

## How to access an Over-the-Phone Interpreter

### When Receiving a Call:

1. Use your phone's conference feature to place the Limited English Proficient (**LEP**) speaker on hold.
2. Dial **1-866-874-3972**
3. Provide your 6 Digit Client ID # \_\_\_\_\_
4. Select the language you need
  - a. Press 1 for Spanish
  - b. Press 2 for all other languages and state the name of the language you need  
*\*\* Press 0 for agent assistance if you do not know the language*
5. Provide **Additional Information as needed per Department/Agency requirements**
6. *You will be connected to an interpreter who will provide his/her name and ID number.*
7. Brief the interpreter. *Summarize what you wish to accomplish and provide any special instructions.*
8. Add the LEP onto the call.
9. Say "End of Call" to the interpreter when your call is completed.

## How to establish or questions regarding an account

### Contact your State of Maine Account Rep:

Alisa Smith  
Desk: (831) 648-7174  
Cell: (831) 402-5127  
Email: [alsmith@languageline.com](mailto:alsmith@languageline.com)

## Language Line Links

Website: <http://www.languageline.com/>

Provide Feedback: <https://www.languageline.com/customer-service/feedback/>

Billing issue: <https://www.languageline.com/customer-service/billing/>

Order Support Materials: <https://www.languageline.com/customer-service/support-tools/>

Reporting Portal: <https://my.languageline.com/portal/go/home/>