



HOW TO SCHEDULE TELEPHONE INTERPRETERS

For Appointments or Languages of Limited Diffusion



1. Contact CLI by calling your usual number or emailing us (orders@certifiedlanguages.com).
2. State that you would like to schedule a telephone interpreter and provide the following details:
 - All required billing info, including your customer code
 - Date, time & time zone for the scheduled call
 - Estimated call duration
 - Language needed
 - Contact name & phone number to reach you directly for confirmation of secured interpreter
 - Nature of call (i.e., medical consent forms or court proceeding)
 - Any interpreter requests (i.e., a specific interpreter, gender, or industry expertise)
3. You will be given a reference number for the scheduled appointment.
 - The reference number (alphanumeric code, 13–14 digits) will be required at the time of your appointment.
4. Please inform our customer service rep (CSR) if there is a date/time by which you need to be notified in the rare instance that we're unable to fill the request.
Once CLI secures an interpreter, we will send you a confirmation via email or phone.
5. Call CLI on the scheduled day and time, and provide the reference number. You will then be connected to the scheduled interpreter.



Tips

- ✓ All 230+ languages (including Spanish) are available for scheduled appointments.
- ✓ CLI prefers 1–2 weeks of advance notice for scheduled calls.
- ✓ The reference number is different from your customer code. The reference number is unique to a single scheduled call, while the customer code applies to your company's ongoing account.
- ✓ All scheduled calls are billed at a 30-minute minimum.
- ✓ There is a 30-minute cancellation fee if the appointment is not canceled with at least 24 hours' notice. If the interpreter has not yet been assigned to a call when the call is canceled, the minimum fee will not apply.
- ✓ The interpreter will remain on standby for up to 30 minutes after the scheduled start time.
- ✓ The interpreter should be kept on the line for the duration of the entire appointment they're needed.
- ✓ If the interpreter becomes accidentally disconnected, please call back right away and provide the same reference number to be reconnected to your scheduled interpreter.
- ✓ If the interpreter is disconnected or dismissed, the same interpreter may not be available again within that timeframe.