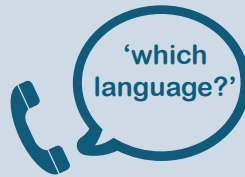




The **non-English speaker (NES)** calls 131 450 to connect with an **interpreter**.



A recorded voice known as an **Interactive Voice Response (IVR)** uses English to share the TIS National privacy statement, then asks the caller 'Which language should the **interpreter** speak?'



The **NES** requests their language. The **NES** will be asked 'Are you a business client of TIS National?' They should say 'no'.



The **TIS operator** places the **NES** on hold and calls an **interpreter**. In their language, a recorded voice will repeat 'please wait while we contact an **interpreter**'.



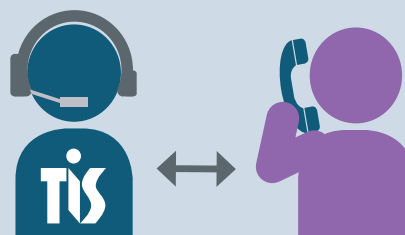
Speaking English, the **TIS operator** confirms which language is required.



The **IVR** transfers the call to a **TIS operator**. While on hold the **NES** will hear in their language 'please wait while we contact an **operator**'.



The **TIS operator** connects the **NES** and the **interpreter**. The **NES** provides information to the **interpreter** about the **agency or service** they want to connect with. The **interpreter** provides this information to the **TIS operator**.



The **TIS operator** puts the **interpreter** and the **NES** on hold and calls the **agency or service**.



If the **agency** accepts the call, the **TIS operator** connects the **NES**, **interpreter** and **agency** in a three-way conference. Once the call is connected the **TIS operator** leaves the call.