Telephonic Interpretation Services

TLC offers On-Demand and Scheduled Over-the-Phone Interpreting (OPI) to quickly connect to a qualified professional interpreter within 30 seconds at a fraction of the cost of traditional onsite interpreting.

Rates:
Billing Rate: $1.25/minute, with a 20-minute monthly minimum when the service is used during the month. There is no charge if the service is not accessed during the month. Invoices will be sent monthly!

How to Get Started:
BEFORE YOU CALL: To request an interpreter, you must have a PIN (Personal Identification Number). If you do not have a pin, TLC can set up your account very quickly using the online form found here: https://tfli.org/telephonic/, or with a phone call to 615-741-7579, for more urgent situations.

This PIN can be assigned to an individual or be used for an entire organization or a specific location. You may request as many PINs as needed.

How it Works:
1. Call 615-258-6686 or 866-336-1289.
2. Enter your pin. (See instructions to the left).
3. Request the language by speaking the language needed or entering the first letters of language.
4. Answer billing information questions:
   a. Caller Identity
   b. Record Number or Case Identifier or enter ZERO if not applicable.
5. Get connected to interpreter in a matter of seconds.

Languages Available

<table>
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<tr>
<th>Acoli</th>
<th>Acehnese</th>
<th>Abdullah</th>
<th>Albanian</th>
<th>Armenian</th>
<th>Arabic</th>
<th>Ashanti</th>
<th>Assyrian</th>
<th>Azerbaijani</th>
<th>Bagheli</th>
<th>Bosnian</th>
<th>Bulgarian</th>
<th>Burmese</th>
<th>Cambodian</th>
<th>Cantonese (Chinese)</th>
<th>Cape Verde Creole</th>
<th>Chavano</th>
<th>Chaldean</th>
<th>Chinese Shanghainese</th>
<th>Chu-Chow</th>
<th>Croatian</th>
</tr>
</thead>
</table>

| Sri Lankan (Tamil) | Sudanese Arabic Creole | Swahili | Syriani | Tajik | Tamil | Telugu | Tete | Thai | Tigrinya | Tongan | Turkmen | Turkish | Ukrainian | Urdu | Vietnamese | Welsh | Wolof | Yoruba |