



thebigword NHS Telephone Interpreting

thebigword is your sole supplier of telephone interpreting, a service which will enable you to help any client who may have limited English language skills.

When you need an interpreter please follow the instructions below:



- Dial **0800 757 3053 / 0800 694 5093**



- Enter your access code, followed by the # key
Keep your access code here: **86202500#**
(If required, enter your PIN number, followed by the # key)
- Enter the language code from the list below, followed by the # key



- Once connected stay on the line
- Take note of the interpreter's identity number
- Direct your conversation to the client and NOT the interpreter

702 Albanian	94 Farsi (Persian)	733 Latvian	755 Slovak
91 Amharic	95 French	734 Lingala	757 Somali
92 Arabic	4 German	735 Lithuanian	1 Spanish
727 Bahasa Indonesian	993 Greek	97 Mandarin	998 Swahili
706 Bengali	738 Gujarati	533 Mirpuri	762 Tagalog
17 Bosnian	994 Hindi	741 Nepali	729 Tamil
707 Bulgarian	724 Hungarian	796 Oromo	992 Thai
708 Burmese	995 Italian	98 Pashto	773 Tigrinya
93 Cantonese	96 Japanese	5 Polish	764 Turkish
780 Creole (Haitian)	3 Korean	996 Portuguese	709 Twi
710 Czech	520 Kurdish (Kurmanji)	749 Punjabi	765 Ukrainian
713 Dutch	730 Kurdish (Sorani)	750 Romanian	999 Urdu
712 Farsi (Afghan)	731 Kurdish (Bahdini)	997 Russian	516 Welsh



Dial **700** followed by the # key if you cannot identify the language required.
Dial **0** followed by the # key for further assistance.



If you have forgotten your access code or you have any questions following a call please contact:

- General Service Queries: **0800 757 3025**
- E-mail: **tis@thebigword.com**
- Web: **www.thebigword.com/publicsector**

If you have any questions please ensure that you have:

- the interpreter's ID number
- time of the call
- language you required



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