



Language Line Services Attachment A Interpreter Services Usage Charges and Schedule of Fees

CUSTOMER NAME: (Parent Company): State of Ohio

CUSTOMER NUMBER

CLIENT NAME: State of Ohio

Effective July 01, 2013

Enterprise Contract: Yes

ENROLLMENT FEE:

- One time set up fee for each client identification number, which includes a detailed monthly electronic statement.....waived **\$275**
- Each subsequent client identification number with corresponding statementwaived **\$125**
- Custom 800 linewaived **\$150**
- Custom Greetingswaived **\$50**

MONTHLY FEE:

- Monthly minimum applied against usage per client identification number.....waived **\$400**
- Custom 800 line maintenance.....waived **\$100**
- Custom greeting maintenancewaived **\$40**

PER MINUTE USAGE CHARGES/RATES:

- Price per minute for Language Line Services is based on the language requested and time of day.

TIERS	ALL LANGUAGES	PEAK*	NON-PEAK**
Tier 1	0 – 20,000 Minutes	\$1.25	\$1.25
Tier 2	20,001 – 40,000 Minutes	\$1.20	\$1.20
Tier 3	40,001 – 60,000 Minutes	\$1.15	\$1.15
Tier 4	60,001 – 80,000 Minutes	\$1.10	\$1.10
Tier 5	80,001 + Minutes	\$1.05	\$1.05

* Peak = 8 a.m. - 5 p.m. Monday – Friday

** Non-Peak = 5 p.m. - 8 a.m. Monday - Friday, weekends, and holidays (New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas).

- There is no charge for standard toll-free access to Language Line Services.
- Per minute rates do not include international calls.

Client's Initials: _____



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BILLING FEE:

- Paper Bill..... FREE
- Electronic Bill FREE
- Hierarchical Bill / Month FREE
- Electronic Payment..... Waived \$25

REPORTING/INVOICING FEE:

- Historical Invoices up to 90 days..... FREE
- Historical Invoices over 90 days..... Waived \$25

CUSTOM REPORT FEE:

- Monthly Fee to receive custom report..... waived \$25
- Creation Fee per hour..... waived \$250

TRAINING/AWARENESS ASSISTANCE AND MATERIALS (prices subject to change):

- Training / Awareness assistance (telephone/per session) FREE
- Quick Reference Guides and Wallet Cards (0-50) FREE
- Quick Reference Guides and Wallet Cards (each additional set of 50) Waived \$30
- Language ID Cards (each set of 50) Waived \$30
- Desk Top Displays (each) Waived \$6.25
- Posters (each)..... Waived \$6.25
- In language marketing tools and “hold please” training kits Waived \$25
- Customized Reference and Support Materials Development (per hour) Waived \$175

INTERPRETATION APPOINTMENT FEE (for languages other than the top nine scheduled languages):

Applied per dial out waived \$105

INTERPRETER APPOINTMENT CANCELLATION FEE:

(Applicable if cancelled within 24 hours of the appointment time.):

- Spanish..... waived \$200
- All other languages waived \$250

FCC SURCHARGE AND FEES: Fees to third party telecommunications service providers that LLS has or will pay to these third parties: surcharges, fees, taxes, payments to the Universal Service Administrative Company (USAC).

A copy of actual said fees and/or surcharges will accompany each invoice.

Fee applied for each dial out request in the North American Dial Plan (NADP) (in addition to per minute charges) waived ~~\$6.00~~

Payment Terms - 2% discount for payments received by the 15th of each month (e.g. 15 days from invoice date), for the previous month’s invoice.



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Language Line® Document Translation

Language	Price per word From English	Price per word Into English
Arabic	\$0.17	\$0.28
Bulgarian	\$0.22	\$0.31
Chinese (Simplified)*	\$0.14	\$0.15
Chinese (Traditional)*	\$0.17	\$0.15
Farsi	\$0.18	\$0.28
French (France)	\$0.23	\$0.29
German	\$0.26	\$0.25
Italian	\$0.22	\$0.29
Japanese*	\$0.28	\$0.18
Laotian	\$0.31	\$0.43
Macedonian	\$0.29	\$0.23
Portuguese (Brazil)	\$0.17	\$0.22
Portuguese (Portugal)	\$0.20	\$0.22
Russian	\$0.17	\$0.22
Spanish (Latin)	\$0.14	\$0.20
Spanish (Spain)	\$0.20	\$0.20
Thai	\$0.26	\$0.26
Ukrainian	\$0.20	\$0.22
Korean*	\$0.20	\$0.25
Vietnamese	\$0.26	\$0.26

* Into English pricing is per character