1. Page 10, Section 4.2.1., Program Area 1 Contract Deliverables has been revised.

   A. Telephone Services:

   - Within the first three (3) months of contract start date, provide voicemail, recorded messages and tips, and messages for managing, triaging, and servicing calls during hours when the Quitline is not staffed. In addition, provide messages for managing, triaging and servicing calls when callers make initial contact with the Quitline during business hours. Callers may be connected with a message verification system or pre-recorded message before connecting to a live operator.