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**2016 - 2017**

***Interpretation and Translation***

*QUICK REFERENCE SHEET*

[NAME OF OFFICE]

**INTERPRETATION & TRANSLATION SERVICES**

For **TELEPHONIC SERVICES,** contact **LanguageLine Solutions, Inc.**

1 Lower Ragsdale Drive, Building 2 | Monterey, California 93940 | www.languageline.com

**LanguageLine Client ID #: Insert Client ID #**

**NAME OF OFFICE** has been assigned the LanguageLine Solutions client ID number above for telephonic services. If your agency would like to request additional account numbers, please contact the OEOP Equal Access Compliance Unit at (410) 767-6600.

**REGISTERED CUSTOMERS:**

* Telephonic Services Line: **1-866-874-3972**  (Have your client ID # ready)
* Billing Inquiries: 1-800-752-6096, option 1
* Billing Inquiries website: [www.languageline.com/customer-service/billing/inquiry/](http://www.languageline.com/customer-service/billing/inquiry/)
* Invoice Payment website: <https://www.languageline.com/billpay/>

For **WRITTEN DOCUMENT TRANSLATION,** contact **Schreiber Translations, Inc.**

51 Monroe Street, Suite 101 | Rockville, Maryland 20850 | http://www.schreibernet.com/

**Schreiber Translations:** No Account # Required

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| Schreiber Translations does not require an account number to request services. Agencies may contact Schreiber by email or online to request a quote for translation services. |

* Customer Service: **301-424-7737 (ext. 125 or 107)**
* Request a quote by email: translation@schreibernet.com
* Request a quote online: [www.schreibernet.com](http://www.schreibernet.com)
* Billing Inquiries: 301-424-7737 (ext. 124)
* Fax Number: 301-424-2336

For **ON-SITE INTERPRETATIONS,** contact **Ad Astra, Inc.**

P.O. Box 3534 | Silver Spring, MD 20918 | http://ad-astrainc.com/welcome/

**Ad Astra Account #: Insert Account #**

**NAME OF OFFICE** has been assigned the Ad Astra account number above for on-site interpretation services. If your agency would like to request additional account numbers, please contact the OEOP Equal Access Compliance Unit at (410) 767-6600.

**REGISTERED CUSTOMERS:**

* Interpreter Request Line: **1-800-308-4807** (Have your account # ready)
* Interpreter Request by Email: interpreting@ad-astrainc.com
* Website & Online Scheduling: [http://ad-astrainc.com/scheduling-system/starmd](http://ad-astrainc.com/starmd)/
* Billing Inquiries: 301-408-4242 (ext. 113 or 115)
* Billing Inquires Email: billing@ad-astrainc.com

Questions and concerns may be directed to the Office of Equal Opportunity Programs (OEOP)

**EQUAL ACCESS COMPLIANCE UNIT**

Delinda Johnson Delinda**.**Johnson@maryland**.**gov (410) 767-5184

Tina Smith Tina**.**Smith**1**@maryland**.**gov (410) 767-6597