



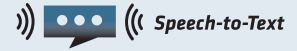
## SERVICE OFFERINGS



On-site Interpreting



VRI Video Remote Interpreting



Speech-to-Text

- Hourly rates (1-hour minimum)
- On-site interpreting services plus travel charge\*

**Business Hours**

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

<b>GENERAL</b>	<b>SPECIALTY</b>
\$85/hr	\$95/hr

**Premium Hours**

Evening / Weekend / Holiday

<b>GENERAL</b>	<b>SPECIALTY</b>
\$105/hr	\$120/hr

- Hourly rates (1-hour minimum)
- No travel charge for remote services

**Business Hours**

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

<b>GENERAL</b>	<b>SPECIALTY</b>
\$95/hr	\$110/hr

**Premium Hours**

Evening / Weekend / Holiday

<b>GENERAL</b>	<b>SPECIALTY</b>
\$105/hr	\$120/hr

- Hourly rates (1-hour minimum)
- No travel charge for remote services
- C-Print and CART captioning services plus travel charge\*

**C-PRINT**

**Business Hours**

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

<b>GENERAL</b>
\$75/hr

**Premium Hours**

Evening / Weekend / Holiday

<b>GENERAL</b>
\$85/hr

**CART**

- Rates are determined on a per assignment basis including additional fees for recorded/post-production captioning services plus additional fees for streaming platforms (i.e. StreamText)

\*Travel charges for all in-person services will be assessed based on the time frame required for travel to and from the employee's home office and the assignment location.

All requests are invoiced in 1/2 hour increments beyond the 1-hour minimum requirement.

Interpreting and Speech-to-Text services for recordings/live stream platforms will incur additional fees which will be assessed per assignment.

## INVOICING INFORMATION

PHONE NUMBER

COMPANY EMAIL

COMPANY NAME

COMPANY ADDRESS:

CITY

STATE

ZIP

**MILWAUKEE**

6510 W. Layton Avenue  
Suite 2  
Greenfield, WI 53220

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

**MADISON**

Madison, WI 53714

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



## TERMS AND DEFINITIONS

### APPRENTICESHIP / INTERNS

Apprentices/Interns may be scheduled for appointments. Please review the [FAQ document](#) on our website under apprenticeship for more details. Notify our office if you prefer not to have an apprentice/intern scheduled for your service requests.

### 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.

### CART TRANSCRIPT SERVICES

May include additional fees for transcript generation and streaming technology.

### C-PRINT TRANSCRIPT REVIEW AND REVISION

This service will incur an additional \$15 per hour fee based on the original assignment times requested.

### EVENING AND WEEKEND RATES

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

### RECORDING FEE

A \$15 fee will apply for each recorded event.

### 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.

### TRAVEL CHARGES

Travel charges for all in-person services will be assessed and invoiced based on the rate in which it falls (e.g. business vs. non-business hours or general vs. premium) and based on the time frame required for travel to and from the employee's home office and the assignment location.

## 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 asked to approve any additional fees prior to delivery of service that are outside of what is listed in this agreement. Examples: hotel costs, additional preparation time, parking, flights, 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, in the event of nonpayment, Professional Interpreting Enterprise is entitled to recover reasonable attorneys' fees and costs associated with the collection of any overdue amount owed under this agreement.
- By signing this document, I confirm that I understand and agree to the rates and related terms listed above. If your agency or organization cannot agree to any specific term, a discussion and approval from Professional Interpreting Enterprise is required.

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
DATE

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](mailto:billing@pieinc-wi.com).