



Hourly Rates



On-site Interpreting

Business Hours

8 a.m. to 5 p.m.
Monday through Friday

1 hour minimum

Interpreting plus travel hourly rates

GENERAL

SPECIALTY

\$70 / hour

\$80 / hour

Premium Hours

Evening / Weekend / Holiday

1 hour minimum

GENERAL

SPECIALTY

\$90 / hour

\$105 / hour



VRJ Video Remote Interpreting

Business Hours

8 a.m. to 5 p.m.
Monday through Friday

1 hour minimum

No travel charge for remote services

GENERAL

SPECIALTY

\$80 / hour

\$95 / hour

Premium Hours

Evening / Weekend / Holiday

1 hour minimum

GENERAL

SPECIALTY

\$90 / hour

\$105 / hour



Speech-to-Text

C-Print

8 a.m. to 5 p.m.
Monday through Friday

1 hour minimum

Captioning plus travel hourly rates

GENERAL

\$60 / hour

Premium Hours

Evening / Weekend / Holiday

1 hour minimum

No travel charge for remote services

GENERAL

\$70 / hour

CART

Recorded / Live Stream Post-Production Captioning

1 hour minimum

*CART plus travel hourly rates
No travel charge for remote services*

Per assignment.

All requests are invoiced in ½ hour increments beyond the minimum requirements. Interpreting and Speech-to-Text services for recordings/live stream will have additional fee(s) which will be assessed per assignment.

TERMS AND DEFINITIONS

Each box needs to be checked in order to show that you have read and agreed to each term and definition.

CANCELLATION

Service requests cancelled with less than two full business days between the cancellation notice and the reserved service time will be billed for the reserved service time. Cancellation must be received by the coordination office before 5 p.m. **Please note that 48 hours is not equal to two full business days.**

Example:

An assignment on Wednesday at 3 p.m. needs to be cancelled by 5 p.m. on the Friday prior to be deemed not billable. For any assignments starting after 5 p.m., please contact the PIE office for clarification on when the cancellation needs to be made to be deemed not billable.

If the service request is cancelled while the provider is en route or when the provider arrives to your site, travel time incurred will also be billed.

Multiple Day Request: Requests running 3 or more days that are cancelled with less than **5 full business days** between the cancellation notice and the reserved provider time will be billed for the reserved time.

EVENING AND WEEKEND RATES

Evening and weekend rates apply any time outside of Monday through Friday between 8:00 a.m. and 5:00 p.m.

HOLIDAYS

New Year's Day, Easter Sunday, Memorial Day, Juneteenth, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

LAST MINUTE REQUESTS (LMR)

Last Minute Requests are next day or same day request for services. **Additional \$5.00 per hour charge assessed.**

NUMBER OF ASSIGNED PROVIDERS

The number of providers for each assignment is determined by multiple factors including length of assignment, type of assignment and specifics of assignment. These teams are determined by industry standards. More than one provider (a team) may be assigned for the full length of the request you make. Providers are paid for the full time they are scheduled.

SPECIALTY

Specialty refers to services provided in settings staffed with interpreters who have specialized training and credentials. Specialty settings include legal, mental and behavioral health.

TRAVEL TIME

Includes each provider's reasonable travel time between the provider's home to the specified assignment location and their return home. This is in addition to the requested service time.



AGREEMENT OF RATES AND TERMS

- Invoicing will include the actual length of the assignment or the requested time period, whichever is greater. Travel will be invoiced in addition to the provider's time.
- Assignment-related expenses may be invoiced to the customer. Customers will be informed of any fees prior to delivery of service. Examples: travel requiring transportation, hotel costs, meals, appointment preparation materials, parking, the provider's travel time for a flight, etc.
- Payment terms are 'Net 30' days. After 30 days, a 1.5% monthly interest will be charged.
- Rates are subject to change with a 30-day advanced notice.
- I understand and agree to the rates and related terms listed above. I also agree that in the event of nonpayment, Professional Interpreting Enterprise will be entitled to collect reasonable attorneys' fees and costs related to collection of any delinquent amount owed under our agreement as stated in this document.

AUTHORIZED SIGNATURE

PRINT NAME

DATE

INVOICING INFORMATION

PHONE NUMBER

COMPANY EMAIL

COMPANY NAME

COMPANY ADDRESS:

CITY

STATE

ZIP

All invoices will be sent via email. If you prefer to have a physical copy mailed to you, please send your request to billing@pieinc-wi.com.

MILWAUKEE

6510 W. Layton Avenue
Suite 2
Greenfield, WI 53220

414-282-8115 **VOICE**
414-395-8261 **VIDEOPHONE**
414-282-8117 **FAX**

MADISON

1310 Mendota Street
Suite 101
Madison, WI 53714

608-286-1252 **VOICE**
608-234-4802 **VIDEOPHONE**
608-467-2588 **FAX**