

Language Line Telephone Interpretation Services

Instructions for setting up an account

- 1) **Attachment A** – Complete the Division/Office name, Section or County at the top of the page and sign at the bottom of page
- 2) **Attachment B – Page1** – Complete the Division/Office name, Section or County at the top of the page.
Operations Contact Person: Include the name of and contact information for the person who will be responsible for receiving and distributing information about the service and the quick reference guides describing how to use the service.
Billing Contact person: Include the name of and contact information for the person who will receive the bill when services are used and may be called if there are questions about the bill.
Training Contact Person (if appropriate): Include the name of the person who will coordinate training for employees on the use of the service.
(Note: The same person may be listed for Operations, Billing and Training)

Include a 24 hour call back number, in case the call is disconnected.

Attachment B – Page 2

Industry has been completed (Government: Other: Dept. of Human Resources)

Estimate the number of employees who are expected to receive incoming calls to have the Language Line information accessible.

Include SIC and NAIC codes if known

- 3) **Include a copy of the tax exempt certificate** with Attachment A & B when FAXING or e-mailing
- 4) Fax Attachments A & B and the Tax Exempt certificate with a cover to Cathy Fish at 800.821.9040 for Joe Matthews.

If you have any questions or problems please call Joe Matthews: 1-800-316-5493 or 727-856-6979