

“ Our vision:  
to provide trusted multilingual communication ”

## OVER-THE-PHONE INTERPRETATION



### TELEPHONE INTERPRETERS AVAILABLE 24/7

When you need interpretation over the phone, you can't afford to wait. Nor can you compromise on quality. Our OPI (over-the-phone interpretation) service can connect you to a professional interpreter at all hours, every day of the year.

We're able to service client requests almost immediately, thanks to a state-of-the-art call center and proprietary call routing database. We also rely on our network of qualified interpreters who represent nearly 240 languages and dialects and have extensive subject matter expertise.

### AVAILABLE AT YOUR CONVENIENCE

Once you're a CTS LanguageLink customer, it's easy to request services and manage account details. We'll provide you with your own toll-free dial-in number, giving you a direct line to an account representative who can connect you to an interpreter in seconds. We'll also give you access to our secure, web-based client portal, so you can request services, track jobs and view billing information at your convenience. You'll receive customized support materials so everyone in your office knows how to contact us and what to have on hand.

### INTERPRETERS NATIVE IN NEARLY ALL TONGUES

Our telephone interpreters are skilled at handling a wide variety of calls, including those involving 9-1-1 emergency situations. They meet high standards of training, professional certification, industry expertise and native fluency. Before commencing any work with us, they must pass a criminal background check, sign our confidentiality agreement and agree to adhere to our Professional Code of Conduct and Ethics.

### BEYOND WORDS

Our OPI service extends beyond word-for-word interpretation, helping you ensure limited-English proficient (LEP) individuals have equal access to your products or services. We can help you comply with government mandates and healthcare regulations like the Health Insurance Portability and Accountability Act (HIPAA). We can also augment your corporate call center or Help Desk with professional interpreters who can step in at a moment's notice.

### TERMS

- » **NO** set-up costs
- » **NO** minimum-use charges
- » **NO** monthly fees
- » **NO** contractual obligations

### ABOUT US

CTS LanguageLink is a leading provider of language services, supporting a full suite of translation, interpretation and localization solutions. Founded in 1991, the company services nearly 240 languages and dialects, taking advantage of an extensive network of professional talent and partners, industry expertise and the latest technology under one roof.

#### INDUSTRIES

Education  
eLearning/Training  
Election Solutions  
Government  
Healthcare  
Legal  
Marketing  
Technical

#### SERVICES

Audiovisual  
Consulting  
Cultural Adaptation  
Desktop Publishing  
Interpretation  
Localization  
Proofreading  
Translation

“ Our agency works with a very diverse population. Many of our participants do not speak English as their primary language and CTS LanguageLink has been supportive and reliable in both phone and face-to-face interpretation. I am very thankful for this organization and would recommend them to any company or organization that needs any type of language support services. ”

— Fairfax County Government, Virginia

### CONTACT US

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