

Language Line Services, Inc.
APPENDIX C – PRICING INDEX
DIR-CPO-5221

Telecommunications and Technology Interpreter Services, Products and Related Services

Service Category	DISCOUNT OF MSRP/List Price	Unit of Measure
1-Over the Phone Interpretation (OPI)		
To include but not limited to:		
Over-the-phone interpretation, general proficiency level interpretation for emergency services, customer service, school, and various government service functions.		
Over-the-Phone Interpretation: Spanish	84.75%	P/Minute
Over-the-Phone Interpretation: All Other Languages	83.50%	P/Minute
Over-the-Phone Interpretation: Medical/Legal Proficiency	82.75%	P/Minute
2- Video /Virtual Interpretation (VRI)		
To include but not limited to:		
Pre-scheduled consecutive video interpretation; ability to join any virtual platform. Requires 2-hour minimum, billed in 15 minute increments after 2 hours.		
Virtual Interpretation, Pre-scheduled: Spanish (Normal, Holidays or After Business Hours) *note same discount different hourly rate	52.36%	P/Hour
Virtual Interpretation, Pre-scheduled: Spanish (Normal, Holidays or After Business Hours) *note same discount different hourly rate	44.42%	P/Hour
Virtual Interpretation, Pre-scheduled: Spanish (Normal, Holidays or After Business Hours) *note same discount different hourly rate	68.24%	P/Hour
3- Document Translation/Copy-Editing/Proofreading (DOCT)		
To include but not limited to:		
English into Foreign Language Translation / Copy-Editing		
SPANISH (LA) Translation/Copy-Editing	45.45%	P/Word
VIETNAMESE Translation/Copy-Editing	42.42%	P/Word
BURMESE Translation/Copy-Editing	28.41%	P/Word
ARABIC Translation/Copy-Editing	65.53%	P/Word
CHINESE (Simplified) Translation/Copy-Editing	65.66%	P/Word
CHINESE (Traditional) Translation/Copy-Editing	65.66%	P/Word
KOREAN Translation/Copy-Editing	47.51%	P/Word
SOMALI Translation/Copy-Editing	49.63%	P/Word
NEPALI Translation/Copy-Editing	52.28%	P/Word

Language Line Services, Inc.
APPENDIX C – PRICING INDEX
DIR-CPO-5221

Telecommunications and Technology Interpreter Services, Products and Related Services

Service Category	DISCOUNT OF MSRP/List Price	Unit of Measure
SWAHILI Translation/Copy-Editing	44.32%	P/Word
FRENCH Translation/Copy-Editing	45.05%	P/Word
AMHARIC Translation/Copy-Editing	51.06%	P/Word
FARSI Translation/Copy-Editing	38.83%	P/Word
KAREN Translation/Copy-Editing	33.72%	P/Word
LAOTIAN Translation/Copy-Editing	42.91%	P/Word
URDU Translation/Copy-Editing	42.91%	P/Word
RUSSIAN Translation/Copy-Editing	46.03%	P/Word
TAGALOG Translation/Copy-Editing	49.63%	P/Word
HINDI Translation/Copy-Editing	49.63%	P/Word
PORTUGUESE (Brazil) Translation/Copy-Editing	39.55%	P/Word
BENGALI Translation/Copy-Editing	38.83%	P/Word
JAPANESE Translation/Copy-Editing	38.43%	P/Word
ITALIAN Translation/Copy-Editing	42.43%	P/Word
English into Foreign Language Translation / Proofreading		
SPANISH (LA) Proofreading	47.62%	P/Hour
VIETNAMESE Proofreading	42.42%	P/Hour
BURMESE Proofreading	28.95%	P/Hour
ARABIC Proofreading	65.79%	P/Hour
CHINESE (Simplified) Proofreading	69.70%	P/Hour
CHINESE (Traditional) Proofreading	69.70%	P/Hour
KOREAN Proofreading	54.55%	P/Hour
SOMALI Proofreading	50.00%	P/Hour
NEPALI Proofreading	52.63%	P/Hour
SWAHILI Proofreading	44.74%	P/Hour
FRENCH Proofreading	45.45%	P/Hour
AMHARIC Proofreading	51.43%	P/Hour
FARSI Proofreading	39.29%	P/Hour
KAREN Proofreading	34.21%	P/Hour

Language Line Services, Inc.
APPENDIX C – PRICING INDEX
DIR-CPO-5221

Telecommunications and Technology Interpreter Services, Products and Related Services

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LAOTIAN Proofreading	43.33%	P/Hour
URDU Proofreading	43.33%	P/Hour
RUSSIAN Proofreading	46.43%	P/Hour
TAGALOG Proofreading	50.00%	P/Hour
HINDI Proofreading	50.00%	P/Hour
PORTUGUESE (Brazil) Proofreading	40.00%	P/Hour
BENGALI Proofreading	39.29%	P/Hour
JAPANESE Proofreading	38.89%	P/Hour
ITALIAN Proofreading	42.86%	P/Hour
Foreign Language into English Translation/ Copy-Editing		
SPANISH (LA) Translation/Copy-Editing	42.31%	P/word
VIETNAMESE Translation/Copy-Editing	31.25%	P/word
BURMESE Translation/Copy-Editing	31.25%	P/word
ARABIC Translation/Copy-Editing	32.00%	P/word
CHINESE (Simplified) Translation/Copy-Editing	29.95%	P/word
CHINESE (Traditional) Translation/Copy-Editing	32.58%	P/word
KOREAN Translation/Copy-Editing	33.33%	P/word
SOMALI Translation/Copy-Editing	31.58%	P/word
NEPALI Translation/Copy-Editing	28.57%	P/word
SWAHILI Translation/Copy-Editing	33.33%	P/word
FRENCH Translation/Copy-Editing	37.50%	P/word
AMHARIC Translation/Copy-Editing	34.62%	P/word
FARSI Translation/Copy-Editing	35.71%	P/word
KAREN Translation/Copy-Editing	36.84%	P/word
LAOTIAN Translation/Copy-Editing	33.33%	P/word
URDU Translation/Copy-Editing	42.22%	P/word
RUSSIAN Translation/Copy-Editing	37.93%	P/word
TAGALOG Translation/Copy-Editing	28.57%	P/word
HINDI Translation/Copy-Editing	28.57%	P/word
PORTUGUESE (Brazil) Translation/Copy-Editing	37.93%	P/word
BENGALI Translation/Copy-Editing	35.71%	P/word

Language Line Services, Inc.
APPENDIX C – PRICING INDEX
DIR-CPO-5221

Telecommunications and Technology Interpreter Services, Products and Related Services

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JAPANESE Translation/Copy-Editing	37.78%	P/word
ITALIAN Translation/Copy-Editing	35.48%	P/word
Foreign Language into English Translation - Proofreading		
SPANISH (LA) Proofreading	42.31%	P/Hour
VIETNAMESE Proofreading	31.25%	P/Hour
BURMESE Proofreading	31.25%	P/Hour
ARABIC Proofreading	32.00%	P/Hour
CHINESE (Simplified) Proofreading	33.33%	P/Hour
CHINESE (Traditional) Proofreading	35.71%	P/Hour
KOREAN Proofreading	33.33%	P/Hour
SOMALI Proofreading	31.58%	P/Hour
NEPALI Proofreading	28.57%	P/Hour
SWAHILI Proofreading	33.33%	P/Hour
FRENCH Proofreading	37.50%	P/Hour
AMHARIC Proofreading	34.62%	P/Hour
FARSI Proofreading	35.71%	P/Hour
KAREN Proofreading	36.84%	P/Hour
LAOTIAN Proofreading	33.33%	P/Hour
URDU Proofreading	42.22%	P/Hour
RUSSIAN Proofreading	37.93%	P/Hour
TAGALOG Proofreading	28.57%	P/Hour
HINDI Proofreading	28.57%	P/Hour
PORTUGUESE (Brazil) Proofreading	37.93%	P/Hour
BENGALI Proofreading	35.71%	P/Hour
JAPANESE Proofreading	37.78%	P/Hour
ITALIAN Proofreading	35.48%	P/Hour

4- Interpreter Assessment/Testing & Training (IAT&T)

To include but not limited to:

Bilingual Fluency Assessment (BFA) and eBilingual Fluency Assessment (eBFA) Assesses level of fluency in English and the target language and definition of terms commonly used in a healthcare context.	0.74%	P/Test
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Language Line Services, Inc.
APPENDIX C – PRICING INDEX
DIR-CPO-5221

Telecommunications and Technology Interpreter Services, Products and Related Services

Service Category	DISCOUNT OF MSRP/List Price	Unit of Measure
Interpreter Readiness Assessment (IRA) and eInterpreter Readiness Assessment (eIRA)- Assesses the bilingual candidate's aptitude for interpreting, based on a brief evaluation of fluency and conversion skills in a healthcare context.	0.74%	P/Test
Interpreter Skills Test (IST) and eInterpreter Skills Test (eIST) - Assesses interpreting skills and knowledge of medical terminology in a role-play format for interpreters in healthcare or other industries.*	0.74%	P/Test
Medical Certification Test (MCT) - Assesses knowledge of clinical medical terminology and advanced interpreting skills for trained and experienced medical interpreters.	0.74%	P/Test
Court Certification Test (CCT) - Assesses knowledge of court terminology and advanced interpreting skills for trained and experienced court interpreters.	0.74%	P/Test
Language Proficiency Test (LPT) and Language eProficiency Test (eLPT) - Assesses level of fluency in English or another language in a general context setting.	0.74%	P/Test
Bilingual Fluency Assessment for Clinicians (BFAC) and eBilingual Fluency Assessment for Clinicians (eBFAC) - Assesses level of fluency in English and the target language in a clinical setting, including definitions of medical terminology.	0.74%	P/Test
e-Specialty Bilingual Fluency Assessment - 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.	0.74%	P/Test
e-Medical Language Proficiency Test - Assesses level of fluency in English or another language in a medical context setting for clinicians or medical students.	0.74%	P/Test
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.	0.74%	P/Test

Language Line Services, Inc.
APPENDIX C – PRICING INDEX
DIR-CPO-5221

Telecommunications and Technology Interpreter Services, Products and Related Services

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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.	0.74%	P/Test
AMT Training Manual - Only available with AMT training purchase	0.74%	P/Test
AMT Training Manual w/ Glossary - Only available with AMT training	0.74%	P/Test
5-Additional Services (ADDSVS)		
To include but not limited to:		
Pricing for All Language Pairs		
Formatting	42.42%	P/hour
Post Formatting Quality Assurance Review	33.33%	P/hour
Localization Engineering	33.33%	P/hour
Translation Memory Management	38.46%	P/hour
File Preparation	38.46%	P/hour
Project Management	42.86%	P/hour
Transcription	Individual Quote	
Audio/Video, In-Language Recordings	Individual Quote	
CMS & Website Connectors	Individual Quote	
Website Proxy	Individual Quote	
Neural Machine Translation Machine Translation with Post-Editing	Individual Quote	
Direct Response Toll-Free Number / Customized toll-free numbers for Direct Response setup	0.74%	P/Toll-Free Number
Direct Response Standard / Generic messaging and functionality for LEP-initiated call flows (up to 9 languages)	0.74%	P/Setup
Direct Response Premium / Customized messaging and functionality for LEP-initiated call flows	0.74%	P/Language
On-Demand Video Interpretation: All Spoken Languages / On-demand live video interpretation access via the InSight application	69.75%	P/Minute
On-Demand Video Interpretation: American Sign Language / On-demand live video interpretation access via the InSight application	49.50%	P/Minute

Language Line Services, Inc.
APPENDIX C – PRICING INDEX
DIR-CPO-5221

Telecommunications and Technology Interpreter Services, Products and Related Services

Service Category	DISCOUNT OF MSRP/List Price	Unit of Measure
Expedited Turnaround Surcharges Standard turnaround time- Document Translation <1000 Words translated 1-3 days 1001 - 2500 Words translated 4-6 Days 2,501-7,500 Words translated 6-8 days >7500 Words translated 8+ Days	50% of Standard Prices for <7,501 word jobs	
Expedited Turnaround Surcharges Standard turnaround time- Document Translation <1000 Words translated 1-3 days 1001 - 2500 Words translated 4-6 Days 2,501-7,500 Words translated 6-8 days >7500 Words translated 8+ Days		
Minimum Translation Charges Per Project - Spanish	49.87%	P/Hour
Minimum translation Charges Per Project - All Other Languages	40.45%	P/Hour
6-Video Interpretation Equipment		
To include but not limited to:		
Apple/iPad, screen protector etc..	0.74%	Each
Armor Active / LanguageLine® Rolling Cart, Table Top Stands LanguageLine True Sound	0.74%	Each
7- Phone Interpretation Equipment		
To include but not limited to:		
Med-Pat -1Solution Dual Handset Phone, IP Phone, Handsets and Handset Splitter	0.74%	Each
Panasonic -Cordless Phone - Dual Handset, Headset, Headset Splitter	0.74%	Each
8-Volume Discounts	QTY	Additional Discount
Equipment		
iPad® 8th Generation (10.2 inch) with Wi-Fi (64GB) + Screen Protector	11-20 Units	5.00%
iPad Pro® with Wi-Fi (128GB) + Screen Protector.	11-20 Units	5.00%
LanguageLine® Rolling Cart with LanguageLine TrueSound	11-20 Units	5.00%
Table Top Stand with 10.2 inch LanguageLine TrueSound	11-20 Units	5.00%
Table Top Stand with 12.9 inch Enclosure	11-20 Units	5.00%

Language Line Services, Inc.
APPENDIX C – PRICING INDEX
DIR-CPO-5221

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Service Category	DISCOUNT OF MSRP/List Price	Unit of Measure
iPad® 8th Generation (10.2 inch) with Wi-Fi (64GB) + Screen Protector	21+ Units	10.00%
iPad Pro® with Wi-Fi (128GB) + Screen Protector.	21+ Units	10.00%
LanguageLine® Rolling Cart with LanguageLine TrueSound	21+ Units	10.00%
Table Top Stand with 10.2 inch LanguageLine TrueSound	21+ Units	10.00%
Table Top Stand with 12.9 inch Enclosure	21+ Units	10.00%
Services		
Bilingual Fluency Assessment (BFA)	50-99 Tests	6.90%
Bilingual Fluency Assessment (BFA)	100-499 Tests	17.30%
Bilingual Fluency Assessment (BFA)	500+ Tests	20.70%
eInterpreter Readiness Assessment (eIRA)	50-99 Tests	10.70%
eInterpreter Readiness Assessment (eIRA)	100-499 Tests	17.90%
eInterpreter Readiness Assessment (eIRA)	500+ Tests	21.40%
Medical Certification Test (MCT)	50-99 Tests	4.60%
Medical Certification Test (MCT)	100-499 Tests	11.40%
Medical Certification Test (MCT)	500+ Tests	16.00%
Court Certification Test (CCT)	50-99 Tests	4.60%
Court Certification Test (CCT)	100-499 Tests	11.40%
Court Certification Test (CCT)	500+ Tests	16.00%
Language Proficiency Test (LPT)	50-99 Tests	6.10%
Language Proficiency Test (LPT)	100-499 Tests	12.10%
Language Proficiency Test (LPT)	500+ Tests	18.20%
Language eProficiency Test (eLPT)	50-99 Tests	6.70%
Language eProficiency Test (eLPT)	100-499 Tests	13.40%
Language eProficiency Test (eLPT)	500+ Tests	23.40%
Bilingual Fluency Assessment for Clinicians (BFAC)	50-99 Tests	6.20%
Bilingual Fluency Assessment for Clinicians (BFAC)	100-499 Tests	12.50%
Bilingual Fluency Assessment for Clinicians (BFAC)	500+ Tests	15.60%

Language Line Services, Inc.
APPENDIX C – PRICING INDEX
DIR-CPO-5221

Telecommunications and Technology Interpreter Services, Products and Related Services

Service Category	DISCOUNT OF MSRP/List Price	Unit of Measure
eBilingual Fluency Assessment for Clinicians (eBFAC)	50-99 Tests	6.90%
eBilingual Fluency Assessment for Clinicians (eBFAC)	100-499 Tests	17.30%
eBilingual Fluency Assessment for Clinicians (eBFAC)	500+ Tests	20.70%
eBilingual Fluency Assessment (eBFA)	50-99 Tests	11.20%
eBilingual Fluency Assessment (eBFA)	100-499 Tests	18.60%
eBilingual Fluency Assessment (eBFA)	500+ Tests	22.30%
Interpreter Readiness Assessment (IRA)	50-99 Tests	6.50%
Interpreter Readiness Assessment (IRA)	100-499 Tests	13.00%
Interpreter Readiness Assessment (IRA)	500+ Tests	19.40%
Interpreter Skills Test (IST)	50-99 Tests	7.50%
Interpreter Skills Test (IST)	100-499 Tests	17.50%
Interpreter Skills Test (IST)	500+ Tests	25.00%
eInterpreter Skills Test (eIST)	50-99 Tests	10.80%
eInterpreter Skills Test (eIST)	100-499 Tests	18.90%
eInterpreter Skills Test (eIST)	500+ Tests	27.00%
Fundamentals of Interpreting Training	5-9 Trainings	10.10%
Fundamentals of Interpreting Training	10+ Trainings	36.00%
Advanced Medical Interpreter Training (AMT)	5-9 Trainings	9.60%
Advanced Medical Interpreter Training (AMT)	10+ Trainings	13.10%