
Welcome to the NAQC Information e-Bulletin ... a special communication designed to provide important, time-sensitive information that may impact quitline operations and services.

New Transfer Feature for 800 QUIT NOW

As many of you know, there have been issues with 1-800-QUIT-NOW routing a person to the “wrong” state quitline, especially when that person is using a cell phone or calling from a state where they work but do not reside.

While NCI can’t yet address all of the issues regarding routing, they have been working for some time on a Transfer Feature that will allow state-based quitlines to transfer calls amongst themselves ... thus making it easier on states to redirect callers to the appropriate quitline.

Attached please find ...

- Instructions.
- The transfer codes assigned to each state.
- A series of different scenarios of what could happen while transferring a call.

Please direct questions regarding this feature to Bob Zablocki at zablocb@mail.nih.gov or Candace Maynard at maynarc@mail.nih.gov