



## Appendix D Over-the-Phone Charges and Options

CUSTOMER NAME: (Parent Company): State of Texas DIR (DIR-TSO-2549) CUSTOMER NUMBER 1027

CLIENT NAME: Account name INITIAL TERM: 1 yr

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 statement ..... (Waived) \$125
- Custom 800 line ..... (Waived) \$150
- Custom Greetings ..... (Waived) \$50

**MONTHLY FEE:**

- Monthly minimum applied against usage per client identification number ..... (Waived) \$100
- Custom 800 line maintenance ..... (Waived) \$100
- Custom greeting maintenance ..... (Waived) \$10

**PER MINUTE USAGE CHARGES/RATES:**

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

TIERS	LANGUAGES	PEAK*	NON-PEAK**
Tier 1	Spanish	\$.56	\$.56
Tier 2	Chinese (Mandarin and Cantonese), French Japanese, Polish, Russian, Vietnamese	\$.61	\$.61
Tier 3	Armenian, Cambodian, German, Haitian Creole, Italian, Korean, Portuguese	\$.61	\$.61
Tier 4	Farsi, Tagalog, Thai, Urdu and all other languages.	\$.61	\$.61
Medical and Court Certified .all languages		\$.90	\$.90

\* 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..... (Waived) \$1.75
- Electronic Bill..... FREE
- Hierarchical Bill / Month ..... (Waived) \$15
- 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) ..... (Waived) \$50
- Training / Awareness assistance (on site per day/per person)..... (Waived) \$400
- 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).

Fee applied for each dial out request in the North American Dial Plan (NADP) ..... (waived) \$6.00

**PLEASE NOTE:** The DIR Contract DIR-TSO-2549 Appendix C Pricing Index and this document reflects pricing for your account. This document must be signed by an authorized representative from your company. Pricing is only final upon a signature by an authorized officer of Language Line Services.

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Customer Name:	Language Line Services, Inc. Prepared by: Tom Costello    Tel No: 877-735-9770
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Accepted by (signature):	Accepted by (signature):
.....	.....
Name (type or print):	Name: .
.....	.....
Title (type or print):	Title:
.....	.....
Date:	Date:

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