

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
- No call triage systems
- No system initiated/automated call transfers
- No call prioritization processes

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
- ACD Centers must be able to report average queue time / average speed of answer etc...