



Telephone Interpreting Booking Form

Client to Complete	Agency Pin & Name:	
	Contact Details:	
	Preferred Contact Details:	
	Cost Centre/Reference #	
	Language Required:	
	Date of Booking Required:	
	Time of Booking Required:	
ezispeak to complete	Confirmation Details (to be completed by ezispeak once interpreter is confirmed)	Date: _____ Time: _____ Interpreter Name & ID: _____
	<p>Booking must be between 3 hours (minimum) and 48 hours before your service requirement:</p> <p>1. You can either call 0800 472 314 between hours of 8.30am - 4pm (AEST) or complete this form and email to us.</p> <p><u>If calling:</u></p> <ul style="list-style-type: none"> Press 2 for existing customers, Press 2 to prebook an interpreter. A customer service agent will take your request. You will receive an email confirming your request along with this form returned with the interpreters name. <p><u>If emailing your request:</u></p> <ul style="list-style-type: none"> Complete this form with all the necessary details Email the completed form to work@ezispeak.com.au You will receive an email confirming your request along with this form returned with the interpreters name. <p>2. Service Delivery Process at prebooked time of appointment*¹</p> <ol style="list-style-type: none"> Dial the toll free telephone interpreting number at time of confirmed booking to access your prebooked interpreter Press 1 for telephone interpreting Enter your agency ID and press 2 for no gender selection Press 0 for language assistance You will be transferred to a live operator to confirm the service, language and name of Interpreter. The live operator will check and confirm that is correct and transfer your call to the interpreter*² Start your call with the interpreter. Disconnect when your call finishes. 	
Booking Process & Day of Appointment	<p>Notes</p> <p>*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 472 314 (service on demand number) and start at point 5.0 and follow your prompts for the service you require.</p> <p>*² If interpreter is not available at pre-booked time, escalate to the Head of Service Operations - feedback@ezispeak.com.au.</p>	



Languages you can prebook

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 (Mara)
Chin (Mizo)
Chin (Zomi)
Chin (Zotung) Chin
Chin Kuki
Chin Matu
Chin Zo
Chuukese (Trukese)
Cook Island Maori Creole
Creole (Haiti)
Dagbani
Dhivehi
Dzongkha (Bhutan)
Edo
Efik
Estonian
Ewe
Fanti
Fijian
Fijian Hindi Filipino
Flemish
Fulani
Futunan
Ga
Gaelic
Galician (Gallego)
Gilbertese
Guarani (Kiribati)

Gujarati
Hainanese
Harari
Hausa
Hmong Hungarian
Icelandic
Igbo
Inuktitut
Jarai
Javanese
Juba Arabic
Kachin
Kakawa
Kamba
Kannada
Kaonde
Karakalpak Kasem
Karen
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
Malayalam
Mamprusi
Mandinka Marathi
Marshallese
Mende
Mien
Moldavian
Mongolian

Nauruan
Navajo
Ndebele (Northern)
Ndebele (Southern)
Nigerian Pidgin
English Niuean
Nkole
Nogai
Nsenga
Nzema
PNG Pidgin (Tok Pisin)
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
Tigringya
Tikopian
Tok Pisin
Tokelauan
Tooro
Tshivenda
Tsonga
Tuvalu
Twi
Vai
Xhosa
Yakut
Yawi
Yiddish
Yoruba
Zulu