



## CALL TOLL FREE: 1-866-557-6167

- When greeted by a coordinator give your name and account code (if applicable).
- Request the language needed or ask for assistance in identifying the language.
- Hold momentarily while your interpreter is connected.
- The coordinator will inform you that the interpreter is now “on the line” and give you the interpreter’s ID number.
- Explain the objective of the call to the interpreter. Then proceed by speaking directly to the non-English speaker in the first person.  
**Example: “What is your name?” NOT “Ask her what her name is.”**
- Upon completion of the call, all parties should simply hang up. Your time will be automatically recorded.

### Account Code (Type of Call):

01 - PIT (TCC)

02 - Sales Tax (TCC)

03 - Corp Tax (TCC)

04 - Misc Taxes (TCC)

05 - PIT Protest (PERB)

06 - Business Protest (PERB)

07 - Child Support (TCD)