



# LLE

COMMUNICATIONS SOLUTIONS  
IN ANY LANGUAGE®

## We Deliver Telephone Interpretation...

# LLE-LINK®

LLE is a community of linguists, clients and employees, working together to enable communication in 150 languages anytime, anywhere. Our integrated team of language and technology experts pioneered LLE-LINK®, Language Interpretation Network, to meet the on-demand need for immediate and unscheduled access to over-the-telephone interpreters. LLE-LINK® successfully combines state-of-the-art computer telephony with high quality, professional linguists to produce a unique service of extraordinary speed and reliability.

### Quality, Quality, Quality

At LLE, we employ only the very best interpreters. LLE-LINK® Interpreters are skilled, higher educated native speakers certified by LLE and industry recognized organizations. Our quality assurance methodology is both rigorous and comprehensive.

### Training

To become a LLE-LINK® Interpreter, each candidate must pass our stringent certification process. All LLE interpreters are trained and tested in language, cultural aptitude and interpretation skills. Each interpreter is tested and monitored for performance.

LLE interpreters are trained in legal, insurance, medical and technical terminology. To better serve you, give us your unique glossary / terminology, we will translate it and forward the translated terminology to our interpreters for their use when they take a call from your organization.

### Confidentiality

Each interpreter is bound by a confidentiality agreement to ensure client privacy.

### 24 / 7 / 365

Immediate 24 / 7 / 365 access to over 150 languages supported by 3,000+ professional, certified linguists within an average connect time of 20 seconds.

### Accessing an Interpreter

#### Easy 3 Step Process:

1. Dial the LLE-LINK® toll free 800 number
2. Enter Access Code
3. Enter Language Code (or dial "0" for a Customer Care Representative)

Over

## We Deliver Understanding...

**HEADQUARTERS:** 1627 K Street, NW • Suite 610 • Washington, DC 20006  
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**TECHNOLOGY CENTER:** 199-3 Sully Drive • Winchester, VA 22602  
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## Pay-As-You-Go Fee Structure

You pay only for the interpreter minutes you use rounded up to the nearest second. There are no other fees.

## Technology

The LLE-LINK® Language Delivery Platform is unique in the industry. Our information technology engineers have developed a system that is not only fast and efficient, but also, reliable, stable and scalable to meet the ever changing needs of our clients.

## Extreme Redundancy Methodology

No single point of failure. LLE has two independent, mirror-image data centers. Each data center has multiple back-up capability for computer / telephony hardware and software systems as well as power systems.

## Stable and Reliable

The LLE-LINK® Language Delivery Platform has been proven and tested 99.999% reliable by an independent testing facility.

## Flexibility

Once you enter the LLE-LINK® system, you have three options to connect to an interpreter:

**Fast** - Dial "0" to reach a customer care representative who will connect you to an interpreter.

**Faster** - Utilize the automated IVR system to select a language.

**Fastest** - LLE will assist you in setting-up the use of your telephony systems speed dial capability.

## Customization

The strength of our technology gives us the ability to deliver a service to match your requirements. With Skills-based Call Routing we can forward you to an interpreter based on professional expertise, skill set and location. We have developed custom programs for many of our clients.

## Leadership

In 1992, LLE pioneered the development of telephone interpretation services. These many years of valuable experience have enabled LLE to achieve and maintain a performance track record that is second to none.

## World-Class Customer Care

A LLE Customer Care Representative (CCR) is accessible 24 / 7 by dialing "0" anytime during a call. Our CCRs are trained in language identification as well as connecting you to the appropriate interpreter.

## GSA Schedule Information

**www.fas.gsa.gov**

**Schedule for:** Language Services

**Federal Supply Group:** 738:II

**Contract Number:** GS-10F-0301K

**Business Type:** Women-Owned

*For more information on LLE-LINK® Telephone Interpretation Services, please contact: 1.877.405.8764 or visit [www.lle-inc.com](http://www.lle-inc.com).*



Uruguay 16:45  
Morocco 19:45  
Italy 20:45  
Finland 21:04  
Saudi Arabia 22:45