

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.