



## **How to reach an interpreter**

### **Over the Phone Interpretation Services:**

1. Please call the toll free number you have been given **(855-215-9724)** to access Global Interpreting
2. You will be greeted by a Global Interpreting Customer Service Representative (CSR) within 5 seconds.
3. The CSR will ask you for your:
  - First and Last Name of the Student
  - Parent or Guardian's Name
  - Grade

\* Please note that Global Interpreting has been instructed that this information is to be treated as required and not to move forward with the call until it has been provided.
4. The CSR will ask you for the language you require
5. The CSR will ask you to hold for between 15 to 60 seconds while they connect to an interpreter that will meet your language requirements
6. The CSR will connect with the interpreter and will put them on the line with you
7. You will be introduced to the interpreter and be provided with their ID number
8. The CSR will stay on the call long enough to ensure the quality of interpretation (right language, all parties communicating, no technical issues, no other assistance required, etc.) after which point the CSR will disconnect from the call leaving you with the interpreter
9. The interpreter will remain on the call until you decide they are no longer needed at which point the interpreter will disconnect from the call
10. A monthly invoice will be issued for usage:  
Usage Rates:  
Spanish = \$0.49 Per Minute  
All other Languages = \$0.68 Per Minute



**Document Translation Services:**

1. Send an Email to [ClientServices@GlobalInterpreting.com](mailto:ClientServices@GlobalInterpreting.com) with the desired document attached.
2. Include in the Email the expected return product:
  - Target Language
  - Any desired Desktop Publishing
  - Required Due Date
  - Any other specific requirements or expectations
3. Document Translation requests will be billed on a per usage basis
  - Spanish = \$0.09 per word
  - Non-Spanish = \$0.12 per word
  - Desktop Publishing = \$10.00 per page (if needed)
  - No Minimum charge for usage

***Global Interpreting provides quick and easy access to 190+ languages 24 hours a day, 7 days a week, 365 days a year.***

***We're here to help!***