



**ULG**<sup>®</sup>  
UNITED LANGUAGE GROUP



## How to Use United Language Group Telephone Interpreting Services

- **Dial (844) 404-8866**  
(Dedicated toll free number for Maricopa County - Contract Counsel)
- Tell Us What Language
- Provide Your Case Type
- Provide Your Case Number
- Provide the Attorney's Name
- Provide the Client's First and Last Name
- 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



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## 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](mailto:customer.care@ulgroup.com)

If your issue requires immediate attention and action, please call our dedicated Customer Care Team during the hours specified below.

**(877) 526-8438**

**8:00am - 5:00pm PT**

**(512) 649-4938**

**After Business Hours**

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 Care Team will investigate and respond within 2 business days.