

How to Access Over the Phone Interpretation Services

Step 1: Call **1-844-303-9716**

Step 2: Enter Account Number **29988**, followed by # sign

Step 3: Select whether a 3rd party call is needed

- If a 3rd party call is selected, you will be prompted to enter and confirm the domestic phone number that will be used to reach the 3rd party.

Step 4: Select Language by Entering the Corresponding Number

- If the language you need is not listed in the options, Enter "9" for all other languages
- If you need to speak with a customer service rep. prior to being connected with the interpreter, Enter "9"

Step 5: Enter **your ctclink ID**, followed by # sign

IVR FAQs:

What if I do not know my Account number?

In order to obtain interpretation services, an account number is required. If you do not know your account number please contact your account manager or Language Link's Client Relations team at 855-579-2704.

What is a third party call?

A third party call is when you need Language Link to call the LEP client and then bridge the call together with you and the interpreter.

I need another language other than the ones listed. How do I get my interpreter on the line?

Press 9 for other languages and let the CSR know which language you require and they will connect you. If the language is unknown, you may reference the "Point to your Language" visual for help with most requested languages or ask a representative for assistance.

What number should I call if my toll-free interpretation line isn't working?

Language Link understands that some telephone providers do not allow customers to access toll free lines. Because we want to ensure our customers have access to interpretation services, we assign backup local numbers for customers that may fall into this category. If you are unable to access the toll-free interpretation line assigned to your account, you may access interpretation services by dialing the backup number **360-314-0711**. Please note, you may incur long distance charges from your telephone provider when accessing the backup local number.

Please contact our Client Relations Team if you have any further questions:

Email: ClientRelations@Language.Link Toll Free: 1-855-579-2704