

[0 seconds][Customer] : Thank you for calling the translating and interpreting service Tiers National.

Which language should the interpreter speak? Thanks. You've asked for Thai, is that right?

[11 seconds][Agent] : Hi, yes.

[23 seconds][Customer] : OK, Please wait while we contact an operator W narrow operator. For information on how Tiz National handles your personal information, please read our Privacy Notice located on our website at tiznational.gov dot AU.

[1 minutes 23 seconds][Agent] : None. None.

[2 minutes 16 seconds][Customer] : Hello, welcome to this. How can I help? Hi.

[2 minutes 19 seconds][Agent] : Hey, I'm just looking to see if there's a Thai interpret available.

[2 minutes 23 seconds][Customer] : Could I please? Yeah, yeah.

[2 minutes 25 seconds][Agent] : C9 double 8607?

[2 minutes 30 seconds][Customer] : Thank you very much. And may we have your full name?

[2 minutes 33 seconds][Agent] : Yep. Sita Fanaki I know.

[2 minutes 37 seconds][Customer] : And am I able to get the above ID unknown, No worries. And am I able to have your Thai speaking client's name or would you rather keep it confidential or that hasn't been established yet? Sure thing.

[2 minutes 51 seconds][Agent] : Oh no, I can give it's a long 1S AL EE LAWADE.

[2 minutes 54 seconds][Customer] : Yeah, yeah, yeah, Yep. And OK, perfect. And you have them on the lines. No worries. Phone number possible.

[3 minutes 6 seconds][Agent] : No, I will need to call them back 0434268 845 sorry.

[3 minutes 14 seconds][Customer] : Yep, Yep, uh huh. Yep, Yep, 86647. Thank you, VE thank you very much. And uh, we don't have any tier tier threes available. Is, is uh, but on the reference information, you will only require tier 3. Is it OK if I give you Tier 2 interpreters?

[3 minutes 19 seconds][Agent] : I can provide the client ID 27036647 Is that a certified interpreter above?

[3 minutes 47 seconds][Customer] : Uh, no. So Tier 2 is recognized interpreter or or above.

[3 minutes 51 seconds][Agent] : Oh, OK. No, no.

[3 minutes 52 seconds][Customer] : I can, I can try to call on the, I can try to call on the uh, I can try to call tier 3 interpreters. I'm certified, but I'm not logged in. If that's OK, please don't take it.

[4 minutes][Agent] : Umm, yeah, yeah, that's fine. I'm gonna get certified and talk to that. That's fine. Yeah.

[4 minutes 1 seconds][Customer] : Alright, sure thing. Please hold.

[4 minutes 8 seconds][Agent] : Thank you.

[4 minutes 5 seconds][Customer] : Please wait while we contact an interpreter.

[5 minutes 3 seconds][Agent] : Mm, Hmm. Yeah, he's looking for 1-6 miles. I've got 3 or 2 1/2. Go ahead and take my lunch. Yeah, yeah. Come on.

[5 minutes 35 seconds][Customer] : None. None. Do apologise, our Tier 3 interpreters that are not logged in are actually not logged in. So I'll, you know, you may have to call us again.

[6 minutes 37 seconds][Agent] : No, that's fine. Thank you.

[6 minutes 37 seconds][Customer] : Bye bye, bye, bye, bye bye.

[6 minutes 38 seconds][Agent] : Bye, Bye. Bye.