



NORTH AMERICAN
QUITLINE
CONSORTIUM

Take back and Transfer (TNT) Instructions

Updated in August 2024

A Quitline that receives a call from 800-QUIT-NOW or 855-DEJELO-YA and wants to transfer the call to another State Quitline, Asian Smokers Quitline or Provincial Quitline should do the following:

1. Dial *8 (at this point the callers is placed on hold and caller will hear music until the transfer is complete).
2. Enter the 2 digit code for the Quitline they would like to transfer the call to. See 2 digit office TNT codes below. Please note: codes 01-56 are for states and territories; codes 80-82 are for Asian Smokers Quitline; codes 60-70 are for provinces.
3. Once the other quitline answers and the call is introduced the transferring IS hangs up and the transfer is complete.

800-QUIT-NOW & 855-DEJELO-YA Take back and Transfer Codes

States	TNT
Alaska (AK)	01
Alabama (AL)	02
Arkansas (AR)	03
Arizona (AZ)	04
California (CA)	05
Colorado (CO)	06
Connecticut (CT)	07
District of Columbia (DC)	08
Delaware (DE)	09
Florida (FL)	10
Georgia (GA)	11
Hawaii (HI)	12
Idaho (ID)	13
Iowa (IA)	14
Illinois (IL)	15

States	TNT
New Jersey (NJ)	30
New Mexico (NM)	31
New York (NY)	32
Nevada (NV)	33
North Carolina (NC)	34
North Dakota (ND)	35
Ohio (OH)	36
Oklahoma (OK)	37
Oregon (OR)	38
Pennsylvania (PA)	39
Rhode Island (RI)	40
South Carolina (SC)	41
South Dakota (SD)	42
Tennessee (TN)	43
Texas (TX)	44

States	TNT
Canada - Quebec	60
Canada - British Columbia	61
Canada - Newfoundland	62
Canada - Labrador	63
Canada - Alberta	64
Canada – Ontario, Yuon, Nunavut & NW Territories	65
Canada – Manitoba	66
Canada - New Brunswick	67
Canada - Nova Scotia	68
Canada - Prince Edward Island	69
Canada – Saskatchewan	70
Asian Smokers Quitline Chinese	80
Asian Smokers Quitline Korean	81
Asian Smokers Quitline Vietnamese	82

Indiana (IN)	16	Utah (UT)	45		
Kansas (KS)	17	Vermont (VT)	46		
Kentucky (KY)	18	Virginia (VA)	47		
Louisiana (LA)	19	Washington (WA)	48		
Maryland (MD)	20	Wisconsin (WI)	49		
Massachusetts (MA)	21	West Virginia (WV)	50	IVR Automated messages	99
Maine (ME)	22	Wyoming (WY)	51		
Michigan (MI)	23	Puerto Rico (PR)	52		
Minnesota (MN)	24	US Virgin Islands	53		
Mississippi (MS)	25	Guam	54		
Missouri (MO)	26	American Samoa	55		
Montana (MT)	27	CNMI - Marianas Islands (Saipan)	56		
Nebraska (NE)	28	NCI Contact Center	57		
New Hampshire (NH)	29				

Different scenarios of problems that could happen while transferring a call:

If 2 digit code is not found:

If the transferring agent is present and enters in an incorrect code. The agent will hear a message "Your entry is invalid. Please try again"

If transferring agent enters in an incorrect code a 2nd time they will hear the same message. "Your entry is invalid. Please try again"

After the 3rd time an incorrect code is entered the transferring agent will hear a message "You're being reconnected to the caller." And be reconnected to the caller.

If the agent hung up at any time through this process the caller will hear a message "Your call cannot be complete at this time. Please try your call again later." And call will end.

Less than 2 digits entered:

If transferring agent is present and enters in less than 2 digits. The agent will hear a message "You did not enter enough digits. Please try again."

If transferring agent enters in less than 2 digits a 2nd time they will hear the same message. "You did not enter enough digits. Please try again."

After the 3rd time less than 2 digits are entered the transferring agent will hear a message "You're being reconnected to the caller." And be reconnected to the caller.

If the agent hung up at any time through this process the caller will hear a message "Your call cannot be complete at this time. Please try your call again later." And call will end.

If all lines/trunks busy:

If the transferring agent is present and the office they are transferring the call to is busy, transferring agent will hear a message "We're sorry. The line is busy." And be reconnected to the caller.

If the transferring agent hangs up before introducing the caller, caller will hear a message "Your call cannot be complete at this time. Please try your call again later." And call will end.

No answering:

If the transferring agent is present and the office transferring the call to do not answer in 6 rings the transferring agent will hear a message "we're sorry. There's no answer." And be reconnected to the caller.

If the transferring agent hangs up before introducing the caller, caller will hear a message "Your call cannot be complete at this time. Please try your call again later." And call will end.