



COMMONLY ASKED INTERPRETATION QUESTIONS AND ANSWERS PAGE 1 OF 2

Hello! If you still have a question after reading the following answers, please call us at 1 800 752-6096.

What is interpretation? Interpretation is the oral transmittal of a message from one language into another language. Language Line Services provides accurate and complete first-person interpretation regardless of country of origin or level of education of the speaker. Our interpreters analyze the original message and select words that most accurately convey the true meaning of what is said.

How is my call connected to an interpreter? You simply dial a toll-free number, provide your account information and request the language needed. In seconds you will be connected to an interpreter. Your account information can be collected either by a Customer Agent or via our self-service automated platform. If you need help at any time identifying the limited English speaker's language, just ask or say "Help" and a Customer Agent will be happy to help you.

How long does it take to reach an interpreter? We connect you to an interpreter within seconds once we have your account information. We consistently achieve these results because of the advanced technology we have developed over the last 20 years. Occasionally the connection time for a less commonly requested language may be slightly longer.

Can I reach an interpreter at night or on weekends? Yes. We operate 24 hours a day, 7 days a week, 365 days a year. On average, an interpreter is available within seconds. On rare occasions, all interpreters for a particular language may be busy. When this happens we'll ask that you call back in a few minutes. We consistently service more than 99% of all requests for interpretation.

Can I just transfer a call to your interpreter? No, the interpreter serves as a communications conduit between you and your limited English-

speaking customer and is dependent on you for direction during the call. You take the lead and provide the subject matter expertise regarding your business or organization; the interpreter relays the information back and forth.

Once I reach an interpreter, what happens if I accidentally hang-up? Unfortunately, this can happen. When you sign-up for our service, we ask you for your "24-Hour Call Back Number". This should be the number we use to reach your agent directly. We can then make every attempt to reach you so you can complete your transaction with your customer.

How do we identify the language that a caller is speaking? If you do not know which language to request, simply say, "Help" and you will be automatically transferred to a representative trained to help in language identification. If you are face-to-face with the limited English speaker, you may be able to guess what part of the world the person comes from and use the Language ID Card to pinpoint the language needed.

What if I requested the wrong language? If you find that the language you requested is incorrect, simply ask the interpreter to route you back to the Customer Agent for assistance. If you know the correct language, say the name of the language and proceed as usual. If you're unsure of the correct language, say, "Help". You will automatically be transferred to a live Customer Agent trained to help in language identification.

What happens if we have a problem hearing one another on a call? Relay the appropriate instructions to the limited English speaker as to how you will re-establish contact. Say "end of call" to your interpreter and hang up. Then redial Language Line Services and say, "Help". Your call will be immediately connected to a Customer Agent. Ask the Agent to place your call and monitor it for sound quality.

See next page →



COMMONLY ASKED INTERPRETATION QUESTIONS AND ANSWERS PAGE 2 OF 2

What should I do when the interpreter joins the conversation? Start by briefing the interpreter. Summarize what you wish to accomplish and give any special instructions. Don't assume that the interpreter or limited English speaker knows more about your organization or its procedures than what you tell them. Take the lead in the conversation. Give the interpreter specific questions to relay. Group your thoughts or questions to help the conversation flow naturally and quickly. For example, ask for an address and phone number as one question.

What should I do to facilitate the interpretation? Remember, in trying to communicate with the limited English speaker, avoid slang, jargon, acronyms or technical terms that may not interpret well into other languages and cultures. As you would in any conversation, you may have to clarify points the limited English speaker doesn't readily understand. If you need to clarify a point, ask the interpreter right away. All of our professional interpreters are trained to ask for clarification if you use a term they do not know.

Are your interpreters trained in our industry terminology? Language Line Services works with industry experts to provide our interpreters with specialized training on medical, court, insurance and financial terminology, among others. In addition, our interpreters are required to be familiar with police and 9-1-1 procedures. We also provide training on customer service skills. Our interpreters have hundreds of hours of experience interpreting and tailoring the interpretation to the various requirements of our customers. If you use highly specialized terminology, discuss this with your customer service representative beforehand. We may request that you provide us with additional information for training interpreters.

Why do the non-English conversations seem longer than the English? We require that our interpreters be accurate and to the point. They interpret in first-person for simplicity and brevity. It is important to recognize that they interpret not only across languages, but also across cultures. You can help facilitate the interpretation by making your

message easy for the limited English speaker to understand. Clarification and/or elaboration are sometimes needed to explain concepts that do not have an equivalent in other languages or cultures.

What guarantee of confidentiality do I have? All of our interpreters are covered by professional liability insurance with extended coverage. In addition, each interpreter signs a confidentiality agreement and is bound by a strict Code of Ethics, ensuring that all information pertaining to the work we do for you remains strictly confidential. Interpreters routinely destroy all notes.

Do you monitor calls for quality? Yes, we have a group of Quality Specialists who regularly monitor calls to ensure interpreter quality. They are bound by a strict Code of Ethics and are trained to focus on the performance of the interpreter, not your conversation.

Do you record calls? No, we do not. However, you are free to record from your end, consistent with any legal stipulations.

I need an interpreter's name. How do I get it? When the interpreter joins the call, you will be given a unique Interpreter Identification Number for your interpreter. Although interpreters will also identify themselves by first name, the Identification Number is how we track our interpreters. Write down the Interpreter Identification Number for future reference. If you need additional information about an interpreter or a particular call, please call Customer Service at 1 800 752-6096.

How do you bill for this service? The call to our 800 number is free. Usage is billed in one-minute increments and charges begin when the interpreter comes on the line. Your paper or electronic bill will list the date, time and duration of the call, language, interpreter number, the personal code of the person placing the call and our internal reference number.

Do you also provide in-person interpretation? Not at this time. Language Line Services provides over-the-phone interpretation, short document translation, and interpreter testing and training.