



INDEPENDENT OFFICE  
OF APPEALS

DEPARTMENT OF THE TREASURY  
INTERNAL REVENUE SERVICE  
WASHINGTON, DC 20224

February 24, 2026

Control No. AP-08-0226-0005  
Expiration Date: 02/24/2028  
Affected IRM: 8.1.6

MEMORANDUM FOR ALL IRS INDEPENDENT OFFICE OF APPEALS EMPLOYEES

FROM: Steven M. Martin /s/ *Steven M. Martin*  
Director, Operations Support

SUBJECT: Updated guidance for Multilingual Services and Over-the-Phone  
Interpreter (OPI) Service

This memorandum issues updated guidance on Multilingual Services and Over-the-Phone Interpreter (OPI) until IRM 8.1.6, Disclosure, Security and Outside Contacts, is published. Please distribute this information to all impacted employees within your organization.

**Purpose:** To remove references to the revoked Executive Order 13166, and to provide guidance regarding revised IRS Independent Office of Appeals (Appeals) procedures relating to the OPI service changing from Lionbridge to Ad Astra.

**Background/Source(s) of Authority:** Executive Order 14224, Designating English as the Official Language of the United States, revoked Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency. Executive Order 14224 states in part, "nothing in the order, however, requires or directs any change in the services provided by any agency. Agency heads should make decisions as they deem necessary to fulfill their respective agencies' mission and efficiently provide Government services to the American people."

**Procedural Change:** Effective September 1, 2025, Appeals transitioned to Ad Astra to provide OPI service. The attached guidance updates procedures in IRM 8.1.6.4.1, Over-the-Phone Interpreters (OPI), for using the Ad Astra service.

**Effect on Other Documents:** This guidance will be incorporated into the affected IRM within two years from the date of this memorandum.

**Effective Date:** This guidance is effective as of the date of this memorandum.

**Contact:** Appeals employees should follow existing procedures to elevate questions through their management chain and follow established procedures on How to Contact an Analyst.

Attachment

cc: [www.irs.gov](http://www.irs.gov)

#### **8.1.6.4 (MM-DD-YYYY) Multilingual Services**

(1) Translation services for taxpayers with limited English proficiency (LEP) are provided at the discretion permitted under Executive Order 14224, Designating English as the Official Language of the United States.

(2) IRM 22.31.1, IRS Language Services, gives guidance for implementing the Language Services (LS) Program throughout the IRS. The LS Program provides language assistance to LEP taxpayers.

(3) Other useful information is available on the Appeals Multi-Language Strategy web page.

#### **8.1.6.4.1 (MM-DD-YYYY) Over-the-Phone Interpreter (OPI)**

(1) Effective July 1, 2025, the IRS transitioned to Ad Astra to provide over-the-phone interpreter (OPI) service. The Ad Astra OPI service provides interpretation assistance that helps employees talk with taxpayers who have limited proficiency with the English language, and offers a quick, easy, and efficient way to communicate with taxpayers through translators who speak many different languages. The Ad Astra OPI service is free to taxpayers and available 24 hours a day to all Appeals employees who have contact with taxpayers.

(2) Federal Acquisition Regulation (FAR) 52.224-2, Privacy Act, requires the OPI vendor/contractor to comply with the Privacy Act of 1974 (the Act) and the agency rules and regulations issued under the Act. All employees of the OPI vendor/contractor are bound under the performance of the contract with IRS to comply with, and assume responsibilities under, the Disclosure of Information safeguards.

(3) An Ad Astra Pocket Guide is available to assist you with using the Ad Astra OPI service.

(4) You will need the following pieces of information to access the OPI service:

- Toll-free phone number 877-384-4474
- Your assigned PIN number

(5) If you have misplaced your Ad Astra PIN, or need to request a new PIN, visit the Appeals Multi-Language Strategy web page for the point of contact information.

(6) The list below provides tips for using OPI services:

- Speak in "first person" (as though you're talking directly to the taxpayer)
- Use short sentences
- Ask only one question at a time
- "Word for word" interpretation is often limited
- Avoid using acronyms

(7) The following table contains the steps for using the OPI service:

Step	Action
1	Dial 1-877-384-4474.
2	<p>Once connected, you will hear: "Welcome. For interpretation services, please say or enter your PIN followed by #."</p> <p>At the prompt, enter your unique OPI PIN followed by #.</p>
3	<p>You will hear: "Welcome to Ad Astra. Please select the language for interpretation services by speaking or typing the number. You can also speak or type zero at any time to leave the Quick Dial list and choose another language."</p> <p>At the prompt, enter the designated language code digit:</p> <ul style="list-style-type: none"> <li>• 1 for Spanish</li> <li>• 2 for Haitian Creole</li> <li>• 3 for Mandarin</li> <li>• 4 for Russian</li> <li>• 5 for Portuguese</li> <li>• 6 for Arabic</li> <li>• 7 to speak with an operator</li> <li>• 0 for any other language (say the language name or enter the first three letters on your keypad).</li> </ul> <p><b>Note:</b> If you don't know the name of the language, press 7 and an OPI representative will help you.</p>
4	An OPI services representative will come on the line.
5	<p>a. Brief the interpreter on the general purpose of the call.  <b>Example:</b> "This will be my first discussion with the taxpayer, so I want to make sure they understand the Appeals process and the general elements of innocent spouse relief."</p> <p>b. Summarize what you wish to accomplish.  <b>Example:</b> "I want to make sure I understand the taxpayer's concerns and I will also explain the verification items I need from them."</p> <p>c. Give the interpreter any special instructions.  <b>Example:</b> "I am going to be talking about payment options and, specifically, a Direct Debit Installment Agreement, through which the taxpayer's monthly payments are drawn directly from their bank account."</p>

(8) Use Form 14162, Over-the-Phone Interpreter (OPI) Service Feedback, to provide feedback or report any problems encountered while using the OPI service. The form has a self-emailing feature that submits it directly to \*TS M&P OPI. Please cc the Appeals OPI analyst.