Lifeline Telephony Requirements

All new centers being on boarded and existing centers performing phone system upgrades & maintenance must be certified/recertified before being added to the Lifeline routing system.

Center telephony tests:

1. Test call placed with an answer (ACD & Non ACD)
2. Test call placed with a ring out / no answer (Non ACD)
3. Test call placed where the center is busy / off hook. Please note this test is critical for call routing and the center needs to send a true network/carrier busy. (Non ACD)

Center routing rules:

- No call forwarding to other centers or back into the NSPL routing system
- No routing callers to voice mail
- Any triage system must be aligned with Lifeline's best practices; please review Triaging Tip Sheet that is available on the NRC.
- No system initiated/automated call transfers
- No call prioritization processes
- Ring time needs to be set to at least 70-75 seconds for non-ACD
- Ring time needs to be set to at least 190-195 seconds for ACD

Additional requirements:

- Phone system must be capable of sending true DTMF Tones (Duel Tone Multi Frequency or keypad tones)
- This is used during some call routing procedures and QA testing