

# An Introduction to Ordering Language Services



If the caller requiring an interpreter is on the line already, you will firstly need to make a conference call

There are 2 different ways to set up conference calls depending on the type of phone you have ...



# If you have a Mitel phone



- Press 'Trans/Conf', and dial freephone 0800 084 2003
- follow the rest of the procedure for getting an interpreter on the phone
- Once the interpreter is on the line and you have explained the reason for the call press 'Trans/Conf' again to join the original caller into the conversation



# If you have a Siemens phone



- Press 'recall', dial freephone 0800 084 2003
- follow the rest of the procedure for getting an interpreter on the phone
- Once the interpreter is on the line and you have explained the reason for the call press '4' to join the original caller into the conversation

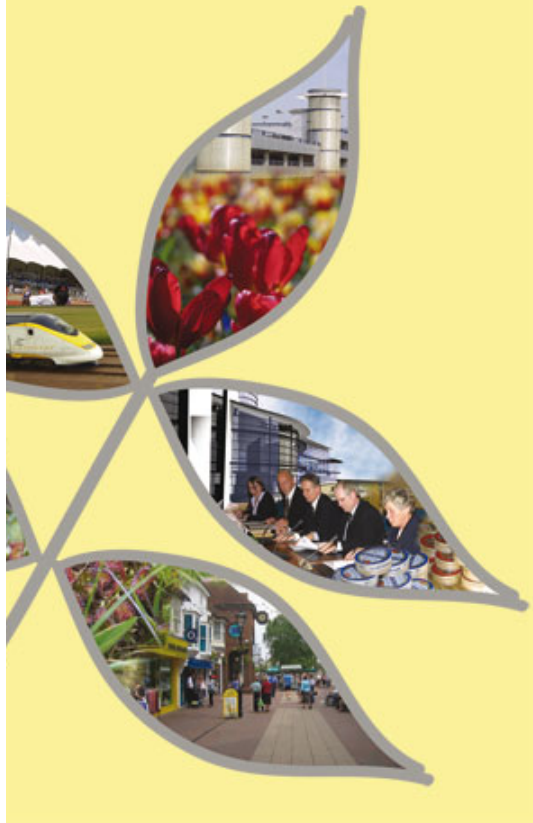


Once you have dialed



Freephone 0800 084 2003

Select :-



- Select “1”
- For written Translation
- Or for Braille

*You'll then be connected to a Project Manager who'll take down the details of your requirements and will arrange for the translation or the production of the Braille to take place.*



- Select “2”
- for
- Telephone Interpreting



- You will be connected to the ALS telephone interpreting service
- You will be asked to enter your unique PIN number
- You will then enter the code of the language you require to be interpreted
- An interpreter will then be connected, and you will need to explain the purpose of the conversation
- Once connected a 3 way conversation can take place

# ABC's Unique Pin Codes



- Housing Services 856746
- Contact Centre 856974
- Corporate Core 670433
- ICT & Customer Services 671155
- Environmental Services 671195
- Legal and Democratic Services 671203
- Planning & Development 671291
- Cultural and Project Services 671395
- Financial Services 671570



# If you..

- Don't know the language that the non-English speaking member of the public is communicating in – Press “700” when asked for the language code and you will be connected to a linguist who will establish what language they are speaking.
- Don't know the language code – Press “0” to be connected to a customer services representative who'll assist you.
- Have a specific requirement, for example you require a female interpreter, press “0” when asked for the language code and you'll be connected to a customer services representative who'll assist you.



# Language Codes

Acholi	728	French	95	Krio	720	Romanian	750	Tagalog	762
Afrikaans	701	French (Can.)	511	Kurdish Bandinani	731	Russian	997	Taiwanese	763
Akan	723	Fukienese	715	Kurdish Sorani	730	Rwanda	519	Tamil	729
Albanian	702	Fulani	745	Kurmanji	520	Samoan	543	Thai	992
Amharic	91	Ga	505	Laotian	732	Serbo-Croatian	752	Tibetan	798
Arabic	92	Georgian	784	Latvian	733	Shanghai	515	Tigrinya	773
Armenian	772	German	4	Lingala	734	Shona	753	Tongan	792
Ashante Twi	510	Greek	993	Lithuanian	735	Sinhala	754	Turkish	764
Assyrian	502	Gujarati	738	Luganda	718	Slovak	755	Twi	709
Azerbaijani	778	Hakka	513	Macedonian	775	Slovenian	756	Ukrainian	765
Bengali	706	Hausa	721	Malay	737	Somali	757	Urdu	999
Bulgarian	707	Hebrew	722	Malayalam	507	Soninke	536	Vietnamese	2
Burmese	708	Hindi	994	Mandarin	97	Spanish	1	Wolof	747
Cambodian	991	Hmong	744	Mandinga	739	Swahili	998	Yiddish	528
Cantonese	93	Hungarian	724	Marathi	714	Swedish	761	Yoruba	794
Catalan	506	Ibo	759	Mirpuri	533	Sylheti	526	Zulu	770
Cebuano	768	Ilocano	726	Mongolian	790				
Creole (Haitian)	780	Indonesian	727	Ndebele	521				
Czech	710	Iraqi Arabic	539	Nepali	741				
Danish	711	Italian	995	Norwegian	742				
Dutch	713	Japanese	96	Oromo	796				
Dutch Flemish	501	Japanese	540	Pashto	98				
Egyptian Arabic	538	Kachchi	534	Pidgin, Nigerian	522				
Estonian	783	Kazakh	786	Polish	5				
Farsi, Eastern (Dari)	712	Kirundi	537	Portuguese	996				
Farsi, Western	94	Kongo	518	Punjabi, Eastern	749				
Finnish	716	Korean	3						

# If you require...



- Face to Face Interpreting
- Either enter “3” to be connected to a Project Manager who’ll arrange for an interpreter to attend your appointment
- or telephone Vicky Hammond on ext 807 for further details of how to arrange for a local interpreter from the Community Interpreting Service to attend your appointment



# If you require



- British Sign Language Interpreting &
- Communication Support for the Deaf
- Enter “4”
- You’ll then be connected to a Project Manager who’ll arrange for
- an interpreter or support to be provided.



Or



For Technical Assistance

Enter "5"





ASHFORD  
BOROUGH COUNCIL

Telephone Translation  
Services are provided via

