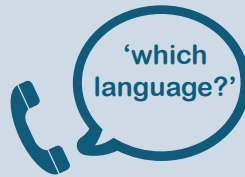




The non-English speaker (NES) calls 131 450 to connect with an interpreter.



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'.



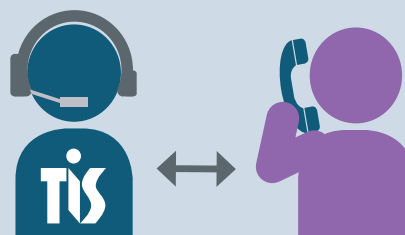
Speaking English, the TIS operator confirms which language is required.



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.