ACP Interpreter Assistance

Thank you for contacting the Affordable Connectivity Program Support Center. On the website we have the following languages Español | 한국어 | 繁體中文 | Tagalog | Tiếng Việt. Also here is some information how to get an interpreter.

Non-English speaking callers may require an interpreter to get assistance with their Lifeline or ACP application and/or benefit. Follow these steps to contact an interpreter at United Language Group Telephone Interpreting Services to assist with the conversation:

**Step 1.** Dial 844-415-1551
**Step 2.** When prompted, enter your access code

- **ACP:** 9955
- **Lifeline:** 9832

**Step 3.** When prompted, enter your WIN number
**Step 4.** Press the correct number for the interpreter language needed

- Press 1 for Spanish
- Press 2 for Arabic
- Press 3 for Mandarin
- Press 4 for Portuguese
- Press 5 for Vietnamese
- Press 0 for all other languages

**Step 5.** Press *1

- The system will prompt you to add the 3p number
- **NOTE:** You can complete up to six 3p dial outs with the same interpreter. After you complete one call, press *1 again to add another 3p call. Press *2 to disconnect the 3p call at any time

**Step 6.** If connected to an Operator, let them know which interpreter language you are requiring, then provide the access code (9955 for ACP, 9832 for Lifeline) and the WIN number

**Step 7.** Once connected to an interpreter, you will lead the conversation and the interpreter will facilitate communication.