



ATIS help card

Automated Telephone Interpreting Service (ATIS) is an immediate service for agency clients who need to access a phone interpreter.

ATIS connects you to an interpreter when you need to communicate with your non-English speaking client, without having to wait for operator-assistance. ATIS is available in more than 150 languages.

Make sure you are able to conference your client into the call or your client is with you in-person before calling ATIS.

Call ATIS on 1800 131 450 to access an immediate phone interpreter.

Benefits of ATIS

- Direct access to an immediate phone interpreter.
- Save time by avoiding contact centre wait times during peak periods.
- Access ATIS through a single free call 1800 number.
- ATIS users may also be eligible to receive a discount of up to 10% off the automated immediate phone interpreting charges.

Using ATIS

1. Call ATIS on 1800 131 450.
2. When prompted, say the language you need.
3. Choose the gender of your interpreter by pressing:
 - (1) to select either gender
 - (2) to select a female interpreter
 - (3) to select a male interpreter.
4. Enter your ATIS account number and ATIS access number then press #.
5. Write down the job number provided.

For enquiries about ATIS, contact:

Client Engagement team

email tispromo@homeaffairs.gov.au or

call 1300 655 820.

If ATIS is unable to allocate an interpreter for your request, your call will be re-directed to a TIS National Contact Centre operator.

When calling ATIS, please have your TIS National client code ready in case your call is redirected.

Login requirements

TIS National client code:
ATIS account number:
ATIS access number: