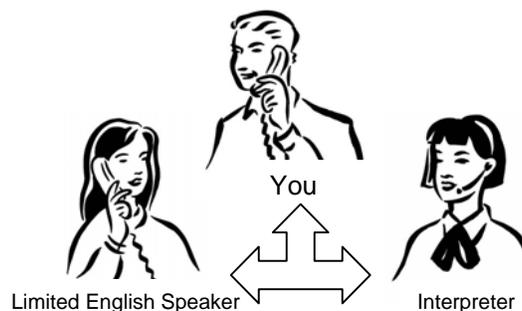


HOW TO COMMUNICATE WITH A LIMITED ENGLISH SPEAKER (LES)

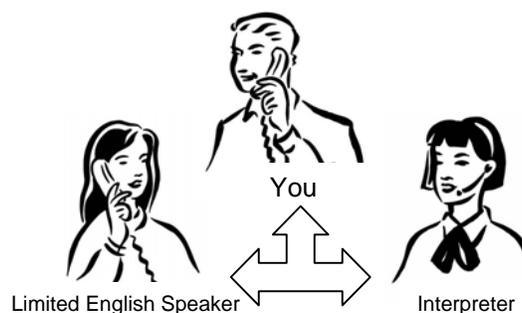
YOU RECEIVE A CALL

1. Place the LES on conference hold and dial:
1 - 8 6 6 - 8 7 6 - 7 1 8 9
2. Enter your 6-Digit Client ID: **736417**
2. Press 1 for Spanish, 2 for all other languages.
3. Enter your 9-Digit Tax ID Number.
4. When the interpreter is connected, conference in the LES.



YOU NEED TO MAKE A CALL

1. Dial: **1 - 8 6 6 - 8 7 6 - 7 1 8 9**
2. Enter your 6-Digit Client ID: **736417**
3. Press 1 for Spanish, 2 for all other languages.
4. Enter your 9-Digit Tax ID Number
5. When the interpreter is connected, call your LES or the interpreter can place the call for you within the U.S. or Canada.



YOU ARE FACE-TO-FACE

1. Dial: **1 - 8 6 6 - 8 7 6 - 7 1 8 9**
2. Enter your 6-Digit Client ID: **736417**
3. Press 1 for Spanish, 2 for all other languages.
4. Enter your 9-Digit Tax ID Number.
5. When the interpreter is connected, use the Language Line dual handset phone, your speakerphone, or pass your handset back and forth.

If you have any questions please contact Customer Service at 1-800-752-6096, option 4.

