

LANGUAGELINE® ON-DEMAND INTERPRETATION

Turn Language Barriers Into Opportunities



Tell Your Customers, Patients, and Constituents “240+ Languages Spoken Here”

Over the next four decades, the foreign-born population in the U.S. will nearly double. Nearly half of these individuals will be limited English proficient (LEP) speakers. During every doctor’s visit, parent-teacher conference, trip to the bank, and professional services appointment, these residents deserve to be understood and served. Or they’ll take their business elsewhere.

Preparing your staff for the dozens of languages they could encounter on any given day is impossible. But there is an innovative, cost-effective way to ready your business for the future: **Partner with LanguageLine®**.

We’re the world’s most experienced and innovative language service provider. The proof is in our clients, which have included **93% of the Fortune 100** for decades. We handle **64+ million interactions each year**. And our On-Demand Interpretation services connect you to **20,000+ professionally trained audio and video interpreters** fluent in more than **240 languages**, including American Sign Language and British Sign Language.

We make it easier for you to satisfy regulatory compliance requirements. Plus, you can maximize employee efficiency and reduce costs. But most importantly, we help you build trusting long-lasting relationships with the LEP and DHH communities you serve each day.



**Reach qualified interpreters in
the moment of need and count on
crystal-clear audio and video**

On-Demand Interpretation

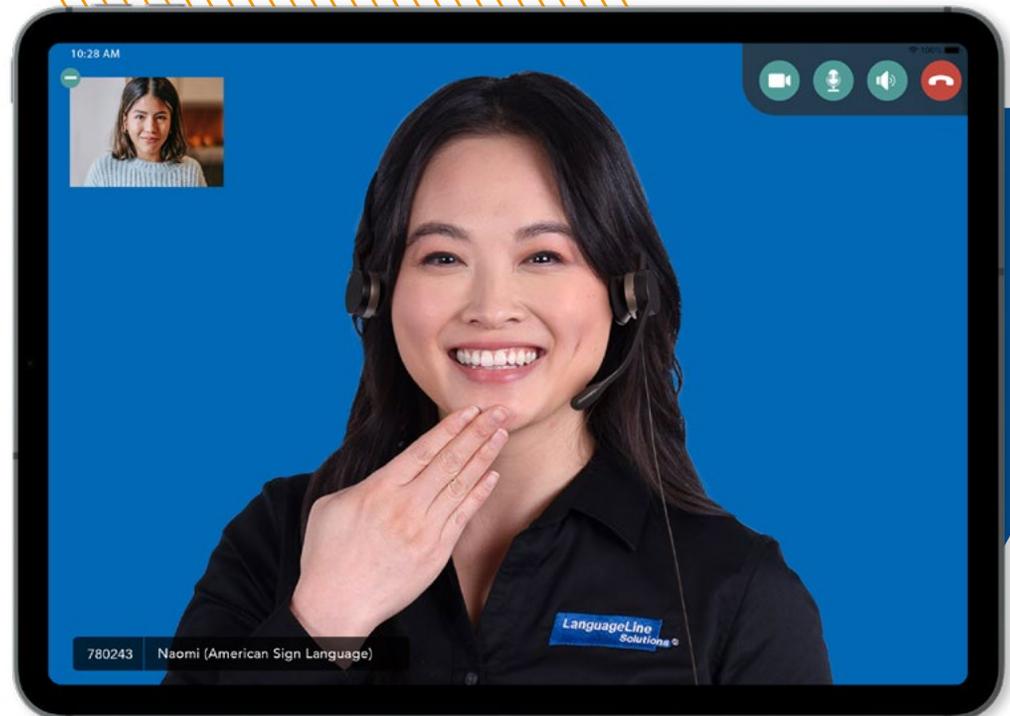
Provide better service by connecting to LanguageLine® CertifiedSM Interpreters

When you partner with LanguageLine, you get the expertise, workforce, and advanced technology you need to overcome language barriers in seconds—and deliver a better customer experience.

You also help LEP and Deaf or Hard of Hearing (DHH) populations take advantage of your full breadth of services and become satisfied repeat customers. For government agencies, removing language barriers helps reduce economic and social disparities. And if your business is healthcare, you produce better outcomes and help ensure health equity for everyone.

You can feel confident that we can scale to meet your business needs with our On-Demand services. We handle more than two interactions for every second of the day.

Plus, our advanced connectivity, data capture options, and robust reporting help support workflow efficiencies—while providing the information you need to effectively manage your program, billing, and expenses.





Over-the-Phone (OPI) Interpreting

We founded the OPI industry in 1982 and today we're the global leader. With LanguageLine Phone InterpretingSM you can count on the industry's most reliable connections across the highest call volumes, exceptional SLA performance, and 99.99% platform uptime. All calls are confidential, secure and compliant.

- Connect to expert audio interpreters in 240+ languages, 24/7
- Customize call flows and overflow solutions
- Use traditional telephonic and digital access methods
- Get toll-free 800 number access from any phone or call center platform

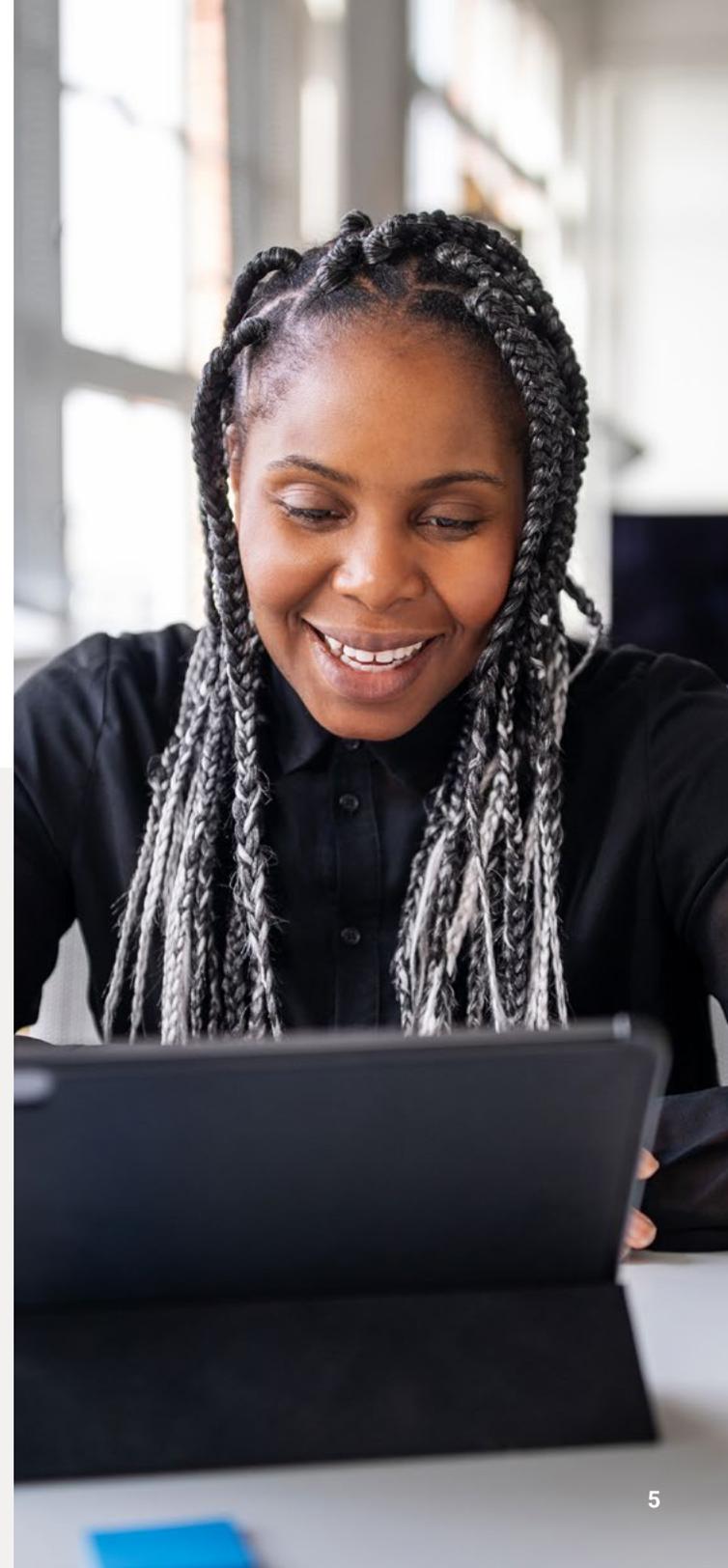


Video Interpreting

Get the benefit of visual cues and facial expressions to build trust, reduce misunderstandings, and improve customer or patient experience in the moment of need. Connect your team to our professionals to ensure accurate, meaning-for-meaning interpreting in 40+ top languages, including American Sign Language (ASL) and British Sign Language (BSL).

With LanguageLine[®] Video InterpretingSM you can:

- Connect digitally to expert video interpreters
- Count on crystal-clear video and audio
- Stay secure with full encryption
- Support adherence to ADA and Title VI laws and regulations
- Comply with ACA Section 1557 and HIPAA





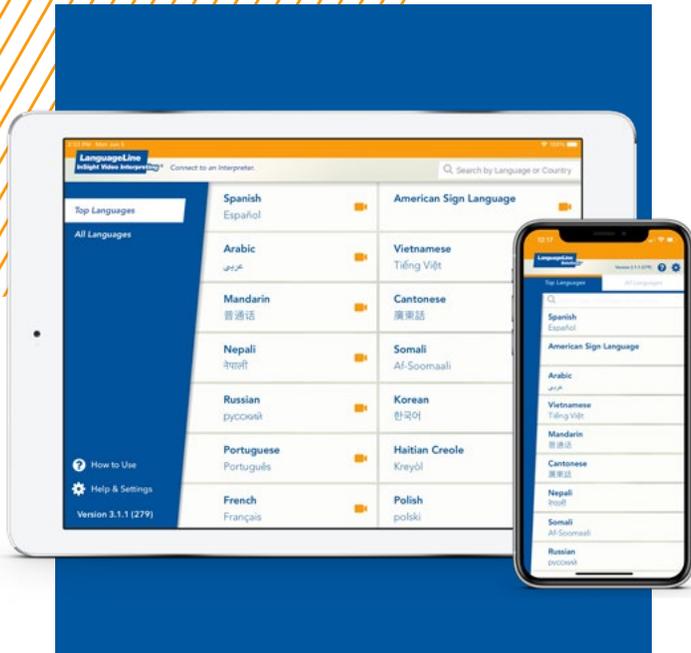
LanguageLine® App

Our app empowers your frontline staff to bridge language barriers wherever and whenever they arise. It increases productivity, saves time, eliminates frustration, and improves your customer or patient experience. Your employees can connect to our team of 20,000+ LanguageLine Certified Interpreters from most digital devices, 24/7.

- Connect in seconds
- 240+ audio languages and 40+ video languages*
- American Sign Language & British Sign Language

For organizations that use the LanguageLine App, and also want to maximize the productivity of their staff interpreters, we offer TeamLink®. It allows you to route calls made on the LanguageLine App to your staff interpreters first. When they're unavailable, you can automatically route calls to LanguageLine Certified Interpreters.

* Full language list available at [LanguageLine.com](https://www.language-line.com)



Custom Inbound Call Solutions

Streamline inbound calls to provide a total in-language experience when community members call you. LanguageLine® DirectResponseSM improves engagement in programs and hotlines serving diverse communities. In-language phone tree options help connect your callers to the right department with an interpreter on the line, saving time and maximizing productivity of your English-speaking agents. You can customize the call flow from start to finish to reduce caller frustration and increase efficiency.





Leading Platforms and Electronic Health Record Systems

Get the expert language assistance you need without leaving your electronic health record (EHR) system. Through our integration, you can connect directly with an interpreter and track important data automatically and securely. We integrate with leading business platforms used in virtually every industry—including airport kiosks, hospital bedside devices, EHR systems, and more.

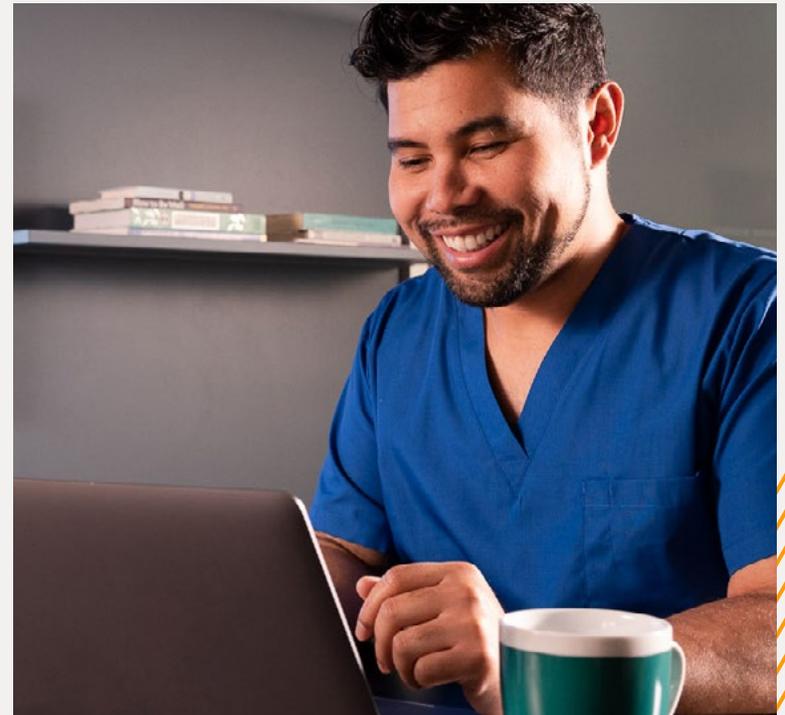


Telehealth and Virtual Meetings

Access LanguageLine interpreters within your telehealth or virtual meeting platform anytime during a session. You'll enjoy the same access and availability as the LanguageLine App. Plus, we'll protect your clients' privacy with robust security protocols.



You can easily integrate LanguageLine with any platform enabled with Session Initiation Protocol (SIP). It's easy to manage your language list to ensure that requesting an interpreter will be simple for your users.



Supporting Equipment



Tabletop Stand with TrueSoundSM

This sturdy tabletop stand offers flexible positioning, ideal for audio and video interpreting in reception areas, showrooms, help desks, and more. Plus, it features our TrueSound audio-amplification enclosure, which enhances an iPad's volume with no wires, batteries, or charging.

- Clear, distinct sound in ambient environments
- Full-reverse screen tilt and negative tilt

LanguageLine[®] Rolling CartSM with TrueSoundSM

This all-inclusive, ready-to-assemble stand has a secure audio-amplification enclosure and tilting head. The adjustable rolling cart provides effortless movement to increase staff efficiency.

- Supports a more effective interpreting session
- Increases the volume for an enhanced audio experience
- Meets ANSI standards for mobile healthcare carts and section IEC 60601 for tip test
- No wires, no batteries, no charging



Comprehensive Implementation and Rollout Support

Maximize your investment in language access with complimentary support. Our implementation team and account executives will help you activate and optimize your program.

Our year-round services include 24/7 technical support, implementation, staff training, and ongoing education programs. These services help you maximize efficiency, drive revenue, increase productivity, and maintain regulatory compliance.

Support Materials

Promote your language access program with clear directions and handy tools. Our language ID poster and desktop display offer instructions in the 20 most common languages to help your customers, constituents, and patients quickly request language assistance.



Dual Handset Phone

Our dual handset phone is ideal for front desks, reception desks, offices, and retail counters. It gives one-touch access to interpreters and is available in analog and IP models.

- Individual handset volume control
- Two 3.5mm headset jacks
- Works without AC power
- Easy-to-clean surfaces

The World's Top Companies Choose LanguageLine

Nearly every Fortune 100 entity has chosen LanguageLine



Leading healthcare organizations trust us



More federal, state, provincial, and local governments choose LanguageLine



Thousands of government entities across North America and the United Kingdom



Serving public safety, health, social services, courts and corrections, Homeland Security, and more

10 Reasons You Can Trust Us to Solve Your Biggest Language Challenges

- 1 We offer 40+ years of language services expertise**

Every modern organization needs a language access partner. We've been reducing expenses, increasing revenues, and improving reputations for clients across a range of industries for decades.
- 2 You can count on 360° of language access coverage**

Across 64+ million interactions a year, whether on-demand by phone or video, in person, or in writing, our team of 35,000+ expert linguists proudly serve our clients.
- 3 You benefit from our culture of innovation**

LanguageLine leads the global language access industry with advanced technology designed to unlock efficiencies—saving you time and money.
- 4 Confidentiality and data security are integral to our business**

In 2022, LanguageLine completed 1,011 data security and operational audits satisfying clients in highly regulated fields, including healthcare, financial services, and government.
- 5 The LanguageLine Olympus on-demand interpreting platform exceeds 99.99% uptime**

- 6 We've earned the industry's highest certifications for quality**
 - ISO 9001:2015, ISO 17100:2015, and ISO 18587:2017
 - ASTM F3130-18 Standard Practice for Language Service Companies
 - ASTM F2089-15 Standard Practice for Language Interpreting for phone and video interpretation
 - CAN/CGSB-131.10-2017 National Standard of Canada for Translation Services
- 7 We can help you ensure regulatory compliance**

Safeguard your organization and avoid costly errors. Confidently comply with requirements including ADA, EEOC, and Title VI of the Civil Rights Act of 1964, ACA Section 1557, Joint Commission standards, HIPAA, and CMS.
- 8 We provide complimentary implementation support**

No language access plan can succeed unless frontline staff are aware of their responsibilities and the services available to them. LanguageLine delivers support, ongoing training, and materials you need to maximize your investment, free of charge. Our dedicated team of implementation specialists provide onsite and remote training for over 40,000 client employees annually across 10,000 global locations.
- 9 We'll keep you informed**

Easy-to-use reporting helps you understand and optimize your program, while educational webinars and blog content grow your expertise.
- 10 Our year-over-year retention rate for 30,000+ clients is 98%**



Let's Talk Solutions

Discover the many additional ways LanguageLine can help turn your biggest language challenges into growth opportunities with industry-leading services.

- In-Person Interpreting
- Translation
- Localization
- Transcription
- Staff Testing & Training

LanguageLine
Solutions®

1-800-752-6096 / Inquiries@LanguageLine.com / LanguageLine.com