

Telephonic Interpretation FAQ

Conveying a message from one language into another language is painless and convenient with Lionbridge's Telephonic Interpretation. All you need is a phone to connect you to highly-skilled telephone interpreters, when you need them.

Q: What telephonic interpretation services does Lionbridge provide?

Lionbridge provides qualified, tested, and trained interpreters in over 300 languages on a scheduled and on-demand basis. Lionbridge interpreters work in a variety of settings for government, healthcare, insurance, finance, and more.

Q: What differentiates Lionbridge as a TI provider?

Lionbridge offers several special features to its over-the-phone interpretation clients. Unlike many of our competitors, whose interpreters receive calls from many different sources in a workday, our interpreters specialize in subject areas that are supported by our in-depth training and professional development programs. These subject areas include legal and court interpreting, immigration and asylum issues, and administrative hearing, government, healthcare, and customer service/call center assignments.

Q: How many interpreters do you have, and in what languages?

Lionbridge has over 3,000 qualified interpreters, in over 300 languages and dialects. We have a U.S.-based resource database of 25,000 additional language resources, ensuring that we can meet client demand with qualified interpreters.

Q: What are your hours of operation for telephonic interpretation?

Lionbridge provides telephonic interpreters 24 hours a day, seven days a week, 365 days a year.

Q: What is your average connect time to an interpreter?

Using our state-of-the-art Interactive Voice Response (IVR) technology, clients can access interpreters with connection times as low as 30 seconds for common languages. Through an IVR,

clients select the language they require and are connected automatically to an interpreter. Clients can choose to be connected to an operator for assistance or language identification at any time during the call.

Q: How do I contact Lionbridge to connect with an interpreter?

To establish an account, contact:

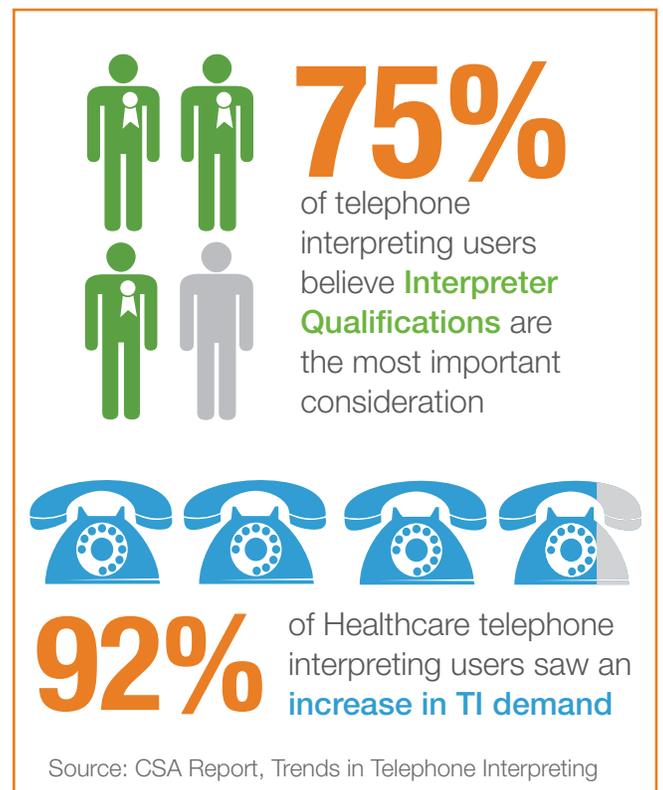
Phone: (800) 423-6756

Fax: (202) 289-4677

Email: wasinterpretations@lionbridge.com

Visit: www.lionbridge.com

Once your account is established, you will receive a toll-free number and PIN to use when you would like to connect with an interpreter.



75% of telephone interpreting users believe **Interpreter Qualifications** are the most important consideration

92% of Healthcare telephone interpreting users saw an **increase in TI demand**

Source: CSA Report, Trends in Telephone Interpreting