

# Telephonic Interpretation Services

TLC offers On-Demand and Scheduled Over-the-Phone Interpreting (OPI) to quickly connect to a qualified professional interpreter within 30 seconds at a fraction of the cost of traditional onsite interpreting.



## Rates:

Billing Rate: \$1.25/minute, with a 20-minute monthly minimum when the service is used during the month. There is no charge if the service is not accessed during the month. Invoices will be sent monthly!

## How to Get Started:

**BEFORE YOU CALL:** To request an interpreter, you must have a PIN (Personal Identification Number). If you do not have a pin, TLC can set up your account very quickly using the online form found here: <https://tfli.org/telephonic/>, or with a phone call to 615-741-7579, for more urgent situations.

This PIN can be assigned to an individual or be used for an entire organization or a specific location. You may request as many PINs as needed.

## How it Works:

1. Call 615-258-6686 or 866-336-1289.
2. Enter your pin. (See instructions to the left).
3. Request the language by speaking the language needed or entering the first letters of language.
4. Answer billing information questions:
  - a. Caller Identity
  - b. Record Number or Case Identifier or enter ZERO if not applicable.
5. Get connected to interpreter in a matter of seconds.

## Languages Available

Acehnese	Czech	Kabiye	Mina (Togolese)	Sri Lankan (Tamil)
Acoli	Dari	Karen	Moldovian	Sudanese Arabic Creole
Akan	Falam Chin	Karenni (Kayah)	Mongolian	Swahili
Albanian	Farsi	Khmer (Cambodian)	Neapolitan	Sylheti
Amharic	Filipino (Tagalog)	Kibajuni	Nepali	Tajik
Arabic	French	Kinyamulenge	Nigerian	Tamil
Ashanti	French Canadian	Kinyarwanda	Oromo	Telugu
Assyrian	French Creole	Kirundi	Pahari	Teochew
Azerbaijani	Fuqing	Kiswahili	Pashto	Tetum
Badini	Ga	Korean	Persian	Thai
Basa Sunda	German	Kurdish	Polish	Tibetan
Bengali	Greek	Kurmanji	Portuguese (Brazilian)	Tigrinya
Bosnian	Gujarati	Laotian	Portuguese (Cont.)	Tongan
Bulgarian	Haitian Creole	Lingala	Punjabi	Trique
Burmese	Hindi	Lithuanian	Rohingya	Turkish
Cambodian	Hmong	Luganda	Romanian	Turkman
Cantonese (Chinese)	Hunan	Luo	Russian	Ukrainian
Cape Verde Creole	Hungarian	Maay Maay	Samoan	Urdu
Cebuano	Indonesian	Macedonian	Serbian	Vietnamese
Chaldean	Iranian Farsi	Malaysian	Slovak	Welsh
Chinese Shanghainese	Italian	Mandarin	Somali	Wolof
Chiu-Chow	Japanese	Mandingo	Sorani	Yoruba
Croatian	Jola-Fonyi	Mien	Spanish	



Tennessee Language Center  
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