

Omnia Partners Contract # R210605 LanguageLine® Solutions & Pricing Schedule

Translation & Localization Services

Uses & Benefits:

- ISO 17100:2015-05 audited and certified for translation best practices.
- Multi-step translation process to assure quality and accuracy
- Translated content remains available for countless uses and encounters, reducing the need for spoken interpretation costs to review that content
- Translated content may be updated as needed, with reduced charges for repeated content versus new or updated content
- Resources include in house engineering, desktop publishing, accessibility/508 compliance services, plain English solution (Clarity and MacroSimplification®).

Appropriate for:

- Brochures/manuals/forms/claims
- Constituent letters, emails, etc., to/from English.
- Vital documents/contracts
- Technical publications
- Marketing materials
- Websites or online applications (CMS connectors and proxy server solutions available.)
- Voiceovers, subtitling, IVR recordings
- Multimedia
- Training materials/eLearning
- Software

| Language | Price per Word* |
|--|-----------------|
| Spanish (US/Latin America) | \$0.15 |
| Arabic, Chinese, Portuguese (Brazil), Russian, Vietnamese | \$0.18 |
| Bengali, Czech, Farsi, French, German, Hindi, Hungarian, Italian, Korean, Malay, Polish, Portuguese (Portugal), Tagalog, Thai, Urdu | \$0.22 |
| Albanian, Bulgarian, Estonian, Haitian Creole, Japanese, Khmer, Lao, Latvian, Lithuanian, Nepali, Slovak, Slovenian, Somali, Turkish | \$0.26 |
| All other languages | \$0.29 |

Additional Pricing Components

- Minimum charge per document translation order (Spanish) \$75
- Minimum charge per document translation order (all other languages) \$99
- Proofreading (third linguistic step when required) \$60/hour
- Basic layout / Formatting / Desktop Publishing \$45/hour
- Localization Engineering Services \$55/hour
- In-Language Recordings Individual Quote
- Transcription / Translation of audio or video files Individual Quote
- Project Management 10% of overall project cost (0.5 hour minimum at \$55/hour)
- Rush Fees 50% rush charge applies when an expedited delivery date is requested

**Unless indicated otherwise, a one-hour minimum will apply to hourly services*

Standard Turnaround Times for Translation Projects

LanguageLine’s standard turn-around commitment for simple MS Word document translation, based on the size of the source document(s) being translated, is detailed below:

- Less than 1,000 words..... 1 – 3 business days
- 1,001 to 2,500 words..... 4 – 6 business days
- 2,501 to 7,500 words..... 6 – 8 business days
- Greater than 7,501 words..... 8 + business days