

**NAPA COUNTY AGREEMENT NO. 170846B  
AMENDMENT NO. 3**

**THIS AMENDMENT NO. 3 TO AGREEMENT NO. 170846B** is effective as of the \_\_\_\_\_ day of \_\_\_\_\_, 2023, by and between **NAPA COUNTY**, a political subdivision of the State of California, referred to as “COUNTY” and **LANGUAGE LINE SERVICES, INC.**, whose mailing address is One Lower Ragsdale Drive, Bldg.2, Monterey, CA 93940, hereinafter referred to as **CONTRACTOR.** COUNTY and CONTRACTOR may be referred to below collectively as “Parties” and individually as “Party.”

**RECITALS**

**WHEREAS**, on April 18, 2017, COUNTY and CONTRACTOR entered into Napa County Agreement No. 170846B (hereinafter referred to as “Agreement”) for CONTRACTOR to provide professional interpreters via telephone; and

**WHEREAS**, on May 18, 2021, the Parties amended the Agreement to increase the contract maximum to compensate CONTRACTOR for translation work; incorporate Paragraph 16-Amendments/Modifications into the Agreement to delegate authority to Director of the Health and Human Services to approve future amendments to Attachment A1-Revised of this Agreement provided there is no increase to the maximum dollar; and to revise Attachment A1 Over-The-Phone Charges and Options to reflect the increase to the maximum dollar amount; and

**WHEREAS**, on December 6, 2022, the Parties amended the Agreement to increase the contract maximum to compensate CONTRACTOR for Insight Video Interpreting services and to replace Attachment A1-Revised with Attachment A2 to include Insight Video Interpreting Charges and Options; and

**WHEREAS**, as of the effective date of this Amendment No. 3, the Parties wish to further amend the Agreement to increase the contract maximum on page 1 of the Agreement, commencing in the Fiscal Year 2022-2023, and each automatic renewal thereof, and replace Attachment A-2 with Attachment A-3.

**TERMS**

**NOW, THEREFORE**, for good and valuable consideration, the adequacy and receipt of which are hereby acknowledged, the Parties hereby amend the Agreement as follows:

1. The maximum amount of payment on Page 1 of the Agreement shall be **Seventy-Five Thousand Dollars (\$75,000.00)** of which **Twenty-Five Thousand Dollars (\$25,000.00)** is increased by virtue of this Amendment No. 3; provided, however, that such amounts shall not be construed as guaranteed sums, and compensation shall be based upon services actually rendered and expenses actually incurred.

2. Attachment A-2 shall be replaced with “Attachment A-3” attached hereto and incorporated by reference herein, and all references in the Agreement to Attachment A-2 shall refer to “Attachment A-3” as of the effective date of this Amendment.
3. Except as provided above, the terms and conditions of the Agreement shall remain full force and effect as originally approved.

**[SIGNATURE PAGE FOLLOWS]**

**IN WITNESS WHEREOF**, the Parties hereto have executed this Amendment No. 3 to Napa County Agreement No. 170846B as of the date first written above.

LANGUAGE LINE SERVICES, INC.

DocuSigned by:  
By: Bonaventura Cavaliere  
376092BB958A4BB  
**BONAVENTURA A. CAVALIERE**  
Chief Financial Officer  
April 26, 2023

“CONTRACTOR”

NAPA COUNTY, a political subdivision of the State of California

By: \_\_\_\_\_  
**BELIA RAMOS**  
Chair of the Board of Supervisors

“COUNTY”

<p>APPROVED AS TO FORM Office of County Counsel</p> <p>By: <i>Rachel L. Ross</i> (e-signature)</p> <p>Date: April 24, 2023</p>	<p>APPROVED BY THE NAPA COUNTY BOARD OF SUPERVISORS</p> <p>Date: _____</p> <p>Processed By: _____</p> <p>Deputy Clerk of the Board</p>	<p>ATTEST: NEHA HOSKINS Clerk of the Board of Supervisors</p> <p>By: _____</p>
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**ATTACHMENT A-3  
OVER-THE-PHONE, DOCUMENT TRANSLATION & LOCALIZATION, ON SITE  
INTERPRETING CHARGES AND OPTIONS, and INSIGHT VIDEO  
INTERPRETATION**



**Statement of Work**  
**LanguageLine® Phone<sup>SM</sup> and InSight Video Interpreting®**

Customer Name ("Customer"): <b>Napa County</b>	Customer # (if applicable): <b>4657</b>
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This Statement of Work is subject to the Master Service Agreement between Customer and Language Line Services, Inc. ("LanguageLine"). This document is the sole document that reflects pricing for these services and must be signed by an authorized representative from the Customer. Pricing is only approved upon a signature by an authorized officer of LanguageLine. Pricing changes, if any, will be reflected on next month's invoice.

**1. LANGUAGELINE PHONE INTERPRETING**

**1.1. SCOPE OF WORK**

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for Phone Interpreting to facilitate effective communication between Customer's service providers and Limited English Proficient (LEP) individuals by converting spoken language statements between English and another language.
- (b) **SERVICE DELIVERY.** Services are delivered on-demand via telephone, as initiated by Customer's service providers and invoiced monthly following service delivery. Services are available twenty-four (24) hours a day; seven (7) days a week; 365 days a year, including holidays, in over 240 spoken languages.

**1.2. PHONE INTERPRETING FEES**

- (a) **INITIAL ENROLLMENT** including Client Identification ("CID") service accounts..... Waived
- (b) **ADDITIONAL SERVICE ACCOUNTS** after initial enrollment, per CID ..... \$125.00
- (c) **MONTHLY MINIMUM** per CID ..... \$100.00
- (d) **PLATFORM ACCESS FEE** per call ..... \$0.25
- (e) **THIRD PARTY DIAL OUT FEE** per call ..... \$5.00
- (f) **TELECOMMUNICATION SURCHARGE** in accordance with the Telecommunications Act of 1996
- (g) **OPTIONAL INTERPRETER APPOINTMENT AT SPECIFIC TIME.** See 1.2(h) for Per Minute Usage Fees. No additional fees apply to schedule an interpreter appointment. Cancellation fee for any cancelled or missed appointment ..... \$200.00
- (h) **PER MINUTE USAGE FEES** for LanguageLine Phone and InSight Audio Interpreting

Language Tiers	Languages	Per Minute Charge
1	Spanish	\$1.85
2	Chinese (Mandarin and Cantonese), French, Japanese, Korean, Russian, and Vietnamese	\$1.95
3	Armenian, German, Haitian Creole, Italian, Cambodian (Khmer), Polish, and Portuguese	\$1.95

4	Farsi, Tagalog, Thai, Urdu, and all other languages	\$1.95
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**1.3. PHONE INTERPRETING EQUIPMENT**

- (a) **OPTIONS AND DEFINITIONS.** Equipment purchase and lease options are available for the equipment identified below for use with the Phone Interpreting services. All Equipment requests must be submitted in writing over the term of this Agreement and the appropriate fees will apply.
- (b) **PHONE INTERPRETING EQUIPMENT LEASE FEES.** A monthly lease fee per unit applies, and the Equipment remains the property of LanguageLine. The monthly fee covers the cost of equipment programming and providing any necessary replacements and maintenance.
  - 1Solution™ Analog Dual Handset Phone ..... \$4.50
  - 1Solution Dual Handset IP Phone..... \$12.50
  - Panasonic® Cordless Phone with Dual Handsets ..... \$10.50
- (c) **PHONE INTERPRETING LEASED EQUIPMENT ADDITIONAL TERMS.** Upon the termination of the Agreement, Customer shall, at its cost, return the Equipment to Language Line Services within thirty (30) days following the termination date. Customer acknowledges that ownership of the Equipment remains with Language Line Services, and that the Equipment must be returned upon the termination of the Agreement. If Customer fails to return the Equipment to Language Line Services within the 30-day period, Language Line Services may invoice Customer \$175.00 per each equipment item not returned and Customer agrees to pay that invoice within thirty (30) days of the invoice date.
- (d) **PHONE INTERPRETING EQUIPMENT PURCHASES.** The following Equipment is available for purchase from LanguageLine during the life of the agreement. Upon depletion of current Equipment models and release of new Equipment models, updated pricing will automatically apply. Purchased equipment is covered by a one-year replacement warranty from the manufacturer. Standard rates at the time of purchase will apply. If applicable, proof of sales tax exemption must be provided to TaxDepartment@languageline.com and ContractAdministrationTeam@languageline.com. Details will be available from your Account Executive.
  - 1Solution Analog Dual Handset Phone..... \$60.00
  - 1Solution Dual Handset IP Phone..... \$150.00
  - Panasonic Cordless Phone with Dual Handsets..... \$85.00
  - Panasonic Headset ..... \$25.00
  - Handsets ..... \$10.00
  - Handset Splitters (price per unit)..... \$6.00
  - Wall Splitters (price per unit) ..... \$6.00

**2. LANGUAGELINE INSIGHT VIDEO INTERPRETING**

**2.1. SCOPE OF WORK**

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for InSight Video Interpreting to facilitate effective communication between Customer’s service providers and Limited English Proficient (LEP) individuals by converting spoken or signed language statements between English and another language. Equipment purchases are optional.
- (b) **SERVICE DELIVERY.** Services are delivered on-demand via a native iOS or Android Application (the “App”) or a Mac/PC using a Chrome, Edge, or Firefox browser. Each call has full end-to-end encryption ensuring privacy. Services are available 24/7 for ASL, Spanish, Mandarin, Arabic, Polish, Cantonese, French, Korean, Portuguese, Vietnamese and Russian, and during business or extended business hours for 30 or more additional languages of lesser diffusion.

**2.2. INSIGHT VIDEO INTERPRETING FEES**

- (a) **ACTIVATION.** Please check the appropriate box below to indicate your choice. ....
  - Monthly Service Fee applied per Client Identification number (“CID”) based on the total number of activated devices:
    - Up to 10 Activated Devices ..... \$30.00/month

Up to 100 Activated Devices ..... \$75.00/month  
 101+ Activated Devices.....\$200.00/month  
**OR**  
 One-time Activation Fee applied per Customer for unlimited activated devices ..... \$2,500.00/one-time fee

(b) **PER MINUTE USAGE FEES** for LanguageLine InSight Video Interpreting

Language Tiers	Languages	Per Minute Charge
1	Sign Language	\$2.95
2	Spanish	\$1.85
3	Other Spoken Languages	\$1.95

**2.3. ADDITIONAL TERMS AND CONDITIONS FOR INSIGHT VIDEO INTERPRETING**

- (a) **TERMS REGARDING SOFTWARE APPLICATION.** The InSight video interpretation Services (the “Services”) are provided by LanguageLine through a proprietary desktop and/or tablet Application owned by LanguageLine (the “App”). The App must be downloaded by Customer to Customer-Supplied or Customer-Owned devices to use the Services (see Subsection (g) below for additional terms). The App is pre-installed and configured on LanguageLine-provided leased Equipment (see Subsection (h) below for additional terms). Customer agrees (a) that it will not make any copies of the App or attempt to reverse engineer it or make any changes to it; (b) that it will only download the App onto any iPad, tablet, or other digital computer device that is (i) Customer-Owned, (ii) LanguageLine-Owned, or (iii) purchased by Customer from an authorized seller of such devices, excluding other language services providers. Further, Customer will not use any iPad, tablet, or other digital computer device on which the InSight App is installed with any equipment provided by other language service providers; and (c) that the following uses of the Services are prohibited: the transmission of any message or other material which constitutes an infringement of any third party copyright or trademark; an unauthorized disclosure of a trade secret; the transfer of information or technology abroad in violation of any applicable export law or regulation; a violation of Section 223 of the Communications Act of 1934, as amended, 47 U.S.C. Section 223, or other criminal prohibitions regarding the use of telephonic or video devices to transmit obscene, threatening, harassing or other messages specified therein; a libelous or slanderous statement; or a violation of any other applicable statute or government regulation.
- (b) **INTELLECTUAL PROPERTY.** Customer acknowledges and agrees that all rights including copyright throughout the world in the App, in the LanguageLine TrueSound, Notepad™, InSight, and Interpreter on Wheels trademarks (collectively, the “Trademarks”), and in the issued patents and pending patents relating to the Equipment, are exclusively owned by LanguageLine, and that neither this Agreement, nor Customer’s use of the Services, the App or the Equipment grants to Customer any right, title, or interest in or to the Services, the Equipment, the App, the Trademarks, or any of the other technology, systems, processes or other aspect of the Services, including but not limited to any intellectual property rights therein (collectively, the “LanguageLine Properties”). Customer expressly agrees that it shall not assert any rights in any of the LanguageLine Properties, or challenge LanguageLine’s rights in or the validity of any of the LanguageLine Properties in any country, nation, or jurisdiction in the world, and Customer agrees that it shall not directly or through others copy, decompile, reverse engineer, disassemble, modify, or create derivative works of the App, or any aspect thereof. Customer agrees that this Paragraph shall survive the expiration of this Agreement and will continue to apply after the Agreement ends.
- (c) **ENCRYPTION.** Encryption is built into the App and the Services platform, ensuring the security of the live video as it traverses the Internet. This encryption allows LanguageLine to fulfill its obligation under any Customer Business Associate Agreement (“BAA”) with respect to the Services. LanguageLine does not record any phone or video calls and therefore has

no record of the call content. With respect to the App's electronic Notepad™ function, written information relayed during the call is encrypted. As with the live video, no recording or storing is made of information written on the Notepad™ and therefore this information cannot be retrieved after the call's completion.

- (d) **RESPONSIBILITY FOR UNAUTHORIZED USE.** Customer will safeguard its use of the Services against use by unauthorized persons and will be responsible for charges resulting from use of its Services, whether or not such use is authorized.
- (e) **AVAILABILITY OF SERVICES.** The Services may not be available at all times due to interruptions, technical problems, and/or system upgrades and maintenance. All interpreters provided in conjunction with the Services may not be available at all times and interpreters will be assigned solely by LanguageLine.
- (f) **QUALITY CONTROL.** Customer acknowledges that LanguageLine from time to time will monitor calls made through the Service for purposes of quality control.
- (g) **PURCHASED EQUIPMENT ADDITIONAL TERMS** (applies to the InSight App with Customer-Owned Equipment option only): Customer agrees that (a) the TrueSound patented technology and related audio equipment will not be used with any non-LanguageLine equipment/devices, and (b) the Equipment purchased from LanguageLine will not be used with or for any non-LanguageLine language interpretation services (including software and Apps).
- (h) **LEASED EQUIPMENT ADDITIONAL TERMS:** Under this option, LanguageLine will lease Equipment mutually agreed upon by LanguageLine and Customer for the duration of this Agreement for a monthly fee. The Parties acknowledge and agree that this Equipment remains the sole property of LanguageLine and will be returned to LanguageLine, undamaged, upon termination of this Agreement, unless superseded by a purchasing agreement. The Parties agree that the Equipment will be used for the sole and exclusive purpose of the Services and may not be configured, fixed and/or altered for any other purpose without express prior written consent from LanguageLine. Customer may not use any leased Equipment or the InSight App with any equipment, app, software or language services provided (through purchase, lease or otherwise) by a language services provider other than LanguageLine. LanguageLine will enroll LanguageLine-Owned iPads in LanguageLine's MDM (Mobile Device Management) system. As a condition of the lease on LanguageLine-Owned Equipment, location services must be enabled "on" at all times, with "Always Allow Location Access" selected within the Hub application. Customer agrees that Equipment will be kept only at the Customer locations listed in this Agreement, or as otherwise mutually agreed by LanguageLine and Customer in writing. From time to time, upon twenty-four (24) hours' notice to Customer, LanguageLine, during a Customer's regular business hours, may enter the Customer's premises where the Equipment is located to inspect and maintain Equipment. Customer hereby agrees to such inspection by LanguageLine and agrees to provide such support and cooperation as is requested by LanguageLine. Customer assumes and bears all risk of loss and/or damage of Equipment, other than normal wear and tear, from the time that Equipment is delivered until returned to LanguageLine following the expiration of this Agreement. Customer will be charged and agrees to pay for any lost, stolen, or damaged Equipment. LanguageLine reserves all rights and remedies to re-take possession of the Equipment if Customer fails to pay any undisputed invoiced amounts owed hereunder.
- (i) **LIMITED WARRANTIES FOR EQUIPMENT.** LanguageLine warrants that Equipment shall be free from defects in materials and workmanship, except that all warranties are waived if (i) the Equipment has been altered or modified or the App, Equipment or components thereof are used other than as authorized under this Agreement, or (ii) the Equipment has been used by a person or entity other than the Customer or other permitted users. LANGUAGELINE DISCLAIMS ANY AND ALL OTHER WARRANTIES, INCLUDING ALL IMPLIED AND EXPRESS WARRANTIES OF EVERY KIND AND NATURE. Customer agrees that the sole and exclusive remedy for breach of warranty, damages or loss relating to Equipment is limited to the repair or replacement of the Equipment. Customer waives any and all legal claims for damages in connection with the Equipment.

**3. DOCUMENT TRANSLATION & LOCALIZATION**

**PRICING:** Prices for the Services shall be as specified by LanguageLine to Customer either in this SOW or in an Estimate (Quote) sent in response to each Customer request for a translation or localization project. Estimates are based upon (i) the actual wordcounts contained in the documents or files provided by Customer, (ii) specifications and information originally submitted by Customer, and (iii) the delivery requirements requested by Customer. Estimates that are not based on actual wordcounts at the time the Estimate is prepared will be adjusted to reflect actual wordcounts upon completion of the project. Adjustments to the Estimate may be necessary if specifications are changed or added, or if work not covered in the original quotation is requested by Customer. Estimates are only valid for thirty days or as otherwise specified in writing.

TIERS	TARGET LANGUAGES	TRANSLATION FEE (PER WORD)
<b>Tier 1</b>	Chinese (Simplified), Chinese (Traditional), Spanish (US/Latin America)	\$0.18/word
<b>Tier 2</b>	Arabic, French, German, Italian, Portuguese (Brazil), Russian	\$0.24/word
<b>Tier 3</b>	Bosnian, Bulgarian, Croatian, Czech, Greek, Haitian Creole, Hungarian, Romanian, Serbian, Slovak, Slovenian, Turkish, Ukrainian	\$0.26/word
<b>Tier 4</b>	Burmese, Hmong, Japanese, Korean, Nepali, Somali, Tagalog, Thai, Vietnamese	\$0.28/word
<b>All other (LanguageLine supports 240+ languages)</b>		\$0.35/word

\*NOTE: Translation fees include Translation and Editing and are based on the English word count.

ADDITIONAL PRICING COMPONENTS	Standard Turnaround
Minimum charge per document translation order	\$99.00 – Spanish \$125.00 – all other languages
Proofreading (third linguistic step when required)	\$65.00/hour
Basic Layout/Formatting/Desktop Publishing	\$55.00/hour
Graphic Design Services	\$55.00/hour
In-Language Recordings	Individual Quote
UI, HTML, XML Engineering	Individual Quote
Transcription/Translation of Audio or Video files	Individual Quote
Project Management.....	10% of the invoice value (0.5 hour minimum @\$55.00/hour)
No delivery charge for Fax, E-mail, or US Mail (additional charges apply for courier services)	
Unless indicated otherwise, a one-hour minimum will apply to all hourly services	



**DELIVERY GUIDELINES:**

Because the actual number of English words is not known until the source document has been translated, turn-around commitments are based on the estimated number of English words that will be delivered, as determined in LanguageLine’s best judgment before commencing work. Additional services could add extra days to a project timeline.

- Less than 1,500 words .....1 - 3 business days
- 1,501 to 4,000 words .....4 - 6 business days
- 4,001 to 7,500 words .....6 - 8 business days
- Greater than 7,501 words.....8 + business days

**RUSH FEES:**

A 50% rush charge will apply when an expedited delivery date is requested.

**OTHER NOTES:**

- Business hours are Monday – Friday, 8 a.m. to 5 p.m. (Pacific Time)
- Requests received on weekends and holidays will be processed on the next business day.
- Holidays are New Year’s Day, President’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Eve, and Christmas Day.
- Translation charges will appear in a single, monthly invoice.

- 3.1 ORDERS.** Orders authorized by Customer may only be canceled by Customer if Customer pays for all of the work performed by LanguageLine, including all fees, costs and expenses incurred by LanguageLine in connection with the order prior to cancellation. If Customer changes the original text, alters specifications, or adds new specifications after Customer has authorized LanguageLine to begin work, the changes, alterations, or additions may result in additional charges and adjustments of deadlines.
- 3.2 TERMINOLOGY.** Unless Customer provides terminological reference material like glossaries or terminology lists, LanguageLine will use its best judgment in the selection of terms pertinent to a given field. Customer will be charged for and will pay for all changes to such terms.
- 3.3 APPEARANCE.** When the Services include formatting, typesetting, page layout, or artwork, LanguageLine will seek the closest match practicable between the appearance of the original and that of the finished product or will layout as Customer specifies. Unless the Estimate states otherwise, LanguageLine does not guarantee that the format, fonts, typefaces, point sizes, text density, artwork, colors, paper, and other elements of printed documents it chooses and those of the original will be identical. Translated documents are sometimes longer or shorter than the original, and technical or other considerations may result in elements of appearance different from the original.
- 3.4 EDITING.** Any editing or alteration of the delivered product required by Customer in cases where the style or other matter had been left to the judgment of LanguageLine, including stylistic or preferential linguistic changes, may result in additional charges to Customer. Translation errors will be corrected at no extra charge.
- 3.5 CHANGE ORDERS.** Change order requests from Customer will be analyzed by LanguageLine for cost and schedule impact. If, in LanguageLine’s reasonable judgment, the requested changes can be implemented without requiring additional time or resources and without affecting LanguageLine’s ability to maintain the project schedule, LanguageLine will implement the change at no additional cost to Customer. Otherwise, prior to proceeding with any changes, LanguageLine will provide Customer with a written change order quote for the additional work that includes (1) price change and (2) impact on schedule. Customer may, at its discretion, accept or reject LanguageLine's change order proposal.

Change orders shall be considered effective upon written approval. Each party shall use its best efforts to respond as expeditiously as possible to such change requests and change order proposals.

**3.6 PAYMENT.** (a) Unless otherwise stated in an Estimate, invoices will be issued at the end of the month in which the project is delivered. (b) All errors, claims, or requests for adjustment must be presented within thirty (30) days after the date of delivery or such work will be deemed to have been accepted. (c) Charges due and unpaid thirty (30) days after invoice shall bear interest from the date payment is due at the rate of one and one-half percent (1 1/2 %) per month (eighteen percent (18%) per annum).

**3.7 CUSTOMER PROPERTY.** At Customer's request, Customer property delivered to LanguageLine for use in the providing of the Services will be returned to Customer upon completion of the work by LanguageLine without any liability for loss or damage.

**3.8 ADDITIONAL LIMITED WARRANTY.** In addition to the Limited Warranty in the Master Services Agreement between the parties, LanguageLine's sole obligation for Services is the re-performance, at no additional charge to Customer, of that portion of those Services that LanguageLine and Customer agree to be defective. Defects include translation errors, but do not include subjective elements of style. LanguageLine shall correct any agreed upon defect within thirty (30) days of notice from Customer.

#### 4. ONSITE INTERPRETING

##### HOURLY RATES AND CHARGES

OnSite Interpreting	Spanish	American Sign Language	Other Spoken Languages
Standard Hourly Rate	\$125.00	\$125.00	\$125.00
Non-Standard Hourly Rate	\$187.50	\$187.50	\$187.50
Emergency/Holiday Hourly Rate	\$250.00	\$250.00	\$250.00

**4.1 STANDARD HOURLY RATE.** 8:00 a.m. - 5:00 p.m. local time Monday through Friday with more than one full business days' notice.

**4.2 NON-STANDARD HOURLY RATE.** Before 8:00 a.m. or after 5:00 p.m. local time Monday through Friday, Saturday/Sunday or assignments with less than one full business days' notice.

**4.3 EMERGENCY/HOLIDAY RATE.** Assignments with less than one hour's notice or assignments on federally recognized holidays. Emergency service not available in all areas.

**4.4 CANCELTION.** Assignments canceled with less than one full business days' notice will be charged at the applicable rate for the greater of the Minimum Appointment Time or reserved time for the assignment.

**4.5 MINIMUM APPOINTMENT TIME.** Two Hours. Time beyond Minimum Appointment Time will be billed in 15 minute increments.

**4.6 BILLING.** Billing will be for the greater of time reserved or actual time, subject to the minimum.

**4.7 MILEAGE REIMBURSEMENT.** Mileage reimbursement charged at prevailing IRS rate, currently \$0.655 per mile. If the one way travel exceeds 60 miles, travel time may be charged at the applicable hourly rate. Parking/tolls charged if applicable.

**BILLING OPTIONS:**

- Electronic Bill ..... FREE
- Hierarchical Bill /Month ..... \$30/month
- Custom billing fee (per invoice, per month) ..... \$30/invoice/month
- Historical Invoices over 90 days (per monthly invoice requested) ..... \$30/invoice/month
- Paper Bill ..... \$10

**CUSTOM REPORTING OPTIONS:**

- Custom Report Set-up (per hour)..... \$250/hour
- Custom report maintenance ..... \$30/month

**SERVICE OPTIONS:**

- Custom 800 line maintenance ..... \$30/month
- Custom 800 line set-up ..... \$150
- Custom greeting maintenance ..... \$30/month
- Custom greetings set-up..... \$50
- Custom recording for redirection of old/abandoned number set-up..... \$50
- Custom recording for redirection of old/abandoned number ..... \$10/month

**OPTIONAL TRAINING ASSISTANCE AND MATERIALS:**

- Buddy Tags (50 tags per set)..... \$50
- Customized reference and support materials development (per hour) ..... \$179
- Desk top displays (each) ..... \$11
- Language identification cards (each set of 50)..... \$49
- Posters (each)..... \$10
- Quick Reference Guides Wallet Cards (0-50)..... \$10
- Quick Reference Guide Postcards (0-50)..... \$10
- Quick Reference Guides and Wallet Cards (each additional set of 50)..... \$29
- Training / Awareness assistance (on site per day/per person)..... \$500
- Training / Awareness assistance (telephone/per session)..... \$125

**5. OTHER FEES**

**5.1. FINANCE FEE.** Finance fee is applied to any past due balance. Interest will accrue from the date on which payment is due at a rate equal to the lesser of 1.5% per month or the maximum permitted by applicable law.

**5.2. OPTIONAL PAPER INVOICE.** Electronic invoices are provided at no charge. Paper invoice fee is applied if a paper invoice is required by the Customer ..... \$1.75

**5.3. OPTIONAL CUSTOMIZATIONS**

- (a) Report configuration per hour..... \$250
- (b) Report maintenance per month..... \$30
- (c) Training assistance on site per day per training..... \$500
- (d) Training materials development per hour..... \$179

Customer	LanguageLine
Accepted and agreed to date:	Accepted and agreed to date: April 26, 2023 <small>DocuSigned by:</small>
Signature:	Signature: <i>Bonaventura Cavaliere</i> <small>376092BB958A4BB...</small>
Name: BELIA RAMOS	Name: Bonaventura A. Cavaliere
Title: Chair of the Board of Supervisors	Title: CFO

The maximum amount shall not exceed \$50,000.00 per County fiscal year.