

**HOW TO PLACE A CALL TO
AVAZA LANGUAGE SERVICES**
(OVER-THE-PHONE INTERPRETING)

1. Place Limited English Proficient person on hold *(or ask to wait if present)*
2. Dial 615.534.3405 *(Nashville)* or your OTP TELEPHONE NUMBER
3. Press 1 for Spanish or 2 for Other Languages
4. Be able to provide:
 - Access Code
 - Client ID
 - Agency Representative Name
 - Target Language
5. Wait for Interpreter
6. Brief Interpreter
7. Conference interpreter with caller
8. Say "end of session" upon completion

ACCESS CODE

CLIENT ID

OTP TELEPHONE NUMBER

TO REACH AVAZA FOR OTHER SERVICES:

1. Dial 615.534.3400 *(Local)* or 800.482.8292 *(Outside Nashville ONLY)*
2. Press 2 for for On-Site services or
3. Press 3 for Business Office *(for all Other Services)*

Agency shall protect its agency account number, as well as any access codes given to them by Avaza from unauthorized use. Agency shall be fully responsible from any and all use of its account number and access code. Copyright © 2011 Avaza Language Services Corporation.