# Appendix F to DIR-TSO-4151

## Subscribed Interpretation Customer Contact and Profile

**Language Line Services, Inc.**
A LanguageLine SolutionsSM Company

<table>
<thead>
<tr>
<th><strong>PARENT Company:</strong></th>
<th>State of Texas (1027)</th>
<th><strong>TSO-4151</strong></th>
</tr>
</thead>
</table>

## ORGANIZATION NAME/LOCATION FOR THIS ACCOUNT:
(If different than parent company for example ABC Bank, Monterey Branch)

<table>
<thead>
<tr>
<th><strong>OPERATIONS CONTACT</strong></th>
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<tbody>
<tr>
<td><strong>Name:</strong></td>
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<tr>
<td><strong>Title:</strong></td>
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<tr>
<td><strong>Telephone:</strong></td>
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<td><strong>Fax:</strong></td>
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<tr>
<td><strong>E-Mail:</strong></td>
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<td><strong>Address:</strong></td>
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<tr>
<td><strong>City</strong></td>
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<table>
<thead>
<tr>
<th><strong>BILLING CONTACT</strong></th>
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<tbody>
<tr>
<td><strong>Name:</strong> ACCOUNTS PAYABLE</td>
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<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Telephone</strong></td>
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<table>
<thead>
<tr>
<th><strong>TECHNICAL CONTACT</strong></th>
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<tbody>
<tr>
<td><strong>Name:</strong></td>
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<tr>
<th><strong>PUBLIC RELATIONS CONTACT</strong></th>
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<tbody>
<tr>
<td><strong>Internal PR Contact</strong></td>
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<tr>
<td><strong>PR Firm Company</strong></td>
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<tr>
<td><strong>Name</strong></td>
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<tr>
<td><strong>Title</strong></td>
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</table>
The following information is requested to create a customer profile of your organization. Under your industry, please check all activities that best describe your operations requiring language interpretation. The profile information is very important and will be used to better serve your interpretation needs. All the information that you provide is kept strictly confidential.

### FINANCIAL
- Bank
- Branch & Telephone Banking
- Online/Interactive Banking
- Collections
- Consumer Credit
- Auto Finance
- Credit Card
- Mortgage/Home Equity
- Personal Loans/Credit
- Fraud/Loss/Stolen
- Personal Investment (retirement, annuities)
- Telesales
- Technical Support
- Trust/Asset (benefit/retirement plan)
- Other:

### INSURANCE
- Claims Handling
- Commercial Property/Auto
- Group Health
- Group Life
- Homeowner
- Personal Auto
- Personal Health
- Personal Life
- Worker’s Compensation
- Customer Service
- Sales
- Underwriting
- Other:

### PUBLIC UTILITIES
- Billing/Collections
- Customer Service
- Telemarketing
- Other:

### TELECOMMUNICATIONS
- Billing (credit/collections, etc.)
- Card Service (phone, calling card, credit card)
- Customer Service (post-sales activities)
- Fraud (fraudulent or annoyance investigation)
- Operator Service
- Repair
- Sales (sales support, activation)
- Technical Support
- Telemarketing
- Other:

### GOVERNMENT
- Corrections
- Court
- Disaster Relief
- Employment
- Health and Human Services (Medical)
- Immigration
- Insurance
- Labor
- Military (Coast Guard, etc.)
- Postal Services
- Poison Control
- Public Safety
- 311 Non-Emergency
- 311 Emergency
- Police/EMS
- Tax Services
- Transit (public transportation, vehicle services, etc.)
- Utilities (water, gas, electricity)
- Other: Education

### MANUFACTURING
- Consumer
- Market Research
- Product Registration
- Purchase/Resale of Equipment
- Sales Call
- Technical/Product Support
- Technician
- Telemarketing/Catalog
- Warranties/Service Calls
- Other:

### MEDICAL/HEALTH CARE
- Appointments
- Call Center
- Emergency Room
- General Patient Care
- HMO
- Information Surveys
- Pharmacy
- Professional Consultation
- Medical Claims/Billing
- Social Services
- Telemarketing
- Other:

### TELECOMMUNICATIONS
- Billing (credit/collections, etc.)
- Card Service (phone, calling card, credit card)
- Customer Service (post-sales activities)
- Fraud (fraudulent or annoyance investigation)
- Operator Service
- Repair
- Sales (sales support, activation)
- Technical Support
- Telemarketing
- Other:

### TRANSPORTATION/TRAVEL/HOSPITALITY
- Customer Service
- Operations
- Reservation
- Other:

### MISCELLANEOUS
- Consulting
- Entertainment
- Legal
- Private Law Firm
- Private Paralegal Services
- Non-profit Organization
- Real Estate
- Retail
- Other:

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**24-HOUR CALL BACK NUMBER:**
The number you provide will be called to reach your agent directly in the event you accidentally hang up on your limited English-speaking customer. We will make every attempt to provide excellent customer service on your behalf.

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The number of employees who will be trained to use the interpreter service (estimated):

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Standard Industry Classification (SIC Code), if known:

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Tax Exempt: ☒ Yes ☐ No If yes, please include a copy of tax exempt letter or certificate with application.

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If applicable please include a copy of your Purchase Order.

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Your prompt return of this form and the signed Service Agreement (if applicable) will ensure a speedy activation of your account. Thank You.

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If you have questions about this form: E-mail: customerservice@languageline.com
Call: 1 800 752-6096
Fax: 1 800 821-9040

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Customer Name: _______________________
Approver Signature: ___________________
Approver Name: _______________________
Approver Title: _________________________
Date: _________________________________

Language Line Services, Inc.
Approver Signature: ___________________
Approver Name: _______________________
Approver Title: _________________________
Date: _________________________________

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