

I recently purchased a service contract from a mobile provider (AT&T) and was assigned a local cell phone number. Although I was told the number I was assigned had been inactive for a number of months, I discovered that the number was still in the name of the previous "owner" and that the caller ID that was displayed on the screen of the unit receiving my call was the name of the previous owner. I contacted my provider to attempt to correct the problem. I was told that AT&T could address the problem among its subscribers, but it was unable to correct the problem vis a vis other providers. The possibility that this issue could arise was not disclosed at the time of purchase. I doubt this is an AT&T problem alone, but likely systemic. There needs to be a system-wide procedure to "clean off" previously held cell numbers that would involve all cell providers, along with a full disclosure at the time of contracting that this issue might arise . Thank you.