

Montgomery County Public Schools

To Access an Interpreter:

1. **Dial:** 1-800-874-9426
2. **Provide:** Client ID 530046
3. **Select:** Language Needed

Document the name and ID # of the Interpreter for reference. Brief the interpreter and give any special instructions.

LANGUAGE IDENTIFICATION If you need help identifying a language, please ask our representative for help.

INTERPRETER IDENTIFICATION Interpreters identify themselves by name and ID number. Note this information for future reference or to comply with regulatory requirements.

WORKING WITH AN INTERPRETER Tell the interpreter the nature of the call. Speak directly to the limited English speaker, not to the interpreter, pausing at the end of a complete thought. To ensure accuracy, your interpreter may ask for clarification or repetition.

CUSTOMER SERVICE Questions, concerns or compliments call 1-800-752-6096 or visit www.LanguageLine.com, and click on the “Customer Service” tab to complete a Voice of the Customer feedback form.

LEARN MORE Visit www.LanguageLine.com or call 1-800-752-6096 for more information on our language access solutions:

- Over-the-phone, video remote, and onsite interpreting
- Translation and localization
- Testing and training of bilingual and interpreter staff

