

Take back and Transfer (TNT) Instructions

- State QuitLine receives a call from 800-QUIT-NOW and want to transfer the call to another State Quitline office will do the following
 1. Dial *8 (at this point the callers is placed on hold and will hear music until the transfer is complete).
 2. Enter the 2 digit code for the office they would like to transfer the call to. See 2 digit office TNT codes below.
 3. Once the other office 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
Indiana (IN)	16
Kansas (KS)	17
Kentucky (KY)	18
Louisiana (LA)	19
Maryland (MD)	20
Massachusetts (MA)	21
Maine (ME)	22
Michigan (MI)	23
Minnesota (MN)	24
Mississippi (MS)	25
Missouri (MO)	26
Montana (MT)	27
Nebraska (NE)	28
New Hampshire (NH)	29

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
Utah (UT)	45
Vermont (VT)	46
Virginia (VA)	47
Washington (WA)	48
Wisconsin (WI)	49
West Virginia (WV)	50
Wyoming (WY)	51
Puerto Rico (PR)	52
US Virgin Islands	53
Guam	54
American Samoa	55
CNMI - Marianas Islands (Saipan)	56
NCI Contact Center	57

States	TNT
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
Canada - Prince Edward Island	69
Canada - Saskatchewan	70
Asian Smokers Quitline Chinese	80
Asian Smokers Quitline Korean	81
Asian Smokers Quitline Vietnamese	82
IVR Automated messages	99

Different scenarios of what 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." 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:

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." 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.

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." 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.