

STATE BAR OF TEXAS LANGUAGE ACCESS FUND

TO ACCESS AN INTERPRETER

1. FOR **GENERAL** INTERPRETERS DIAL: **888-400-7745**
FOR **COURT-QUALIFIED** INTERPRETERS DIAL (May be used in depositions or court. Request pre-approval for other uses.): **855-517-9705**
2. Press 1 for Spanish and 2 for all other languages.
3. Provide your 3-digit organization code: **304 (Houston Volunteer Lawyers)**

Document the interpreter name and ID number for reference. Brief the interpreter and give any special instructions.

REMINDER: You may make **up to 5** phone calls on this line each month. After that, you will need to use a different account. Violations of this policy will result in the temporary suspension of the organization's 3-digit access code and the organization may be required to reimburse the State Bar of Texas for the unauthorized phone calls. Repeated or willful violations will result in permanent suspension of the 3-digit code and the organization will be required to reimburse the State Bar of Texas for the unauthorized phone calls.

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

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 call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

LANGUAGELINE DUAL HANDSET PHONE – If you have a LanguageLine Dual handset phone, lift the handset and press the pre-programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

CUSTOMER SERVICE – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.