



How to reach an interpreter

Over the Phone Interpretation Services:

1. Please call the toll-free number you have been given **(833-769-1307)** to access Global Interpreting
2. Enter the PIN number **(22773)** followed by the pound **(#)** sign.
3. State the language (or type in the first three letters) you are requesting and you will be connected to an interpreter for that language.
4. Operator/Customer Service Representative (CSR) who will assist you.
5. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
6. Add the non-English speaker (LEP) to the line.
7. Hang up to end call.

Important Information:

Working with an Interpreter At the beginning of the call, briefly tell the interpreter the nature of the call, and then speak directly to the limited English proficient individual (LEP), not to the interpreter. Pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition. NOTE: Document the name and ID number of the Interpreter for reference.

3-Way Call Use the conference feature on your phone and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then
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then conference in the interpreter.

If you need another language other than the ones listed Connect to an operator. Tell the Operator/CSR which language you require and they will connect you. If the language is unknown, you may reference the Operator/CSR for assistance.

For record keeping purposes, the person who made the call should notify Brian Gibbons by email at