



NORTH AMERICAN  
**QUITLINE**  
 CONSORTIUM

**Take back and Transfer (TNT) Instructions**

*Updated December 2018*

- The state Quitline receives a call from 800-QUIT-NOW or 855-DEJELO-YA and wants to transfer the call to another state quitlineoffice. Do the following:
  1. Dial \*8 (at this point the caller is placed on hold and will hear music until the transfer is complete).
  2. Enter the 2 digit code for the state quitline you would like to transfer the call to. See attached list of 2 digit state quitline TNT codes below.
  3. Once the other quitline answers and the caller is introduced to the transferring state, quitline 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
Montana (MT)	27
Nebraska (NE)	28
New Hampshire (NH)	29
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

States	TNT
Puerto Rico (PR)	52
US Virgin Islands	53
Guam	54
American Samoa	55
CNMI - Marianas Islands (Saipan)	56
NCI Contact Center	57
Canada - Quebec	60
Canada - British Columbia	61
Canada - Newfoundland	62
Canada - Labrador	63
Canada - Alberta	64
Canada - Ontario	65
Canada - Manitoba	66
Canada - New Brunswick	67
Canada - Nova Scotia	68

Indiana (IN)	16	South Dakota (SD)	42	Canada - Prince Edward Island	69
Kansas (KS)	17	Tennessee (TN)	43	Canada - Saskatchewan	70
Kentucky (KY)	18	Texas (TX)	44	<b>IVR Automated messages</b>	<b>99</b>
Louisiana (LA)	19	Utah (UT)	45		
Maryland (MD)	20	Vermont (VT)	46		
Massachusetts (MA)	21	Virginia (VA)	47		
Maine (ME)	22	Washington (WA)	48		
Michigan (MI)	23	Wisconsin (WI)	49		
Minnesota (MN)	24	West Virginia (WV)	50		
Mississippi (MS)	25	Wyoming (WY)	51		
Missouri (MO)	26				

**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 2<sup>nd</sup> time they will hear the same message. *"Your entry is invalid. Please try again"*

After the 3<sup>rd</sup> 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 fewer than 2 digits are entered:**

If the transferring agent enters fewer than 2 digits. The agent will hear a message *"You did not enter enough digits. Please try again."*

If the transferring agent enters fewer than 2 digits a 2<sup>nd</sup> time they will hear the same message. *"You did not enter enough digits. Please try again."*

After the 3<sup>rd</sup> time that fewer than 2 digits are entered the transferring agent will hear a message *"You're being reconnected to the caller."* At that time, 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 all lines/trunks are busy:**

If the quitline being called is busy, the transferring agent will hear a message *"We're sorry. The line is busy."* At that point, 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."* And call will end.

**No answer:**

If the quitline being called does not answer in 6 rings the transferring agent will hear a message *"We're sorry. There's no answer."* At that point, 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."* And call will end.

For additional information, please contact:

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