



**Polish American Congress of Southern California**  
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March 12, 2026

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Mr. Simon Yoxon-Grant  
Chief Executive Officer  
Language Line Solutions  
1 Lower Ragsdale Drive, Building 2  
Monterey, CA 93940

**RE: Concerns Regarding Working Conditions and Service Quality at Language Line Solutions**

Dear Chief Executive Officer Yoxon-Grant,

As President of the Polish American Congress of Southern California and a National Director of the organization's National Executive Committee, my colleagues and I write to express our serious concerns regarding reports of ongoing working conditions and related labor issues at Language Line Solutions. These concerns directly affect the quality, reliability, and continuity of the remote interpretation services upon which members of the Polish American community frequently rely.

Polish American community members depend on your company's interpreters in a wide range of federal, state, and municipal administrative settings, as well as in judicial, healthcare, and corporate environments. In many of these contexts, accurate and dependable interpretation is not merely a convenience—it is essential to ensuring due process, equal access to services, and meaningful participation in civic life.

We are aware that your parent company, Teleperformance, has made commitments under a global agreement with UNI Global Union. We respectfully encourage Language Line Solutions to fully honor both the letter and the spirit of those commitments. We encourage you to renew and fully implement the agreement here in the United States. Interpreters here should be afforded the same rights as Language Line interpreters in other countries. Stable working conditions, fair compensation, and constructive dialogue with employees are fundamental to maintaining a highly skilled and experienced workforce.

It is also our understanding that many of your interpreters have expressed interest in union representation with the Communications Workers of America to build sustainable career paths and ensure professional standards that benefit both workers and clients. A collaborative and respectful approach to these

efforts would, in our view, strengthen the company's long-term service quality and reputation.

Our interest in this matter is guided solely by the well-being of the communities we serve and by the importance of dependable language access services. We urge your leadership to carefully review these concerns and to take meaningful steps to ensure that interpreters are supported in ways that allow them to provide the high-quality services upon which so many rely.

Thank you for your attention to this important matter. I look forward to your response.

Sincerely,

A handwritten signature in blue ink, appearing to read "E. Jesman", with a long horizontal flourish extending to the right.

Edward Jesman  
President, Polish American Congress of Southern California  
& National Director of Polish American Congress  
310-291-2681  
president@pacsocal.org