How to Use United Language Group Telephone Interpreting Services

- Dial **800-261-5114** (Dedicated toll-free number for State of NC – Town of Chapel Hill) Available for usage 24/7

- Provide the language needed
- Provide your first and last name
- Provide the department name
- You will be asked if you need assistance with a third-party dial out
- You will be connected to an Interpreter

How to Effectively Work with an Interpreter

- The operator will provide the Interpreter's ID number once connected
- At the beginning, brief the interpreter regarding the nature of the call
- You command the call and interpreter facilitates the communication
- Please use short sentences, speak distinctly and pause to allow interpretation

UNITED LANGUAGE GROUP®

24/7 Emergency Customer Support

General Feedback
Use the buttons below to provide feedback or to report a non-critical issue regarding ULG's interpreting services.

SUBMIT VIA OUR PORTAL*

https://unitedlanguagegroup.com/contact/
*Preferred

SUBMIT VIA EMAIL

customer.care@ulgroup.com

If your issue requires immediate attention and action, please call our dedicated Customer Success Team.
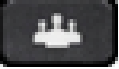
(877) 526-8438

To allow our customer care team to thoroughly investigate, please include the following information whenever possible.

- Date of Call
- Time of Call
- Synopsis of Call
- Language
- Interpreter ID
- Further Comments or Details

Once your feedback is received, the Customer Success Team will investigate and respond within 2 business days.

To place a conference call

1. While connected with a call, press the conference button.
2. Dial the number you would like to conference in: 4-digit internal extension number OR "81" then the external phone number.
3. Press the conference button again when you are ready to patch the call through.