

OVER-THE-PHONE INTERPRETER

To use the OPI Service, complete the following steps:

Follow your organization's process for using your telephone system to connect to Lionbridge.

1**Dial 1-888-563-1155****2****Enter your 9-digit OPI user PIN _____****3****Enter on the telephone keypad or speak any of the following options:****1 for Spanish****2 for Creole****3 for Mandarin****4 for Korean****5 for Vietnamese****6 for Somali****7 for Russian****8 for French****9 for Arabic****0 for operator assistance**

After all these steps are completed, an interpreter will be added to the line. After the interpreter joins the conversation, brief the interpreter with a summary of what you're working on with the taxpayer and/or give any special instructions.

To provide feedback on your experience with the IRS OPI Service, you can email your comments to **ts.mp.opi@irs.gov**.