



NORTH AMERICAN
QUITLINE
CONSORTIUM

Take back and Transfer (TNT) Instructions

Updated February 2020

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 (Ontario)	61
Canada - Newfoundland	62
Canada - Labrador	63
Canada - Alberta	64
Canada – Ontario, Yuon, Nunavut & NW Territories (Ontario)	65
Canada – Manitoba (Ontario)	66
Canada - New Brunswick (Ontario)	67
Canada - Nova Scotia (Ontario)	68
Canada - Prince Edward Island (Ontario)	69
Canada – Saskatchewan (Ontario)	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 the 2 digit TNT code entered is incorrect:

If the transferring agent is present and enters 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."* At that point, the transferring agent will 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 the call will end.

If 2 digit code is entered incorrectly: 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." The transferring agent will 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." The call will end.

Less than 2 digits entered: 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." The transferring agent will 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." The 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." The transferring agent will 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." The call will end.

If the line is not answered: If the transferring agent is present and the office to which the call is being transferred does not answer in 6 rings the transferring agent will hear a message "We're sorry. There's no answer." The transferring agent will be reconnected to the caller.

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

For additional information, please contact:

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