

## Client Agreement Letter

This Agreement Letter shall confirm that (hereby referred to as "Client") has engaged Language Services Associates, Inc. (LSA) to provide the following selected services, as agreed upon below by an appointed authorized representative.

Client Contact Information		Billing Contact Information	
Name:		Name:	
Address:		Address:	
City:		City:	
State:		State:	
Zip:		Zip:	
E-mail:		E-mail:	
Telephone Number:		Telephone Number:	
Fax Number:		Fax Number:	

The above named Client requests the following services:

<input type="checkbox"/> Interpreting by Telephone	<input type="checkbox"/> Translation and Localization
<input type="checkbox"/> Face-to-Face Interpreting	<input type="checkbox"/> Language Assessments

It is understood that interpretation services are provided to the Client and that payment of services shall not be contingent upon a third party's fulfillment of any financial obligation to the Client in regard to language services. Payment terms are net sixty (60) days from date of invoice. Any invoice not paid after thirty (30) days will carry an interest charge of one and a half (1.5%). LSA may terminate this Agreement for non-payment ten (10) days after payment due date.

In the event the parties fail to appropriately document an extension, and LSA continues to provide services hereunder, the term of this Agreement shall be deemed to be automatically extended on a month to month basis until terminated by either party upon thirty (30) days' prior written notice.

This Agreement may be terminated by either party with or without cause upon thirty (30) days' prior written notice to the other party.

This Agreement and attached rate sheet will serve as the Client's acknowledgement of requested services. By signing below, the Client acknowledges that they are responsible for all charges and fees associated with the use of services.

Accepted and Agreed:			
Client		Language Services Associates, Inc.	
Signature:		Signature:	
Name / Title:		Name / Title:	Starla Keith, Executive Vice President
Date:		Date:	

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## Language Services Associates (LSA) - Rates for Language Services

Interpreting by Telephone (Over 200 Languages)	Rate
All Other Languages <ul style="list-style-type: none"> <li>Spanish</li> <li>All Other Languages</li> </ul>	\$0.74 Per Minute \$0.86 Per Minute
Dedicated Toll Free Number	Included
Complete Implementation	Included
Real-Time Reporting Tools and Materials	Included
Dedicated Support and Account Management	Included
Unlimited INTERPRETRAC® License	Included
Utilization Reviews	Included
3rd Party Dial Out	\$0.30 Per Minute
Dual Handset Phones	\$6.99 Per Month / Per Phone
Dual Handset Converter (DHC)	\$7.00 Per Phone
Cordless Dual Handset Phones	\$3.99 Per Month / Per Phone
The method and / or means of implementation will be determined by LSA during the on-boarding process.	

Face-to-Face Interpreting	Fee Per Hour	Fee Per 8 Hours	Minimum Time Requirement	Fee Per Mile after the 1 <sup>st</sup> 30	After Hours Rate	STAT (Short Notice Rate)	For Travel 1 Hour Plus (Hourly Rate)
Spanish	\$60.00	\$480.00	2 Hours	\$0.565	\$78.00	\$74.40	\$30.00
Non-Spanish	\$72.00	\$576.00	2 Hours	\$0.565	\$94.00	\$86.40	\$30.00
ASL	\$90.00	\$680.00	2 Hours	\$0.565	\$121.00	\$117.00	\$30.00

### Translation and Localization - Human Translation

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Translation and Localization - Human Translation - *TEP Translation (Translation, Editing and Proofreading)			
Language	Price (Per Word)	Language	Price (Per Word)
Afar	\$0.329	Khmer	\$0.260
Albanian	\$0.222	Korean	\$0.230
Amharic	\$0.320	Kpelle	\$0.500
Arabic	\$0.210	Krio	\$0.500
Armenian	\$0.245	Kurdish	\$0.250
Bengali	\$0.280	Lao	\$0.260
Bosnian	\$0.215	Latvian	\$0.240
Bulgarian	\$0.230	Lithuanian	\$0.250
Burmese (Myanmar)	\$0.260	Malay	\$0.260
Catalan	\$0.222	Malayalam	\$0.260
Chinese (PRC)	\$0.200	Mongolian	\$0.400
Chinese (Hong Kong)	\$0.210	Navajo	\$0.700
Chinese (Taiwan)	\$0.210	Nepali	\$0.265
Chuukese	\$0.500	Norwegian	\$0.310
Croatian	\$0.210	Pashto	\$0.265
Czech	\$0.215	Polish	\$0.230
Danish	\$0.290	Portuguese (Brazil)	\$0.210
Dutch (Belgium)	\$0.260	Portuguese (Portugal)	\$0.220
Dutch (Netherlands)	\$0.260	Punjabi	\$0.255
Estonian	\$0.229	Romanian	\$0.230
Farsi	\$0.235	Russian	\$0.210
Finnish	\$0.270	Serbian (Cyrillic)	\$0.220
French (Canada)	\$0.240	Slovak	\$0.250
French (France)	\$0.225	Slovenian	\$0.240
Gaelic (Ireland)	\$0.343	Somali	\$0.320
Gaelic (Scotland)	\$0.320	Spanish (Castilian)	\$0.180
Georgian	\$0.215	Spanish (International Sort)	\$0.180
German (Germany)	\$0.250	Spanish (Mexico)	\$0.180
German (Austria)	\$0.250	Spanish (Puerto Rican)	\$0.190
Greek	\$0.250	Swahili	\$0.280
Gujarati	\$0.260	Swedish	\$0.286
Haitian	\$0.250	Tagalog	\$0.270
Hausa	\$0.265	Tamil	\$0.280
Hebrew	\$0.270	Thai	\$0.270
Hindi	\$0.250	Tigrinya	\$0.300
Hmong	\$0.370	Turkish	\$0.240
Hungarian	\$0.250	Ukrainian	\$0.250
Icelandic	\$0.300	Urdu	\$0.270
Ilocano	\$0.300	Uzbek (Latin)	\$0.260
Indonesian	\$0.250	Vietnamese	\$0.215
Italian	\$0.220	Welsh	\$0.243
Japanese	\$0.295	Yiddish	\$0.300
Kazakh	\$0.250		

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Translation Memory Rates	
100% Match	Editing Rate (30% of the Normal Per Word Rate)
90% - 99% Fuzzy Match	50% of the Per Word Rate
80% - 89% Fuzzy Match	70% of the Per Word Rate
70% - 79% Fuzzy Match	85% of the Per Word Rate
No Match or Below 70% Fuzzy Match	New Word Rate

\*A \$150 minimum applies per language and per project. Desktop Publishing (DTP) is priced at \$45 per hour. Per word pricing may be higher or lower depending on content matter and / or for rare language requests. Rush charges may apply as determined by LSA. Depending on the scope of the project, a project management fee may also apply.

Additional Cost	Rate
Interpretation Short notice fee <ul style="list-style-type: none"> <li>Less than 1 full Business day notice</li> </ul>	Additional 20%
Translation Rush fee	
Cancellation fee <ul style="list-style-type: none"> <li>1 day notice or no show</li> </ul>	2 hour

\*Weekend and Monday cancellations must be made prior to the proceeding Friday. Rates and number of Interpreters required for ASL Face-to-Face Interpreting depend on the scope of the assignment. Please call LSA for specific rates and requirements.

Contact Information	
<b>Sales</b>	<b>Invoices</b>
Name Title Language Services Associates 455 Business Center Drive – Suite 100 Horsham, PA 19044 215.259.7000, extension 55321	Accounts Receivable Language Services Associates 455 Business Center Drive – Suite 100 Horsham, PA 19044

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