

Language Line Services

When receiving a call:

- 1 Use **Conference Hold** to place the limited-English speaker on hold.
- 2 Dial **1 (866) 874-9426 or 800-523-1786 for Emergency**
- 3 Enter on your telephone keypad or provide the representative:
 - 6-digit Client ID: **503049**
 - Company Name: **Florida Legal Services**
- 4 Press **1** for Spanish
 Press **2** for all other languages (*Speak the name of the language at the prompt*)
 You may press 0 or stay on the line for assistance.
- 5 Please enter your personal Code: **5763**
- 6 An interpreter will be connected to the call.
- 7 **Brief the Interpreter.** Summarize what you wish to accomplish and give any special instructions.
- 8 **Add the limited-English speaker** to the line.

When placing a call to a limited-English speaker, begin at Step 2.

If you need assistance when placing a call to a limited-English speaker, you may press 0 to transfer to a representative at the beginning of the call.



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IMPORTANT TIPS

UNKNOWN LANGUAGE If you do not know which language to request, our representative will help you.

LINE QUALITY PROBLEMS If you have problems before reaching a representative, press "0" to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an Interpreter call Customer Service at 1-800-752-6096 ext. 1.

WORKING WITH AN INTERPRETER Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALL Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

INTERPRETER IDENTIFICATION Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone numbers.

DEMONSTRATION LINE Want to hear a recorded demonstration of over-the-phone interpretation? Call our demonstration line at 1-800-996-8808.

DOCUMENT TRANSLATION Visit our website at www.LanguageLine.com or call 1-888-763-3364 for information. E-mail your document translation order to Translation@LanguageLine.com or fax to 1-800-648-0170.

CUSTOMER SERVICE To provide feedback, commend an Interpreter, or report any service concerns, call Customer Service at 1-800-752-6096, ext. 1 or go to www.LanguageLine.com and click on "Customer Service".

