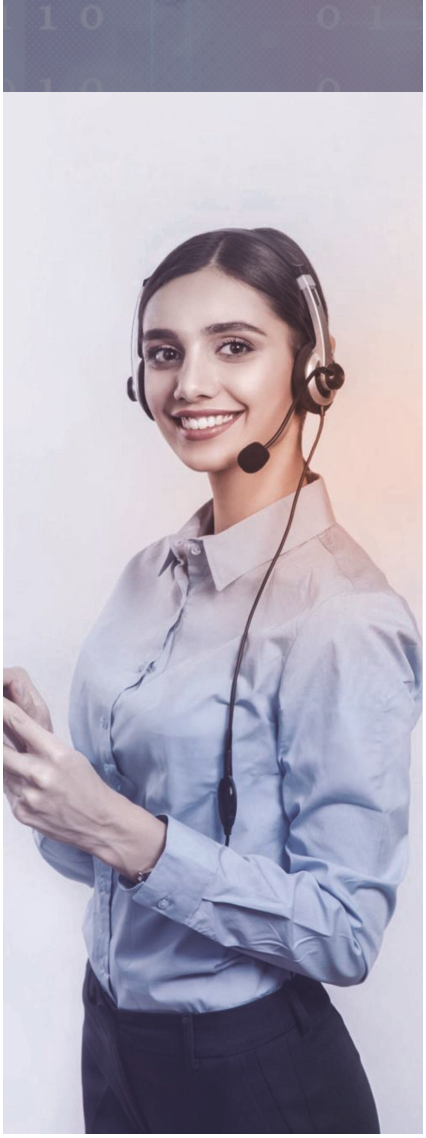
TIPS FOR USING INTERPRETERS

Lionbridge aims to provide accurate interpretation services while providing the best customer service experience. Here are some useful tips to follow when talking to an interpreter:

- At the beginning of the call, the interpreter will introduce himself/herself and ask for your instructions. Please introduce yourself and give the interpreter any necessary directions.
- Please eliminate any background noise so the interpreter can hear your statements clearly.
- If you are not certain what language your customer needs, press 0; our operators are trained to determine the language.
- Please speak clearly at a moderate rate of speed. Pause every two to three sentences to let the interpreter interpret what you said.
- Please instruct your parties to speak one at a time. Remember that the interpreter can interpret only one voice at a time.
- The interpreter may at times request your permission to look up an unfamiliar term in a dictionary. Please allow the interpreter time to do so to ensure that your statement is fully interpreted.
- The interpreter's duty is to provide an accurate interpretation without adding or changing your statement's meaning.
- Please do not leave the interpreter alone; stay on the line for the duration of the call.



If you have any questions or concerns, please direct them to your Lionbridge Program Manager.

Please do not direct them to the interpreter.