

## MARYLAND JUDICIARY COURTS

### TO ACCESS A LANGUAGE LINE INTERPRETER

1. DIAL: **1-866-874-3972**
2. PROVIDE: **Client ID - (contact the AOC Court Interpreter Program for Client ID)**
3. INDICATE: **Language**

Document the interpreter name and ID number for reference. Brief the interpreter and give any special instructions. For Client ID and/or assistance, please contact the AOC Court Interpreter Program at (410) 260-1291.

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#### IMPORTANT INFORMATION:

**WORKING WITH AN INTERPRETER** – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

**3-WAY CALL** – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to “Please Hold,” and then conference in the interpreter.

**LINE QUALITY PROBLEMS** – if you have problems before reaching a representative, press “0” to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an interpreter, call Customer Service.

**CUSTOMER SERVICE** – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to [www.LanguageLine.com](http://www.LanguageLine.com) and click on the “Customer Service” tab, scroll to “Provide Feedback” and complete a “Voice of the Customer” form.

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