

## Troubleshooting Steps for 99DOTS Toll Free Number (TFN) Issues

Type of complaint	Troubleshooting Steps
<p>Patient dials the toll-free number, hears THANK YOU, but dashboard is still red</p>	<p><b>Step 1:</b> Visit the patient, and give a missed called from patient’s phone to your own number.</p> <p><b>Step 2:</b> Using the 99DOTS mobile app or web dashboard and check if the same number is entered correctly in 99DOTS.</p> <p><b>Step 3:</b> If not, add/edit this number in the patient details from the <b>Details</b> tab of patient page.</p> <p><b>Step 4:</b> You can also try calling the same toll-free number from your own phone to confirm that toll free number is working.</p> <p><b>Note:</b> Check for data entry errors. Even if one digit is entered wrong, the dashboard will not turn green when patient calls.</p> <p>Also, if the patient has dual sim, ensure that both the numbers are registered. You can register up to 4 different numbers on the dashboard.</p> <p>When the patient calls from an unregistered number, they will hear thank you. Since, it is not mapped to any patient id, the software does not know from which patient it is receiving calls to update it on dashboard.</p> <p>Once you add this unregistered number (from which the patient has been calling) on the patient page, the adherence turns green for that patient.</p>
<p>Patient dials the toll-free number, but cannot hear anything or Thank You is not heard.</p>	<p><b>Step 1:</b> Request the patient to try multiple times. Sometimes, due to network congestion, the patient will need to try multiple times.</p>
<p>Patient dials the toll-free number, but hears <i>out of service</i> voice message</p>	<p><b>Step 1:</b> Visit the patient, and check for the balance in the pre-paid mobile connection.</p> <p><b>Step 2:</b> In most cases when the balance is negative, the call will not go through. The patient needs to recharge the phone so that the balance is at least zero or more.</p> <p><b>Step 3:</b> You can also try calling the same toll-free number from your own phone to confirm that it is working.</p> <p><b>Note:</b> The call can be made free with zero or more balance in pre-paid connections. With negative balance, some telecom providers do not allow toll free calls.</p> <p><b>Note:</b> In post-paid connections, if bill is unpaid, the operator might stop outgoing calls and messages. Patient will not be able to call the toll-free number.</p>
<p>Patient dials the toll-free number, but hears, <i>please check the</i></p>	<p><b>Step 1:</b> Visit the patient, and ask the patient to dial a toll-free number in front of you.</p>

<p><i>number, invalid number, or number not in use</i> voice message</p>	<p><b>Step 2:</b> See if the patient is dialling the complete correct number. They should dial the entire number, without adding '0', '91', or '+91'. They should not cut the call till they hear Thank You.</p> <p><b>Step 3:</b> You can call from your phone and check to ensure that the toll-free line is working and then educate the patient on the correct method to make the toll-free call.</p>
<p>Patient has very less or zero balance, dials the toll-free number, and hears a long message regarding less or zero balance.</p>	<p>When the balance in the pre-paid connection is very less or zero, the patient might hear a long message from the telecom service provider regarding balance being low, and to recharge, etc.</p> <p><b>Step 1:</b> Dial the Toll-Free number from the phone having less or zero balance, you may listen to a voice message telling balance is low, recharge etc.</p> <p><b>Step 2:</b> Wait for this message to get over, do not cut the call in between. Once the message gets over, the toll-free number gets connected, and you can hear Thank You.</p> <p><b>Note:</b> Toll-Free call can be made with zero or more balance in pre-paid connection.</p>
<p>Patient says that they pre-paid balance is being deducted after dialling toll free number.</p>	<p>In pre-paid connections, the service provider sends the last call charges. So, if they dial the toll-free number, they can get an SMS with last call charge as Rs.0.00 and total available balance.</p> <p><b>Step 1:</b> Visit the patient.</p> <p><b>Step 2:</b> Check for the current balance in the phone.</p> <p><b>Step 3:</b> Dial the toll-free number from the patient's phone and show him the message received after completing the call. It should show call charge as Rs. 0.00.</p> <p><b>Step 4:</b> Check for the current balance again in the phone. It should be same as in Step 2.</p>
<p>Patient says that they are not able to connect to toll free lines after 1:00PM or 3:00PM</p>	<p>The toll-free calls can be made till 11:59PM for the current day's dose. It is not restricted with time.</p> <p>Timing restriction is only for the SMS alerts. If patient doesn't call till 1:00PM they will get a SMS reminder. If they call before 1:00PM they won't get this reminder.</p> <p>After getting reminder, if the patient does not call till 3:00PM, the staff/TBHV will get the missed dose alert based on the SMS frequency they are on.</p> <p>The patient can still call after 3:00PM till 11:59PM. As soon as they call the dashboard will turn green. If they do not call at all, then the dashboard will turn red only at 12:00AM (midnight).</p>

**To summarize, remember the following points:**

- Whenever patient complains about Toll free lines, visit the patient personally and troubleshoot the above steps based on various scenarios.
- It is not a missed call, it is a free call. The call should not be cut till **Thank You** is heard.
- Do not add '0', '91', or '+91' before the toll-free number while dialling.
- The call can be made from any phone number. If it is not registered in dashboard, the patient will hear thank you but the adherence calendar will not get updated until the number is updated in the dashboard.
- If the patient updates/changes phone number get it updated in the dashboard.
- Toll-Free call **CANNOT** be made if the patient has negative balance in pre-paid connection. To make a free call, the patient should have zero or more balance.
- If there is very less, or zero balance, wait for the default low balance voice message to get over. The call will go through after that, and Thank You is heard. Do not cut the call when such message is heard.
- Always check, if the patient is using dual sim phone and has two numbers. Register both the numbers in the dashboard.
- In pre-paid connection, the patient might get last call charge and balance SMS. They get confused and think that they have been charged for the toll-free call. The balance message will state the last call as Rs.0.00 and may also give current balance.