephone network operated by WaTech is a complex mix of local, long distance and private communications paths sourced from many different vendors. This mixture of facilities is used to provide incoming, outgoing, free, and long distance for our customers business needs.   Emergency (911) and alternate backup paths must also be supported.

In this mix of facilities, and with network equipment that in some cases cannot support CLID, it can be a technical challenge to display CLID.   Additionally, varying customer privacy requirements can override technical capabilities and may ultimately determine if CLID can be supported. .

Outgoing Caller ID

The following types of calls (local, free expanded and long distance) may produce different results at different locations because of the carriers involved:

Local: The type of service selected by the customer will determine CLID capabilities. WaTech Centrex service allows the CLID to be passed or blocked depending on customer choice. WaTech Olympia area PBX service blocks the CLID by default; however, facilities are available to pass CLID. Other WaTech locations typically pass CLID.

Free Expanded Long Distance: Network load balancing can send calls via paths that do not reflect the customer's location. The CLID sent will reflect the path used to reach the public telephone network.

Long Distance: As these facilities are shared, some customers' privacy needs require that we block CLID. This requirement disables CLID on the shared long distance trunks for all calls.

CLID blocking may prevent calls from reaching numbers where individuals have chosen to block unidentified calls. WaTech has no control over how the public configures the equipment under their control.

If necessary, special facilities can be installed for the customer that can pass CLID. These facilities may be provided at extra cost. Note that the number (CLID) is sent from the originating telecommunications company (TELCO), however, the name displayed (CNAM) is obtained by the far-end TELCO.

Incoming Caller ID

CLID number will be provided if received. CNAM will be provided if received.

Caller ID Spoofing

Caller ID "spoofing" occurs when a caller deliberately falsifies the information transmitted to your Caller ID display to disguise their identity. Spoofing is often used as part of an attempt to trick someone into giving away valuable personal information so it can be used in fraudulent activity or sold illegally. U.S. law and FCC rules prohibit most types of spoofing.

More Spoofing info is located at the FCC site:
FCC Spoofing and Caller ID Guide