

IRM PROCEDURAL UPDATE

DATE: 06/27/2025

NUMBER: ts-21-0625-3443

SUBJECT: OPI Update

AFFECTED IRM(s)/SUBSECTION(s): 21.1.1

CHANGE(s):

IRM 21.1.1.5(3)(c)(f) - Updated Over the Phone Interpreter telephone number and language chart due to change in vendor.

(3) The IRS/OPI contract allows the disclosure of tax information to the OPI Interpreter. The assistor must limit disclosure to only that information which is necessary to resolve the issue. The interpreters are not employees of the IRS so communicate with them exactly as you would communicate with the taxpayer. To use the OPI services, take the following steps:

- a. To conference a call from the Soft Phone - Press Consult to initiate a consult or conference call.
- b. A pad dialog box will display.
- c. Choose the interpreter's toll-free number listed in the contacts or enter 877-384-4474.
- d. Click consult (the caller will be placed on hold and you will be connected to the number dialed).
- e. When prompted, enter your PIN (xxxx-xxxxx). This is a unique personal PIN for each employee. PINs have been distributed to site management. If an employee does not have a PIN, management or local SA must contact the OPI coordinator to have one assigned, usually within 1 business day.
- f. Select language.

Press...	For Language...
1	Spanish (For International Only)
2	Haitian Creole
3	Mandarin

4	Russian
5	Portuguese
6	Arabic
0	Operator assistance or any other language needs

Reminder: A transfer to OPI is only used by OPI Applications or assistors staffing international lines when the assistor cannot be understood (by all callers) due to Limited English Proficiency, nor can the assistor understand all parties to obtain the required disclosure authentication or answer the taxpayer's/representative's question due to language barriers.