



LANGUAGE LINE® OVER-THE-PHONE INTERPRETATION SERVICE

The world's largest provider of over-the-phone interpretation.

Combining the convenience of the telephone, advanced technology and a highly skilled work force, Language Line Services telephone interpretation enables easy and confidential communication from English into virtually any language. Interpreters support government agencies and businesses alike to communicate with limited English speakers, thereby reducing costs and improving customer service.

Instantly Available, Anytime, Anywhere

The company provides telephone interpretation from English into 150 languages, 24 hours a day, seven days a week. Customers are connected to an interpreter within seconds. Once the interpreter is connected, a three-way telephone conversation ensues between Language Line's client, the client's limited English speaking customer, and the interpreter.

Language Line Services customers include national, regional and local organizations that serve limited English proficient customers throughout the world. Users of the company's language services are in virtually all segments of the economy: finance, insurance, health care, utilities, transportation, telecommunications, manufacturing, government, law enforcement, courts, emergency services, travel, retail and many others.

Interpreters Help in Many Ways

Language Line Services is used in countless ways. By providing interpretation for an LEP person, it can:

- Determine in a hospital emergency room the medications taken by a patient
- Help a 9-1-1 dispatcher provide triage until the response unit arrives
- Enable a law enforcement officer to explain criminal charges to a suspect
- Explain how to buy a car, order utility service, open a checking account, or purchase a home.

Interpreters

Interpreters for Language Line Services are among the most skilled in the expanding language services industry. All have educated native fluency in the languages they interpret. Testing to become a Language Line Services interpreter is rigorous – fewer than 1 in 12 applicants meet the stringent criteria. Testing, continuous training and ongoing evaluation is extensive.

Market Leader with Years of Experience

Language Line Services began in 1982 as a volunteer organization (Communications and Language Line Services - CALL) in Monterey, California. In 1989, AT&T acquired CALL and renamed it AT&T Language Line® Services and made on-demand telephone interpretation widely available for the first time. Then, in 1999, Providence Equity Partners acquired the company from AT&T and named it Language Line Services. In 2004 the company became a part of ABRY Partners (www.abry.com). Today, it is the world's largest provider of over-the-phone interpretation and continues to help the world communicate one person at a time.

Other Quality Language Services

Also available to customers of Language Line Services are: translation of documents, forms and signage; in-house interpreter testing, testing and professional certification; government and industry regulation compliance counseling; and dual-handset telephones for face-to-face customer service with limited English speaking people.

To learn more, call 1-800-752-6096, prompt #9, ext. 87436 or email pr@languageline.com. Thank You.