

Telephone Interpreting Service

For quick access follow these simple steps



Dial: 0333 344 5710



Enter your access code

followed by #



Enter the language code from the list below, followed by the # key:

702 Albanian	4 German	735 Lithuanian	1 Spanish
91 Amharic	993 Greek	97 Mandarin	998 Swahili
92 Arabic	738 Gujarati	533 Mirpuri	762 Tagalog
727 Bahasa Indonesian	994 Hindi	741 Nepali	729 Tamil
706 Bengali	724 Hungarian	796 Oromo	992 Thai
17 Bosnian	995 Italian	98 Pashto	773 Tigrinya
707 Bulgarian	96 Japanese	5 Polish	764 Turkish
93 Cantonese	3 Korean	996 Portuguese	709 Twi
710 Czech	520 Kurdish (Kurmanji)	749 Punjabi	765 Ukrainian
713 Dutch	730 Kurdish (Sorani)	750 Romanian	999 Urdu
712 Farsi (Afghan)	731 Kurdish (Bahdini)	997 Russian	2 Vietnamese
94 Farsi (Persian)	733 Latvian	755 Slovak	0 More Languages
95 French	734 Lingala	757 Somali	700 Cannot Identify



Once connected stay on the line and take note of the Interpreter's identity number. Remember to direct your conversation to the client and not the Interpreter.

If you have any questions please contact Interpreting Customer Service

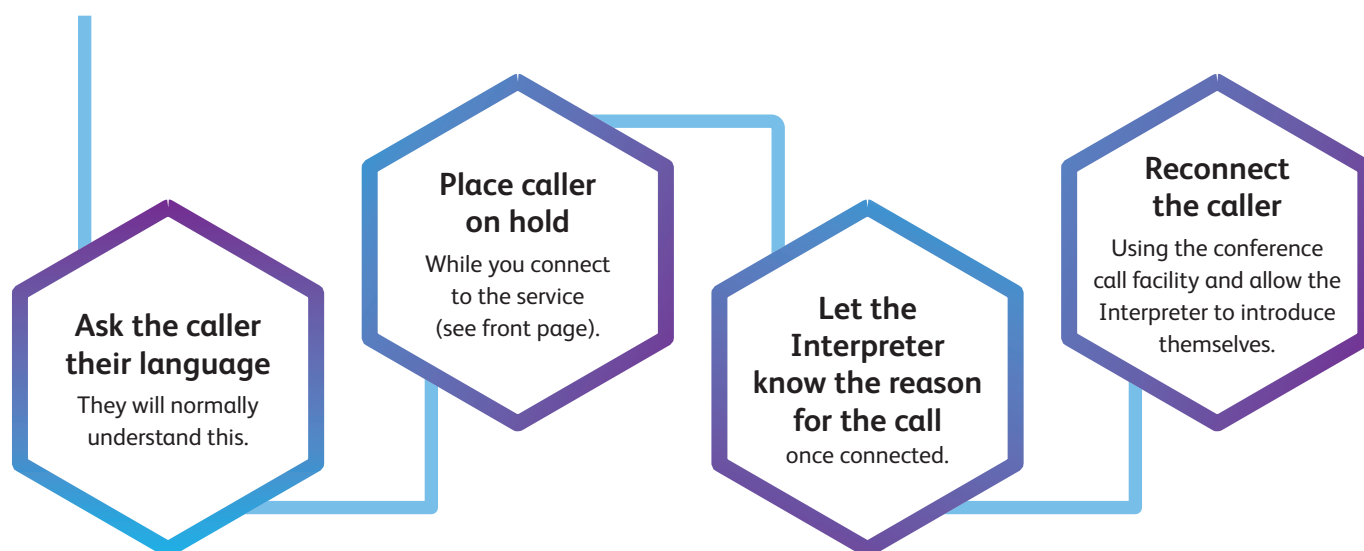
0800 757 3025

or email info@thebigword.com

Using Telephone Interpreting in a Contact Centre

How to

To help your call go as smoothly as possible:



Top tips

- **Direct your questions to your client/caller**
Make the conversation as natural as possible.
- **Speak clearly and distinctly**
Help the Interpreter to understand you easily.
- **Language differences**
A short sentence from you may appear longer when communicated in another language.
- **Be patient**
It can take a little time for the Interpreter to build rapport with the caller. You can interrupt if you feel the conversation has digressed.
- **To ask a question**
Refer to the Interpreter as 'Interpreter' to avoid confusion.

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