



# Telephone Interpreter Booking Form

<b>Client to complete</b>	<b>Agency Pin &amp; Name</b>	
	<b>Contact Details</b>	
	<b>Preferred Contact Details</b>	
	<b>Cost Centre/Reference #</b>	
	<b>Language Required</b>	
	<b>Date of Booking Required</b>	
	<b>Time of Booking Required</b>	
<b>Ezispak to complete</b>	<b>Booking Confirmation Details</b> (to be completed by Ezispak once interpreter confirmed)	<b>Date:</b>  <b>Time:</b>  <b>Interpreter Name and ID:</b>

## Booking Process

Booking must be between 3 hours (minimum) and 48 hours before your service requirement:

1. You can either call 0800 453 771 between hours of 8.30am - 4pm (AEST) or complete this form and email to us.
  - a. If calling:
    - i. Press 2 for existing customers, Press 2 to prebook an interpreter. A customer service agent will take your request.
    - ii. You will receive an email confirming your request along with this form returned with the interpreters name.
  - b. If emailing your request:
    - i. Complete this form with all the necessary details
    - ii. Email the completed form to [work@ezispak.com.au](mailto:work@ezispak.com.au)
    - iii. You will receive an email confirming your request along with this form returned with the interpreters name.
2. Service Delivery Process at prebooked time of appointment\*1
  - a. Dial the toll free telephone interpreting number at time of confirmed booking to access your prebooked interpreter
  - b. Press 1 for telephone interpreting
  - c. Enter your agency ID and press 2 for no gender selection
  - d. Press 0 for language assistance
  - e. You will be transferred to a live operator to confirm the service, language and name of Interpreter.
  - f. The live operator will check and confirm that is correct and transfer your call to the interpreter\*2
  - g. Start your call with the interpreter.
  - h. Disconnect with your call finishes.

## Notes

\*1 If you are dialling outside of confirmed pre-booked time, the interpreter may temporarily not be available. You will be asked to dial back on the 0800 854 737 (service on demand number) and start at point 5.0 and follow your prompts for the service you require.

\*2 If interpreter is not available at pre-booked time, escalate to Service Delivery Manager - [feedback@ezispak.com.au](mailto:feedback@ezispak.com.au).



# Languages you can prebook

## LANGUAGES WHICH YOU CAN PREBOOK WITH EZISPEAK

- Akan
- Assamese
- Balinese
- Bana
- Banjar
- Bari
- Bashkir
- Basque
- Bassa
- Batak
- Bemba
- Betawi
- Bislama
- Bodo
- Borana
- Catalan
- Cebuano
- Chamorro
- Chavacano
- Cherokee
- Chichewa (Nyanja)
- Chin
- Chin (Falam)
- Chin (Hakha/Hakka)
- Chin (Khumí)
- Chin (Mara)
- Chin (Mizo)
- Chin (Zomi)
- Chin (Zotung)
- Chin Hmar
- Chin Kuki
- Chin Matu
- Chin Zo
- Chuukese (Trukese)
- Cook Island Maori
- Creole
- Creole (Haiti)
- Dagbani
- Dan
- Dhivehi
- Dzongkha (Bhutan)
- Edo
- Efik
- Estonian
- Ewe
- Fanti
- Fijian
- Fijian Hindi
- Filipino
- Flemish
- Fulani
- Futunan
- Ga
- Gaelic
- Galician (Galego)

- Gilbertese (Kiribati)
- Guarani
- Gujarati
- Hainanese
- Harari
- Hausa
- Hmong
- Hungarian
- Icelandic
- Igbo
- Inuktitut
- Jarai
- Javanese
- Juba Arabic
- Kachin
- Kakawa
- Kamba
- Kannada
- Kaonde
- Karakalpak
- Kasem
- Kashmiri
- Kayah (alt Karenni)
- Kazakh
- Kibreab
- Kikuyu
- Kirghiz
- Kiribati
- Kisi
- Kogi
- Kpelle
- Krio
- Kriol
- Kru
- Kunama
- Kyrgyz
- Lazi
- Lezgi
- Lozi
- Luganda
- Luhya
- Lunda
- Luo
- Luvale
- Madi
- Madura
- Makassar
- Malay
- Malayalam
- Mamprusi
- Mandinka
- Marathi
- Marshallese
- Mende
- Mien

- Moldavian
- Mon
- Mongolian
- Nauruan
- Navajo
- Ndebele (Northern)
- Ndebele (Southern)
- Nigerian Pidgin English
- Niuean
- Nkole
- Nogai
- Nsenga
- Nzema
- Odia
- PNG Pidgin (Tok Pisin)
- Pokot
- Quechua
- Rajastani
- Rohingya
- Romanian
- Runyakitira
- Sesotho (Northern)
- Sesotho (Southern)
- Setswana
- S'gaw Karen
- Shan
- Shona
- Sidaama
- Sikaiana
- Solomon Island Pidgin
- Soninke
- Sunda
- Tagalog
- Tajik
- Tatar
- Te Reo Māori
- Telugu
- Temne
- Tetum
- Tibetan
- Tikopian
- Tok Pisin
- Tokelauan
- Tooro
- Tshivenda
- Tsonga
- Tuvalu
- Twi
- Vai
- Xhosa
- Yakut
- Yawi
- Yiddish
- Yoruba
- Zulu