



ON-DEMAND TELEPHONE INTERPRETING SERVICE

Department : PIN :

Newcastle City Council

Step#1

Identify the code for the required language from the language code list.

Step#2

Call **0333 188 3720**.

Step#3

Enter your 8-digit Pin into the keypad

Step#4

Enter the Language Code into the keypad

Step#5

The call will go through to an operator who will confirm the language you have entered.

Step#6

The operator will ask if a dial out to the customer is required:

If yes, provide the customer phone number. Let the operator know if you want to speak to the interpreter to give a brief introduction before the customer is added. The operator will source the interpreter and dial out to the customer. If no, the operator will source the interpreter and the call will be put through to the interpreter

Arabic	Albanian	Bulgarian	Cantonese	Farsi	Hungarian	Kurdish Sorani	Latvian	Mandarin	Portuguese
7007	7004	7072	7083	7113	7141	7184	7194	7085	7255

Polish	Punjabi	Romanian	Russian	Spanish	Tamil	Turkish	Urdu	Ukrainian	Vietnamese
7254	7260	7266	7267	7291	7300	7316	7320	7319	7324

FEEDBACK

We encourage you to report any complaints or feedback as we are continually seeking to improve our services.

**ISSUES
CONNECTING?**



Call
0330 2020 270



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