

March 28, 2024

Lorey Gonzalez-Flores
Community Outreach Coordinator
Community Services Department, Office of New Americans
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6314 Delta Drive | El Paso, TX 79905

Good morning,

Please find an attached quote for services from LanguageLine Solutions based on estimated usage of interpretation and translation services for one year. Pricing below is based on State of Texas DIR contract pricing, per contract DIR-CPO-5221, detailed on the following pages. *Please note that actual usage and total costs in the next year may vary based on unanticipated events impacting service needs throughout the year.*

iSpeak915

Over-the-Phone Interpretation

Spanish - 10,000 minutes @ \$0.61 = **\$6,100.00**

Other Languages - 10,000 minutes @ \$0.66 = **\$6,600.00**

Video Remote Interpretation

American Sign Language - 2,000 minutes @ \$2.52 = **\$5,040.00**

Spoken Languages - 1,000 minutes @ 1.51 = **\$1,510.00**

Written Translation & Localization

50 projects @ \$500 per project (average)* = **\$25,000.00**

*Translation projects will be quoted individually based on the attached pricing structure. Each project requester will be provided with a complimentary quote for review and approval before costs are accrued. The estimate above is based on an estimated average cost per project. Please note projects may be more or less than the amount noted above.

LanguageLine Interpretation Equipment Lease

20 TableTop Stand w/ 10.9" iPad with True Sound Enclosure

\$45/month per unit x 12 months = **\$10,800**

TOTAL ESTIMATED INTERPRETATION & TRANSLATION COSTS: \$55,050.00

Sincerely,

Kelly Mistry
Strategic Account Executive
LanguageLine Solutions
831-648-5505

Client Name ("Customer"): El Paso County Language Access Program - iSpeak915	Client # (if applicable):
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1. LANGUAGELINE PHONE INTERPRETING

1.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for Phone Interpreting to facilitate effective communication between Customer's service providers and Limited English Proficient (LEP) individuals by converting spoken language statements between English and another language.
- (b) **SERVICE DELIVERY.** Services are delivered on-demand via telephone, as initiated by Customer's service providers and invoiced monthly following service delivery. Services are available twenty-four (24) hours a day; seven (7) days a week; 365 days a year, including holidays, in over 240 spoken languages.

1.2. PHONE INTERPRETING FEES

- (a) **INITIAL ENROLLMENT** including Client Identification ("CID") service accounts Waived
- (b) **ADDITIONAL SERVICE ACCOUNTS** after initial enrollment, per CID Waived
- (c) **MONTHLY MINIMUM** per CID Waived
- (d) **PLATFORM ACCESS FEE** per call Waived
- (e) **THIRD PARTY DIAL OUT FEE** per call Waived
- (f) **TELECOMMUNICATION SURCHARGE** in accordance with the Telecommunications Act of 1996 Waived
- (g) **OPTIONAL INTERPRETER APPOINTMENT AT SPECIFIC TIME.** See 1.2(h) for Per Minute Usage Fees. No additional fees apply to schedule an interpreter appointment. Cancellation fee for any cancelled or missed appointment Waived
- (h) **PER MINUTE USAGE FEES** for LanguageLine Phone and InSight Audio Interpreting

Language Tiers	Languages	Per Minute Charge
1	General Proficiency Interpretation - Spanish	\$0.61
2	General Proficiency Interpretation – All Other Languages	\$0.66
3	Medical & Legal Proficiency Interpretation – All Languages	\$0.86

1.3. PHONE INTERPRETING EQUIPMENT

- (a) **OPTIONS AND DEFINITIONS.** Equipment purchase options are available for the equipment identified below for use with the Phone Interpreting services. All Equipment requests must be submitted in writing over the term of this Agreement and the appropriate fees will apply.
- (b) **PHONE INTERPRETING EQUIPMENT PURCHASES.** The following Equipment is available for purchase from LanguageLine during the life of the agreement. Upon depletion of current Equipment models and release of new Equipment models, updated pricing will automatically apply. Purchased equipment is covered by a one-year replacement warranty from the manufacturer. Standard rates at the time of purchase will apply. If applicable, proof of sales tax exemption must be provided to TaxDepartment@languageline.com and Activations@languageline.com. Details will be available from your Account Executive.
 - 1Solution Analog Dual Handset Phone \$60.00
 - 1Solution Dual Handset IP Phone \$150.00
 - Panasonic Cordless Phone with Dual Handsets \$85.00
 - Panasonic Headset \$25.00
 - Handsets \$10.00
 - Handset Splitters (price per unit) \$6.00
 - Wall Splitters (price per unit) \$6.00

2. LANGUAGELINE INSIGHT VIDEO INTERPRETING

2.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for InSight Video Interpreting to facilitate effective communication between Customer's service providers and Limited English Proficient (LEP) individuals by converting spoken or signed language statements between English and another language. Equipment purchases are optional.
- (b) **SERVICE DELIVERY.** Services are delivered on-demand via a native iOS or Android Application (the "App") or a Mac/PC using a Chrome, Edge, or Firefox browser. Each call has full end-to-end encryption ensuring privacy. Services are available 24/7 for ASL, Spanish, Mandarin, Arabic, Polish, Cantonese, French, Korean, Portuguese, Vietnamese and Russian, and during business or extended business hours for 30 or more additional languages of lesser diffusion.

2.2. INSIGHT VIDEO INTERPRETING FEES

- (a) **ACTIVATION** WAIVED
- ☐ Monthly Service Fee applied per Client Identification ("CID") service account based on the total number of activated devices:
- Up to 10 Activated Devices WAIVED
- Up to 100 Activated Devices WAIVED
- 101+ Activated Devices WAIVED
- OR**
- ☐ One-time Activation Fee applied per Customer for unlimited activated devices WAIVED
- (b) **PER MINUTE USAGE FEES** for LanguageLine InSight Video Interpreting

Language Tiers	Languages	Per Minute Charge
1	Sign Language	\$2.52
2	Spanish	\$1.51
3	Other Spoken Languages	\$1.51

2.3. INSIGHT VIDEO INTERPRETING EQUIPMENT

- (a) **OPTIONS AND DEFINITIONS.** Equipment purchase ("Customer-Owned") and lease ("LanguageLine-Owned") options are available for the equipment identified below for use with InSight Services (collectively, the "Equipment"). All Equipment requests must be submitted in writing over the term of this Agreement and the appropriate fees will apply.
- LanguageLine-Owned: Leased by the Customer from LanguageLine.
- Customer-Supplied: Purchased by the Customer from a supplier other than LanguageLine.
- Customer-Owned: Purchased by the Customer from LanguageLine.
- (b) **INSIGHT EQUIPMENT LEASE FEES.** A monthly lease fee per unit applies, and the Equipment remains the property of LanguageLine ("LanguageLine-Owned").
- iPad and LanguageLine Rolling Cart \$75.00/month
- iPad and Table Top Stand \$45.00/month
- (c) **INSIGHT EQUIPMENT PURCHASES.** The following Equipment is available for purchase from LanguageLine during the life of the agreement ("Customer-Owned"). Upon depletion of current Equipment models and release of new Equipment models, updated pricing will automatically apply. Purchased Equipment is covered by the following replacement warranties from the manufacturers: (i) iPads: 1-year; (ii) LanguageLine Rolling Cart: 3 years standard warranty, plus an additional 1 year on all mechanical items except wheels; and (iii) Table Top Stands: 1-year. Standard rates at the time of purchase will apply. If applicable, proof of sales tax exemption must be provided to TaxDepartment@languageline.com and Activations@languageline.com. Details will be available from your Account Executive.
- 32GB 8th Generation iPad (10.2-inch, Wi-Fi Only) with Screen Protector (iPad Model: MHNG3LL/A or MYLA2VC/A) \$425.00

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LanguageLine® PhoneSM and InSight Video Interpreting®

128GB iPad Pro (12.9-inch, Wi-Fi Only) with Screen Protector (iPad Model: MY2J2LL/A)	\$1,250.00
10.2-inch Screen Protector (Model: SP-AGF-APL-ID2019-2 or AWV102GL)	\$15.00
12.9-inch Screen Protector (Model: AWV330GL)	\$40.00
LanguageLine Rolling Cart with 10.2-inch LanguageLine TrueSound SM (Model: 478-00197)	\$1,195.00
Table Top Stand with Enclosure (Models: 303W75-LL/185-01065, 303W299PSENW-LL or 303W290SENW-LL)	\$275.00
Table Top Stand without Enclosure (Models: 303W-LL or 303W75-LL)	\$145.00
LanguageLine TrueSound® Enclosure for 10.2-inch iPad (Models: 185-00999 or 185-01064)	\$195.00
12.9-inch Non-TrueSound iPad Enclosure (Models: 290SENW-LL or 299PSENW-LL)	\$130.00

2.4. ADDITIONAL TERMS AND CONDITIONS FOR INSIGHT VIDEO INTERPRETING

- (a) **TERMS REGARDING SOFTWARE APPLICATION.** The InSight video interpretation Services (the “Services”) are provided by LanguageLine through a proprietary desktop and/or tablet Application owned by LanguageLine (the “App”). The App must be downloaded by Customer to Customer-Supplied or Customer-Owned devices to use the Services (see Subsection (g) below for additional terms). The App is pre-installed and configured on LanguageLine-provided leased Equipment (see Subsection (h) below for additional terms). Customer agrees (a) that it will not make any copies of the App or attempt to reverse engineer it or make any changes to it; (b) that it will only download the App onto any iPad, tablet, or other digital computer device that is (i) Customer-Owned, (ii) LanguageLine-Owned, or (iii) purchased by Customer from an authorized seller of such devices, excluding other language services providers. Further, Customer will not use any iPad, tablet, or other digital computer device on which the InSight App is installed with any equipment provided by other language service providers; and (c) that the following uses of the Services are prohibited: the transmission of any message or other material which constitutes an infringement of any third party copyright or trademark; an unauthorized disclosure of a trade secret; the transfer of information or technology abroad in violation of any applicable export law or regulation; a violation of Section 223 of the Communications Act of 1934, as amended, 47 U.S.C. Section 223, or other criminal prohibitions regarding the use of telephonic or video devices to transmit obscene, threatening, harassing or other messages specified therein; a libelous or slanderous statement; or a violation of any other applicable statute or government regulation.
- (b) **INTELLECTUAL PROPERTY.** Customer acknowledges and agrees that all rights including copyright throughout the world in the App, in the LanguageLine TrueSound, NotepadTM, InSight, and Interpreter on Wheels trademarks (collectively, the “Trademarks”), and in the issued patents and pending patents relating to the Equipment, are exclusively owned by LanguageLine, and that neither this Agreement, nor Customer’s use of the Services, the App or the Equipment grants to Customer any right, title, or interest in or to the Services, the Equipment, the App, the Trademarks, or any of the other technology, systems, processes or other aspect of the Services, including but not limited to any intellectual property rights therein (collectively, the “LanguageLine Properties”). Customer expressly agrees that it shall not assert any rights in any of the LanguageLine Properties, or challenge LanguageLine’s rights in or the validity of any of the LanguageLine Properties in any country, nation, or jurisdiction in the world, and Customer agrees that it shall not directly or through others copy, decompile, reverse engineer, disassemble, modify, or create derivative works of the App, or any aspect thereof. Customer agrees that this Paragraph shall survive the expiration of this Agreement and will continue to apply after the Agreement ends.
- (c) **ENCRYPTION.** Encryption is built into the App and the Services platform, ensuring the security of the live video as it traverses the Internet. This encryption allows LanguageLine to fulfill its obligation under any Customer Business Associate Agreement (“BAA”) with respect to the Services. LanguageLine does not record any phone or video calls and therefore has no record of the call content. With respect to the App’s electronic NotepadTM function, written information relayed during the call is encrypted. As with the live video, no recording or storing

is made of information written on the Notepad™ and therefore this information cannot be retrieved after the call's completion.

- (d) **RESPONSIBILITY FOR UNAUTHORIZED USE.** Customer will safeguard its use of the Services against use by unauthorized persons and will be responsible for charges resulting from use of its Services, whether or not such use is authorized.
- (e) **AVAILABILITY OF SERVICES.** The Services may not be available at all times due to interruptions, technical problems, and/or system upgrades and maintenance. All interpreters provided in conjunction with the Services may not be available at all times and interpreters will be assigned solely by LanguageLine.
- (f) **QUALITY CONTROL.** Customer acknowledges that LanguageLine from time to time will monitor calls made through the Service for purposes of quality control.
- (g) **PURCHASED EQUIPMENT ADDITIONAL TERMS** (applies to the InSight App with Customer-Owned Equipment option only): Customer agrees that (a) the TrueSound patented technology and related audio equipment will not be used with any non-LanguageLine equipment/devices, and (b) the Equipment purchased from LanguageLine will not be used with or for any non-LanguageLine language interpretation services (including software and Apps).
- (h) **LEASED EQUIPMENT ADDITIONAL TERMS:** Under this option, LanguageLine will lease Equipment mutually agreed upon by LanguageLine and Customer for the duration of this Agreement for a monthly fee. The Parties acknowledge and agree that this Equipment remains the sole property of LanguageLine and will be returned to LanguageLine, undamaged, upon termination of this Agreement, unless superseded by a purchasing agreement. The Parties agree that the Equipment will be used for the sole and exclusive purpose of the Services and may not be configured, fixed and/or altered for any other purpose without express prior written consent from LanguageLine. Customer may not use any leased Equipment or the InSight App with any equipment, app, software or language services provided (through purchase, lease or otherwise) by a language services provider other than LanguageLine. LanguageLine will enroll LanguageLine-Owned iPads in LanguageLine's MDM (Mobile Device Management) system. As a condition of the lease on LanguageLine-Owned Equipment, location services must be enabled "on" at all times, with "Always Allow Location Access" selected within the Hub application. Customer agrees that Equipment will be kept only at the Customer locations listed in this Agreement, or as otherwise mutually agreed by LanguageLine and Customer in writing. From time to time, upon twenty-four (24) hours' notice to Customer, LanguageLine, during a Customer's regular business hours, may enter the Customer's premises where the Equipment is located to inspect and maintain Equipment. Customer hereby agrees to such inspection by LanguageLine and agrees to provide such support and cooperation as is requested by LanguageLine. Customer assumes and bears all risk of loss and/or damage of Equipment, other than normal wear and tear, from the time that Equipment is delivered until returned to LanguageLine following the expiration of this Agreement. Customer will be charged and agrees to pay for any lost, stolen, or damaged Equipment. LanguageLine reserves all rights and remedies to re-take possession of the Equipment if Customer fails to pay any undisputed invoiced amounts owed hereunder.
- (i) **LIMITED WARRANTIES FOR EQUIPMENT.** LanguageLine warrants that Equipment shall be free from defects in materials and workmanship, except that all warranties are waived if (i) the Equipment has been altered or modified or the App, Equipment or components thereof are used other than as authorized under this Agreement, or (ii) the Equipment has been used by a person or entity other than the Customer or other permitted users. LANGUAGELINE DISCLAIMS ANY AND ALL OTHER WARRANTIES, INCLUDING ALL IMPLIED AND EXPRESS WARRANTIES OF EVERY KIND AND NATURE. Customer agrees that the sole and exclusive remedy for breach of warranty, damages or loss relating to Equipment is limited to the repair or replacement of the Equipment. Customer waives any and all legal claims for damages in connection with the Equipment.

3. OTHER FEES

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LanguageLine® PhoneSM and InSight Video Interpreting®

128GB iPad Pro (12.9-inch, Wi-Fi Only) with Screen Protector (iPad Model: MY2J2LL/A)	\$1,250.00
10.2-inch Screen Protector (Model: SP-AGF-APL-ID2019-2 or AWV102GL)	\$15.00
12.9-inch Screen Protector (Model: AWV330GL)	\$40.00
LanguageLine Rolling Cart with 10.2-inch LanguageLine TrueSound SM (Model: 478-00197)	\$1,195.00
Table Top Stand with Enclosure (Models: 303W75-LL/185-01065, 303W299PSENW-LL or 303W290SENW-LL)	\$275.00
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- (b) **INTELLECTUAL PROPERTY.** Customer acknowledges and agrees that all rights including copyright throughout the world in the App, in the LanguageLine TrueSound, NotepadTM, InSight, and Interpreter on Wheels trademarks (collectively, the “Trademarks”), and in the issued patents and pending patents relating to the Equipment, are exclusively owned by LanguageLine, and that neither this Agreement, nor Customer’s use of the Services, the App or the Equipment grants to Customer any right, title, or interest in or to the Services, the Equipment, the App, the Trademarks, or any of the other technology, systems, processes or other aspect of the Services, including but not limited to any intellectual property rights therein (collectively, the “LanguageLine Properties”). Customer expressly agrees that it shall not assert any rights in any of the LanguageLine Properties, or challenge LanguageLine’s rights in or the validity of any of the LanguageLine Properties in any country, nation, or jurisdiction in the world, and Customer agrees that it shall not directly or through others copy, decompile, reverse engineer, disassemble, modify, or create derivative works of the App, or any aspect thereof. Customer agrees that this Paragraph shall survive the expiration of this Agreement and will continue to apply after the Agreement ends.
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- (f) **QUALITY CONTROL.** Customer acknowledges that LanguageLine from time to time will monitor calls made through the Service for purposes of quality control.
- (g) **PURCHASED EQUIPMENT ADDITIONAL TERMS** (applies to the InSight App with Customer-Owned Equipment option only): Customer agrees that (a) the TrueSound patented technology and related audio equipment will not be used with any non-LanguageLine equipment/devices, and (b) the Equipment purchased from LanguageLine will not be used with or for any non-LanguageLine language interpretation services (including software and Apps).
- (h) **LEASED EQUIPMENT ADDITIONAL TERMS:** Under this option, LanguageLine will lease Equipment mutually agreed upon by LanguageLine and Customer for the duration of this Agreement for a monthly fee. The Parties acknowledge and agree that this Equipment remains the sole property of LanguageLine and will be returned to LanguageLine, undamaged, upon termination of this Agreement, unless superseded by a purchasing agreement. The Parties agree that the Equipment will be used for the sole and exclusive purpose of the Services and may not be configured, fixed and/or altered for any other purpose without express prior written consent from LanguageLine. Customer may not use any leased Equipment or the InSight App with any equipment, app, software or language services provided (through purchase, lease or otherwise) by a language services provider other than LanguageLine. LanguageLine will enroll LanguageLine-Owned iPads in LanguageLine's MDM (Mobile Device Management) system. As a condition of the lease on LanguageLine-Owned Equipment, location services must be enabled "on" at all times, with "Always Allow Location Access" selected within the Hub application. Customer agrees that Equipment will be kept only at the Customer locations listed in this Agreement, or as otherwise mutually agreed by LanguageLine and Customer in writing. From time to time, upon twenty-four (24) hours' notice to Customer, LanguageLine, during a Customer's regular business hours, may enter the Customer's premises where the Equipment is located to inspect and maintain Equipment. Customer hereby agrees to such inspection by LanguageLine and agrees to provide such support and cooperation as is requested by LanguageLine. Customer assumes and bears all risk of loss and/or damage of Equipment, other than normal wear and tear, from the time that Equipment is delivered until returned to LanguageLine following the expiration of this Agreement. Customer will be charged and agrees to pay for any lost, stolen, or damaged Equipment. LanguageLine reserves all rights and remedies to re-take possession of the Equipment if Customer fails to pay any undisputed invoiced amounts owed hereunder.
- (i) **LIMITED WARRANTIES FOR EQUIPMENT.** LanguageLine warrants that Equipment shall be free from defects in materials and workmanship, except that all warranties are waived if (i) the Equipment has been altered or modified or the App, Equipment or components thereof are used other than as authorized under this Agreement, or (ii) the Equipment has been used by a person or entity other than the Customer or other permitted users. LANGUAGELINE DISCLAIMS ANY AND ALL OTHER WARRANTIES, INCLUDING ALL IMPLIED AND EXPRESS WARRANTIES OF EVERY KIND AND NATURE. Customer agrees that the sole and exclusive remedy for breach of warranty, damages or loss relating to Equipment is limited to the repair or replacement of the Equipment. Customer waives any and all legal claims for damages in connection with the Equipment.

3. OTHER FEES

- 3.1. FINANCE FEE.** Finance fee is applied to any past due balance. Interest will accrue from the date on which payment is due at a rate equal to the lesser of 1.5% per month or the maximum permitted by applicable law.
- 3.2. OPTIONAL PAPER INVOICE.** Electronic invoices are provided at no charge. Paper invoice fee is applied if a paper invoice is required by the Customer Waived
- 3.3. OPTIONAL CUSTOMIZATIONS**
- (a) Report configuration per hour..... Waived
 - (b) Report maintenance per month..... Waived
 - (c) Training assistance on site per day per training..... Waived
 - (d) Training materials development per hour..... Waived

The person signing this SOW on behalf of Customer certifies that such person has read, acknowledges, and understands all of the terms and conditions, and is fully authorized to execute this SOW on behalf of and bind the Customer to all its terms and conditions. Both Parties agree the delivery of the signed SOW by facsimile or e-mail or use of a facsimile signature or electronic signature or other similar electronic reproduction of a signature shall have the same force and effect of execution and delivery as the original signature, and in the absence of an original signature, shall constitute the original signature.

Customer	LanguageLine
Date:	Date:
Signature:	Signature:
Name:	Name: Bonaventura A. Cavaliere
Title:	Title: CFO

LanguageLine® Solutions & Pricing Schedule

DIR-CPO-5221 Interpretation & Translation Contract Solutions

- Phone Interpretation
- Video Remote Interpretation
- Translation & Localization
- Pre-Schedule Virtual Interpretation (Virtual Onsite)
- Interpreter Testing & Training
- Phone & Video Interpretation Equipment

<p>On-demand Interpretation 240+ Languages 24/7/365, in seconds</p> <p>The LanguageLine App One touch access to video/audio interpreters</p> <p>Phone Interpreting Outbound calls to audio interpreters</p> <p>Direct Response Inbound calls in language from your LEP communities</p> <p>Telehealth and Virtual Meetings Integrated access to video/audio interpreters</p> <p>Face-to-face interpretation 130+ languages</p> <p>OnSite Interpreting Live interpreters by appointment at your location</p> <p>Virtual OnSite Interpreting Live interpreters by appointment for virtual meetings</p>		<p>Translation and Localization 380+ languages</p> <p>Translation Documents and marketing materials</p> <p>Localization Websites, software, apps, eLearning</p> <p>Transcription Digital and multimedia content</p> <p>Clarity® Macro and micro content simplification</p> <p>Testing and Training 57 languages</p> <p>Testing Fluency testing of bilingual staff and recruits</p> <p>Training Ongoing in house interpreter skills development</p>
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Strategic Account Executive

Kelly Mistry, MPA, MSW

Phone: 831-238-5433

Email: KMistry@languageline.com

Translation & Localization Specialist

Tiffany Hatch

Phone: 971-348-9510

Email: Thatch@lts.com

LanguageLine® Solutions & Pricing Schedule

LanguageLine® PhoneSM Interpreting

Uses & Benefits:

- 24/7/365 access to over-the-phone or audio interpreters in 240+ languages, on-demand
- No appointment scheduling necessary
- Most cost-effective approach to interpretation services

Appropriate for:

- Call/communication centers
- Three-way calling (dial-in, dial-outs)
- Unanticipated interpretation needs
- Languages of lesser diffusion (languages with limited or nonexistent video or face-to-face availability)
- Short encounters (less than 15 minutes) that are less technical in nature

Per Minute Usage Fees for LanguageLine Phone Interpreting and InSight® Audio Interpreting

Tiers	Languages	Per Minute Charge
1	Spanish	\$0.61
2	All Other Spoken Languages	\$0.66
3	Medical/Court Skilled Interpreters – All Languages	\$0.86

LanguageLine® Direct Response

Your customers deserve the convenience of in-language communication when they call you. LanguageLine® DirectResponse will enable you to support diverse language groups effectively during inbound calls, increasing your customer service, image, and productivity through improved communication.

- Service calls in-language from start to finish
- Reduce call handle time with interpreter already on the line
- Implement quickly using standard configuration packages
- Customize in-language prompts and option menus
- Utilize your IVR for seamless integration
- Access over 20,000 LanguageLine Certified Interpreters Support 45 languages, 24/7

Customization Level	Set-Up Fee
Toll-Free Number (per number)	\$150
Direct Response Standard (up to 9 languages)	\$350
Direct Response Premium (cost per language)	\$650

LanguageLine® Solutions & Pricing Schedule

LanguageLine App Video Remote Interpreting®

Uses & Benefits:

- On-demand access to video interpreters in 40+ languages including American Sign Language
- One-touch access to interpreters via mobile or desktop application (internet browser-based, or downloadable via Google Play or Apple stores)
- 24/7/365 one-touch access to audio interpreters in 240+ languages, on-demand
- Cost effective alternative to onsite interpretation (no minimums, no scheduling/cancellation fees)
- Complimentary Virtual Conferencing Integrations: Zoom, WebEx, Doxy.me, BlueStream, AmWell, and more

Appropriate for:

- Face-to-face or virtual encounters on supported platforms lasting less than 1 hour
- Challenging situations benefiting from visual cues and facial expressions, especially with children & elderly
- Staff working in the field needing quick access to video or audio interpreters (police, caseworkers, code enforcement, public health workers, school field trips/bus lines etc.)

Per Minute Usage Fees for LanguageLine InSight Interpreting®

Languages	Per Minute Charge
AUDIO ONLY – Spanish (General Proficiency)	\$0.61
AUDIO ONLY – All Other Languages (General Proficiency)	\$0.66
AUDIO ONLY – Court/Medical	\$0.86
VIDEO American Sign Language	\$2.52
VIDEO Spoken Languages	\$1.51

VIDEO INTERPRETERS AVAILABLE 24/7

American Sign Language (ASL)	Korean	Russian
Arabic	Mandarin	Spanish
Cantonese	Polish	Vietnamese
French	Portuguese	

VIDEO INTERPRETERS AVAILABLE EXTENDED BUSINESS HOURS

Albanian	Hebrew	Pashto
Amharic	Hindi	Punjabi
Armenian	Hmong	Romanian
Bengali**	Italian	Somali**
Bosnian	Japanese	Swahili
Burmese	Karen	Tagalog
Dari	Khmer	Thai
Farsi	Laotian	Turkish
German	Lithuanian	Ukrainian
Greek	Malay	Urdu
Haitian Creole	Nepali	

****Extended Weekend Hours**

LanguageLine® Solutions & Pricing Schedule

Translation & Localization Services

Uses & Benefits:

- ISO 17100:2015-05 audited and certified for translation best practices.
- Multi-step translation process to assure quality and accuracy
- Translated content remains available for countless uses and encounters, reducing the need for spoken interpretation costs to review that content
- Translated content may be updated as needed, with reduced charges for repeated content versus new or updated content
- Resources include in house engineering, desktop publishing, accessibility/508 compliance services, plain English solution (Clarity and MacroSimplification®)

Appropriate for:

- Brochures/manuals/forms/claims
- Letters, emails, etc., to/from English.
- Vital documents/contracts
- Technical publications
- IEPs and other school documents
- Websites or online applications (CMS connectors and proxy server solutions available.)
- Voiceovers, subtitling, IVR recordings
- Multimedia
- Training materials/eLearning
- Software

Standard Turnaround Times for Translation Projects

LanguageLine's standard turn-around commitment for simple MS Word document translation, based on the size of the source document(s) being translated, is detailed below:

- Less than 1,000 words..... 1 – 3 business days
- 1,001 to 2,500 words..... 4 – 6 business days
- 2,501 to 7,500 words..... 6 – 8 business days
- Greater than 7,501 words..... 8 + business days

Please note that any complex formatting, engineering, document recreation, screen capture placement, UI review, or other special requirements may extend the timelines below. Estimated timelines will be communicated upon project approval for all special project assignments.

To Request a Translation Quote:

- Send files and quote requests to Translation@LLTS.com and cc Tiffany Hatch, Thatch@llts.com
- For sensitive or confidential projects, email Translation@LLTS.com to request a secure file upload link
- When available, send original source/native files

Additional Services and Workflows available by Individual Quote:

- Transcription
- Machine Translation
- Machine Translation with Human Post-Edit (ISO-certified process)
- Website & Content Management System (CMS) Connectors
- Website Proxy Solutions
- In-Language Recordings

LanguageLine® Solutions & Pricing Schedule

English into Foreign Language Translation		
Language	Translation/Copy-Editing Price per Word	Proofreading Price per Hour
Spanish	\$0.12	\$40.30
Chinese (Simplified)	\$0.12	\$40.30
Chinese (Traditional)	\$0.12	\$40.30
Arabic	\$0.13	\$40.30
Russian	\$0.15	\$55.41
Tagalog	\$0.15	\$45.34
Portuguese (Brazil)	\$0.15	\$50.38
Hindi	\$0.16	\$60.45
Bengali	\$0.17	\$60.45
Urdu	\$0.17	\$45.34
Laotian	\$0.17	\$45.34
Farsi	\$0.17	\$50.38
Amharic	\$0.17	\$50.38
French	\$0.18	\$50.38
Nepali	\$0.18	\$50.38
Vietnamese	\$0.19	\$53.40
Somali	\$0.19	\$80.60
Korean	\$0.20	\$50.38
Swahili	\$0.21	\$80.60
Japanese	\$0.22	\$55.41
Karen	\$0.25	\$120.90
Burmese	\$0.27	\$51.30
All Other Languages	\$0.27	\$120.90

Pricing for all Language Pairs	Hourly Rate
Formatting	\$40.30
Post Formatting Quality Assurance Review	\$30.23
Localization Engineering	\$50.38
Translation Memory Management	\$40.30
File Preparation	\$40.30
Project Management	\$40.30
Spanish – Minimum Project Fee	\$50.00
All Other Languages – Minimum Project Fee	\$75.00
RUSH PROJECTS	
Rush (less than 7500 words)	+50% Project Cost
Rush (more than 7500 words)	+25% Project Cost

LanguageLine® Solutions & Pricing Schedule

Foreign Language into English Translation		
Language	Translation/Copy-Editing Price per Word	Proofreading Price per Hour
Spanish	\$0.15	\$50.38
Chinese (Simplified)	\$0.18	\$50.38
Chinese (Traditional)	\$0.20	\$50.38
Arabic	\$0.17	\$40.30
Russian	\$0.18	\$50.38
Tagalog	\$0.20	\$50.38
Portuguese (Brazil)	\$0.18	\$60.45
Hindi	\$0.20	\$50.38
Bengali	\$0.18	\$50.38
Urdu	\$0.26	\$50.38
Laotian	\$0.22	\$65.49
Farsi	\$0.18	\$60.45
Amharic	\$0.17	\$50.38
French	\$0.20	\$55.41
Nepali	\$0.20	\$50.38
Vietnamese	\$0.22	\$55.41
Somali	\$0.26	\$100.75
Korean	\$0.20	\$55.41
Swahili	\$0.20	\$60.45
Japanese	\$0.28	\$55.41
Karen	\$0.24	\$120.90
Burmese	\$0.22	\$50.38
All Other Languages	\$0.26	\$120.90

Pricing for all Language Pairs	Hourly Rate
Formatting	\$40.30
Post Formatting Quality Assurance Review	\$30.23
Localization Engineering	\$50.38
Translation Memory Management	\$40.30
File Preparation	\$40.30
Project Management	\$40.30
Spanish – Minimum Project Fee	\$50.00
All Other Languages – Minimum Project Fee	\$75.00
RUSH PROJECTS	
Rush (less than 7500 words)	+50% Project Cost
Rush (more than 7500 words)	+25% Project Cost

LanguageLine® Solutions & Pricing Schedule

LanguageLine Pre-Scheduled Virtual Interpretation (Virtual Onsite)

Uses & Benefits:

- Pre-scheduled sessions, allowing staff to request specific interpreters and/or other preferences (gender, specialty, etc)
- Allows staff to share documents and information with the confirmed interpreter in advance of the assignment
- Allows for a personal touch that can result in more nuanced communication in sensitive matters and enhance customer, patient, or constituent satisfaction

Appropriate for:

- Situations where there is no substitute for having a professional interpreter physically present
- Face-to-face or virtual encounters lasting more than one hour
- Video conferencing needs occurring on platforms not supported by on-demand video interpretation integration
- Challenging situations benefiting from visual cues and facial expressions, especially with children & elderly

Virtual OnSite Interpreting	Spanish	American Sign Language	Other Spoken Languages
Standard Hourly Rate	\$60.00	\$80.00	\$70.00
Non-Standard Hourly Rate	\$90.00	\$120.00	\$105.00
Emergency/Holiday Hourly Rate	\$120.00	\$160.00	\$140.00

1. **STANDARD HOURLY RATE.** 8:00 a.m. - 5:00 p.m. local time Monday through Friday with more than one full business days' notice.
2. **NON-STANDARD HOURLY RATE.** Before 8:00 a.m. or after 5:00 p.m. local time Monday through Friday, Saturday/Sunday or assignments with less than one full business days' notice.
3. **EMERGENCY/HOLIDAY RATE.** Assignments with less than one hour's notice or assignments on federally recognized holidays. Emergency service not available in all areas.
4. **CANCELATION.** Assignments canceled with less than one full business days' notice will be charged at the applicable rate for the greater of the Minimum Appointment Time or reserved time for the assignment.
5. **MINIMUM APPOINTMENT TIME.** Two Hours. Time beyond Minimum Appointment Time will be billed in 15-minute increments.
6. **BILLING.** Billing will be for the greater of time reserved or actual time, subject to the minimum.

LanguageLine® Solutions & Pricing Schedule

LanguageLine Interpreter Testing & Training

Uses & Benefits

- Assessing employees' proficiency and/or fluency in English as well as the target foreign language
- Assessing interpreting and proficiency skills, including:
 - Listening and speaking
 - Use of idiomatic expressions
 - Degree of comprehension
 - Knowledge of vocabulary
 - Grammatical and syntactical accuracy
 - Pronunciation and enunciation
 - Level of expression

Appropriate For:

- Ensuring bilingual employees that may be utilized as interpreters have adequate fluency and proficiency in English and the foreign language to communicate information accurately and effectively
- Ensuring bilingual employees hired for their bilingual status meet minimum proficiency requirements
- Language Proficiency Testing is appropriate for:
 - Employment Candidates
 - Front Line Staff
 - Call Agents
- Interpreter Skills Testing is appropriate for:
 - In-house Interpreters

Interpreter Testing Options & Pricing

Test	Description	Price per Test	Volume Discount
Language Proficiency Test (LPT)	Assesses level of fluency in English or another language in a general context setting.	\$165.00	50-99 tests – 6.1% 100-499 tests – 12.1% 500+ units – 18.2%
Electronic Language Proficiency Test (eLPT)		\$150.00	50-99 tests – 6.7% 100-499 tests – 13.4% 500+ units – 23.4%
Bilingual Fluency Assessment (BFA)	Assesses level of fluency in English and the target language and definition of terms commonly used in a healthcare context.	\$145.00	50-99 tests – 11.2% 100-499 tests – 18.6% 500+ units – 22.3%
Electronic Bilingual Fluency Assessment (eBFA)		\$135.00	50-99 tests – 11.2% 100-499 tests – 18.6% 500+ units – 22.3%
Bilingual Fluency Assessment for Clinicians (BFAC)	Assesses level of fluency in English and the target language in a clinical setting, including definitions of medical terminology.	\$160.00	50-99 tests – 6.2% 100-499 tests – 12.5% 500+ units – 15.6%
Electronic Bilingual Fluency Assessment for Clinicians (eBFAC)		\$145.00	50-99 tests – 6.9% 100-499 tests – 17.3% 500+ units – 20.70%

LanguageLine® Solutions & Pricing Schedule

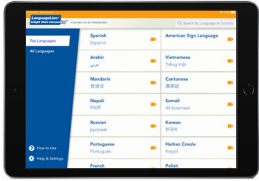
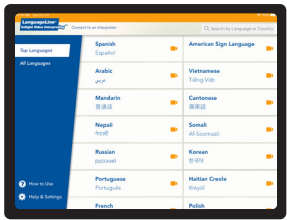



Electronic Specialty Bilingual Fluency Assessment (eBFAC Specialty)	Available for organizations that use industry-specific terminology. Developed with our most valuable clients who are experts in their field, the tests assess the language skills through industry-related questions, scenarios and commonly used terminology for the specialty.	\$175.00	No Volume Discount
Interpreter Readiness Assessment (IRA)	Assesses the bilingual candidate's aptitude for interpreting, based on a brief evaluation of fluency and conversion skills in a healthcare context.	\$155.00	50-99 tests – 6.5% 100-499 tests - 13% 500+ units – 19.4%
Electronic Interpreter Readiness Assessment (eIRA)		\$140.00	50-99 tests – 10.7% 100-499 tests – 17.9% 500+ units – 21.4%
Electronic Interpreter Skills Test (eIST)	Assesses interpreting skills and knowledge of terminology in a role-play format for interpreters.	\$200.00	50-99 tests – 10.8% 100-499 tests – 18.9% 500+ units – 27%
Medical Certification Test (MCT)	Assesses knowledge of clinical medical terminology and advanced interpreting skills for trained and experienced medical interpreters.	\$220.00	50-99 tests – 4.6% 100-499 tests – 11.4% 500+ units – 16%
Court Certification Test (CCT)	Assesses knowledge of court terminology and advanced interpreting skills for trained and experienced court interpreters.	\$165.00	50-99 tests – 4.6% 100-499 tests – 11.4% 500+ units – 16%

LanguageLine® Solutions & Pricing Schedule

Interpreter Training Options & Pricing

Training	Description	Price per Training	Volume Discount
Fundamentals of Interpreting Training	A 6-hour web training course with a 3-hour instructor led phone session consisting of lesson modules and role-playing exercises to develop interpreting skills.	\$445.00	5-9 Trainings – 10.1% 10+ Trainings – 36%
Advanced Medical Interpreter Training (AMT)	A 40-hour web training course with instructor led sessions by phone consisting of 3 content modules, role playing exercises, and Q & A to develop interpreting skills and healthcare-specific terminology.	\$575.00	5-9 Trainings – 9.6% 10+ Trainings – 13.1%
AMT Training Manual	Only available with AMT training purchase	\$69.00	No Volume Discount
AMT Training Manual w/ Glossary	Only available with AMT training purchase	\$99.00	No Volume Discount

Video Equipment and Accessories

	<p>iPad® 9th Generation (10.2 inch) with Wi-Fi (64GB) + Screen Protector\$425</p> <ul style="list-style-type: none"> ■ 10.2 inch LED-backlit multi-touch retina display with IPS technology and 2160 x 1620 resolution at 264 ppi ■ Fingerprint-resistant oleophobic coating ■ 8-megapixel camera ■ Two built-in stereo speakers ■ Up to 10 hours of battery life
	<p>iPad Pro® with Wi-Fi (128GB) + Screen Protector\$1,250</p> <ul style="list-style-type: none"> ■ 12.9 inch LED-backlit multi-touch liquid retina display with IPS technology ■ 2732 x 2048 resolution at 264 pixels per inch ■ Fingerprint-resistant oleophobic coating ■ 12-megapixel and 10-megapixel cameras ■ Four built-in stereo speakers and five built-in microphones ■ Up to 10 hours of battery life
	<p>LanguageLine® Rolling CartSM with LanguageLine TrueSoundSM\$1,195</p> <p>An all-inclusive, ready to assemble cart with a secure audio amplification enclosure and tilting head.</p> <ul style="list-style-type: none"> ■ Secures a 10.2" iPad (7th - 9th Generation) or 10.5" iPad Air (3rd Generation) ■ Patented TrueSound audio amplification enclosure nearly doubles the volume for an enhanced audio experience ■ Sturdy rolling cart with handle, lockable casters and medical grade power cord ■ Adjustable height and tilting head for ADA compliance <p>NOTE: iPad NOT included</p>
	<p>Table Top Stand with 10.2 inch LanguageLine TrueSound\$275</p> <ul style="list-style-type: none"> ■ Secures a 10.2" iPad (7th - 9th Generation) or 10.5" iPad Air (3rd Generation) ■ Patented TrueSound audio amplification enclosure nearly doubles the volume for an enhanced audio experience ■ Full reverse screen tilt ■ 10-gauge steel construction ■ Durable and secure <p>NOTE: iPad NOT included</p>
	<p>Table Top Stand with 12.9 inch Enclosure\$275</p> <ul style="list-style-type: none"> ■ Secures iPad Pro 12.9 inch ■ High grade aluminum enclosure ■ Full reverse screen tilt and 90° screen rotation for versatile viewing ■ Quick lock and unlock keyed lock <p>NOTE: iPad and TrueSound technology NOT included</p>

QUESTIONS? Contact your LanguageLine Solutions® Account Executive or Customer Service at 1-800-752-6096.

* Pricing valid through March 31, 2024 while supplies last. ** Please obtain a shipping quote from your Account Executive. Shipping charges will be added to your LanguageLine invoice in addition to the pricing detailed above.

Phones and Accessories

IMPROVE YOUR PHONE INTERPRETING EXPERIENCE

Overcoming language barriers is even easier for you with LanguageLine Solutions® specialized phones and accessories. Although our professional phone interpreters can be accessed from most any phone, we also offer session enhancing equipment. Two handsets and pre-programmed numbers facilitate easy, quick access that saves you time and increases your productivity while allowing for a more private conversation. As a valued LanguageLine Solutions client, you have the option to order phones and accessories to fit the needs of your organization. Some of the equipment carries a modest monthly maintenance fee and other equipment can be purchased for a low flat rate.

LanguageLine® 1Solution Phone™

- Available as either analog or VoIP phone, enabling quick access to quality interpreters through pre-programmed buttons
- Eliminates the need to pass a handset back and forth
- Individual handset volume control
- Speaker capability with volume control
- Phones are labeled with step-by-step access instructions



LanguageLine® 1Solution Phone

LanguageLine® Splitter with Handset

- Allows you to convert your existing desktop phone into a dual handset phone similar to the one described above, can be ordered separately.
- Handsets are labeled with step-by-step access instructions
- The handset works with single or multi-line phones (including most IP phones)



LanguageLine® Splitter with Handset

Panasonic® Cordless Phone with Dual Handsets

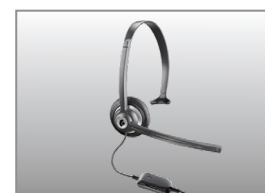
- The DECT 6.0 GHz technology analog phone gives you quick access to quality interpreters by dialing your assigned toll-free #, and eliminates the need to pass a handset back and forth
- Phones are labeled with step-by-step access instructions
- Speaker capability and volume control



Panasonic® Cordless Phone with Dual Handsets

Poly® Headset

- An accessory that can be connected to the above cordless phone so users can be “hands-free” if needed



Poly® Headset

Digital Adapter

- An accessory that allows you to convert a digital line into an analog line to connect either the Dual Handset Phone or the Panasonic Cordless Phone
- Recommended for dual handset phones that will stay connected to the same jack and are not going to be moved around
- Compatible with Avaya, AT&T, Lucent, Nortel, Norstar, Meridian, and Rolm digital phone systems



Digital Adapter

Wall Splitter

- An accessory that allows you to split an analog jack from the wall so two analog phones can share the same line



Wall Splitter

FOR MORE INFORMATION OR TO ORDER:

Contact your Account Executive or Customer Care at 1-800-752-6096.

To order online visit: www.languageonline.com/client-services/equipment

LanguageLine® Solutions & Pricing Schedule

LanguageLine Resources

- **MyLanguageLine** – Access your account, run historical and real time usage reports, and review past invoices on our website by signing up for MyLLS at <https://my.languageline.com/portal/go/login/signup//>. Once you sign up for an account, you should receive log-in in confirmation from our office within 24 hours. If you do not, please contact Customer Care at customercare@languageline.com.
- **Complimentary Support Materials** – Complimentary hard copy reference and support materials are also available to you and may be ordered through our website using your new Client ID number. To order materials, please visit: <https://www.languageline.com/client-services/support-materials/order-support-materials>. Additional electronic support materials are available at: <https://www.languageline.com/client-services/support-materials>.
- **24/7 Customer Support** – LanguageLine’s Customer Service Team is available for assistance for all services. If you need help with product information or support:
 - By Phone: 1-800-752-6096, option 2
 - By Email: customercare@languageline.com
- **24/7 Technical Support** – 1-844-373-1951
- **Voice of the Customer** – If you wish to submit a comment or feedback on any on-demand interpretation session, please submit a Voice of the Customer (VOC) at <https://www.languageline.com/client-services/provide-feedback>. They welcome your feedback, and all submissions will be reviewed and formally addressed.