LanguageLink Telephone Interpreting Service

24 hours 7 days a week

VITS **Language**Link

(03) 9280 1901	Vietnamese Bosnian Amharic
(03) 9280 1902	Greek Somali Thai
(03) 9280 1903	Turkish Polish Cambodian
(03) 9280 1904	Arabic Serbian Mandarin
(03) 9280 1905	Italian Macedonian Cantonese
(03) 9280 1906	Spanish Croatian Russian
(03) 9280 1907	All other languages (incl. Romanian, Dari, Hakka, Oromo, etc.)

For on-site interpreter bookings (03) 9280 1955

24 hours 7 days a week

VITS **Language**Link
Telephone Interpreting instructions

To connect to a telephone interpreter with VITS LanguageLink automated telephone interpreting system, please follow procedures below.

▌ Set your phone to **tone dial** (not pulse) to enable communication with our computerised telephone interpreting system.

▌ Using the **other side** of this card, identify and dial the phone number that corresponds to **the language** your client requires.

▌ Enter your **pin number** supplied to your organisation by VITS.

▌ **Say your name** and the name of your organisation who require the telephone interpreter.

▌ **Enter 1,2 or 3** to select the particular language your non-English speaking (NES) client requires.

▌ Once **connected** to the telephone interpreter, proceed to talk to your **NES client** and the telephone interpreter.

▌ If you dial the **All other languages** number **9280 1907**, your call will transfer to a VITS operator who will assist in connecting you to an interpreter.

▌ You must have a **conference call facility** to dial out to your NES client if they are not present with you, as VITS can not connect you to your client.

Thank you for using VITS LanguageLink automated Telephone Interpreting Service

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