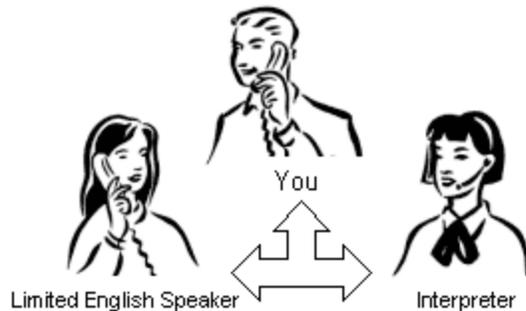




## There Are 3 Ways You Can Use Language Line® Over-the-Phone Interpretation Service With Limited English Speakers

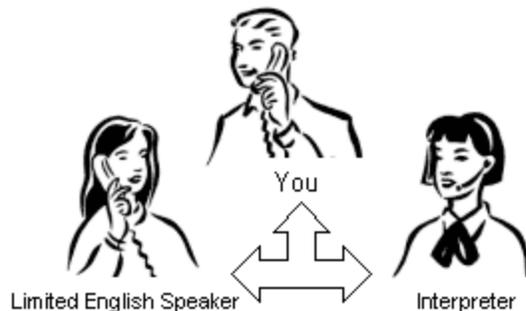
Note: Depending on your organization's requirements, the following process may be somewhat different. If you have any questions please contact your account manager or **Customer Service at 1-800-752-6096, Option 2.**

### You Receive a Call From a Limited English Speaker



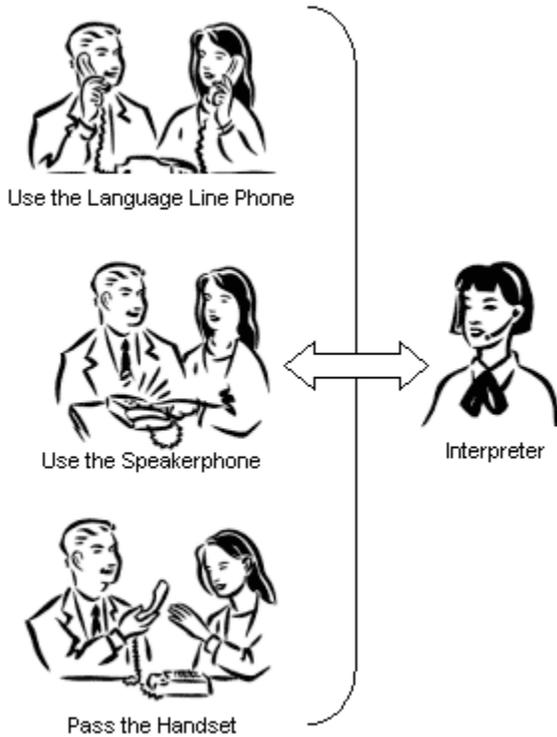
- Place the **Limited English Speaker** on conference hold.
  - Dial the Language Line Services designated toll-free number you have been provided at sign-up.
  - Request the language your caller speaks through our easy-to-use interactive voice response (IVR) system.
  - When the interpreter is connected, explain the situation.
  - Conference in your limited English-speaking caller.
- 

### You Need to Make a Call to a Limited English Speaker



- Dial the Language Line Services designated toll-free number.
  - Request the language your client speaks through our easy-to-use interactive voice response (IVR) system.
  - When the interpreter is connected...
  - Call your limited English-speaking client...
  - Or the interpreter can place the call for you within the U.S. or Canada.
-

## You Are Face-to-Face With a Limited English Speaker



- Dial the Language Line Services designated toll-free number.
- Request the language your client speaks through our easy-to-use interactive voice response (IVR) system.
- When the interpreter is connected, use the Language Line® Phone, or your speakerphone, or pass your handset back and forth.

**If you have any questions about how telephone interpretation works, please contact your account manager or Customer Service at 1-800-752-6096, Option 2.**