

WORDEXPRESS

Multilingual Solutions Worldwide

TEL (310) 260-7700 or (800) 570-0700 • FAX (310) 260-7705 or (800) 570-5950

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Rates and Terms for Telephone Interpretations as of 01/01/2006

(Replaces all previous Rates and Terms)

Languages	Rates per hour
Spanish	\$ 85.00
French, German, Portuguese, Italian	\$ 90.00
Japanese & Low Diffusion Languages	\$ 110.00
Most other Languages	\$ 100.00

Our clients usually place a conference call by contacting our interpreter first and then calling the other party. Alternatively, WordExpress may place the call for an additional charge.

From our pool of language experts, we carefully select those specialists best suited for your particular project.

Our interpreters are:

- **CAREFULLY TRAINED**
- **HIGHLY EXPERIENCED**
- **KNOWLEDGEABLE**
- **COURTEOUS**
- **PROFESSIONAL**

Their versatility enables them to interpret in all fields and on any subject matter, such as:

- **Advertising & Marketing**
- **Engineering & Design**
- **Arts & Sciences**
- **Entertainment**
- **Business & Commerce**
- **Health Care**
- **Civil & Criminal Law**
- **Manufacturing**
- **Computer Technology**
- **Media**

Our clients are encouraged to provide us with literature pertinent to the assignment well in advance. This gives our interpreters an opportunity to prepare themselves for the sessions. **As a courtesy, a preparation time of up to ¼ hour is already included in our telephone interpretation prices – there is no additional charge for this preparation.**

Charges: A **minimum charge** for one hour applies. Any additional time will be charged in 15-minute increments at the hourly rate. There is a 25% surcharge for telephone interpretations handled between 6 PM and 9 AM and on Saturdays, Sundays, and holidays. Charges begin accruing either at the scheduled time or at the moment when the interpretation begins, whichever comes first. Charges end at the moment the interpretation is completed.

Scheduling: For optimal scheduling, and in order to be able to select the interpreters best suited for your particular project, an advance notice of at least 48 hours is preferred. This applies especially to languages with low diffusion. If an assignment is accepted with less than 48 hours advance notice, a 25% surcharge will result.

Cancellation: If an interpretation is canceled less than 24 hours before its scheduled commencement, or in case of an unsuccessful communication attempt, 50% of the minimum charges are due and payable.

Payment: A hold will be placed on your credit card for the maximum estimated amount when your order is processed. Upon completion of services, the actual amount will be charged and the hold will be removed. **WORDEXPRESS accepts VISA, MASTERCARD, DISCOVER, AMEX and FAXCHECK.** Payments may also be made through our website www.wordexpress.net. Click on the button **PAY HERE** and follow instructions.

Please see our brochure or visit our website www.wordexpress.net for more details!

For any questions or to place your order call (310) 260-7700, ext. 125 or toll-free (800) 570-0700, ext. 125.

Our Client Care Consultants will gladly assist you!

WordExpress Corporation, 8306 Wilshire Blvd., Suite 200, Beverly Hills, CA 90211
Member: American Translators Association (ATA) • California Court Interpreters Association (CCIA)
Southern California Translators & Interpreters Association (SCATIA)