



Federal Tax ID 26-3011697

# EDUCATIONAL SERVICE AGREEMENT

## 2020-2021

### On-Site ASL Interpreting Rates

Metro Inland Empire: \$75/hour (7am-5pm)  
\$80/hour (5pm-10pm)  
\$85/hour (10pm-7am)

Non-Metro Inland Empire: \$80/hour (7am-5pm)  
\$85/hour (5pm-10pm)  
\$90/hour (10pm-7am)

Specialty services (Trilingual, CDI, Tactile, Legal, etc.): Additional \$15/hour  
Urgent requests (less than 48-hour notice, excluding weekends and holidays): Additional \$20/hour

### Instructional Signing Aide (ISA) Rates

Mild-Moderate \$50/hour  
Moderate-Severe \$55/hour  
Urgent requests (less than 48-hour notice, excluding weekends and holidays): Additional \$20/hour

### Video Remote Interpreting (VRI) & Pre-Recorded Interpreting (PRI) Rates

\$3.00/minute  
Urgent requests (less than 24-hour notice, excluding weekends and holidays): Additional \$1/minute  
15-minute minimum per Interpreter or Technician  
After 15-minutes, billing is in 1-minute increments  
Pre-Recorded Interpreting requests are teamed with (1) Interpreter & (1) Technician for processing

### Video Captioning Rates

Open or Closed  
\$1.50/minute, 15-minute minimum  
Turn-around time is typically 3-5 business days. Rush Fee (Due with less than 48-hour notice, excluding weekends and holidays): Additional \$1/minute

\*Rates good through 12/31/2021. Rates current as of service date will be applied thereafter.

### On-Site & ISA Interpreting General Policies

2-hour minimum per interpreter or aide  
After 2 hours, billing is in 15-minute increments  
Reimbursement of Parking Fees  
Overtime will only be scheduled due to necessity or by customer request. OT (time worked over 8 hours) will be billed at 1.5 x the hourly rate. When appropriate, multiple Interpreters/ISAs can be used to avoid overtime.

### Interpreter Teaming Policy

For occupational safety reasons, reservations over 90 minutes may require a team of 2 interpreters. This decision depends upon the nature of the job and the judgment of RISE Interpreting.

### Cancellation Policy

Requests cancelled less than 48 hours in advance, excluding weekends and holidays, will be billed for the entire time reserved (2-hour min.) per Interpreter/ISA.

### Payment Terms

Payments are due upon receipt of invoice. Late Payment Penalties: \$25.00 for every 30 days past due plus interest at a rate of 1.5% per month along with any collection cost or fees. Bounced Checks will be charged a \$35.00 fee. Accounts delinquent over 90 days will result in suspension of services.

### Finder's Fee

Should customer recruit or hire any RISE Interpreting, Inc. employee that has been dispatched to any customer location or point of service for Interpreting or Instructional Signing Aide services within 12 months prior to being hired by customer, customer agrees to pay finder's fee of \$10,000 per employee.

*Southern California's #1 Resource for American Sign Language Services*



951.565.4422 (voice)  
951.335.0064 (fax)



services@riseinterpreting.com  
www.riseinterpreting.com



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### NON-STANDARD REQUESTS

#### **School Performances**

Including plays, choir, musicals, theatre, talent shows, or any need that requires a script, lyrics, or set list.

#### **Prep Time**

Preparation time is required and will be equal to the length of the performance. (e.g. 2-hour play + 2-hour prep = 4-hour request per interpreter)

#### **Overnight Events**

Including plays, choir, musicals, theatre, talent shows, or any need that requires a script, lyrics, or set list.

#### **Entrance Fees**

Please ensure any necessary credentials, tickets, access passes, or entrance fees are provided prior to event. If necessary, RISE will pay entrance fees and bill for reimbursement of all costs plus a 10% booking fee.

#### **Overnight Availability Rate**

\$100 flat rate per night to have an Interpreter/ISA on-call. Base rates and policies will apply to time worked by the Interpreter/ISA.

#### **Travel Accommodations**

**Coordination Fee:** Upon request, RISE will coordinate travel arrangements at a 10% booking fee in addition to reimbursement of all costs.

**Per Diem:** In the event meals are not provided, the standard GSA rate of service location will be charged when applicable.

#### **Non-Standard Request Cancellation Policy**

Performance Requests canceled 3-5 business days before the start of the event will be billed for prep time only for each Interpreter/ISA.

Other non-standard requests canceled 3-5 business days before the start of the event will be billed 50% of the length of the event for each Interpreter/ISA.

Cancellations for all non-standard requests made less than 3 business days before the start of the event will be billed for the full length of the event including prep time, if applicable, for each Interpreter/ISA.

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### AUTHORIZATION

\*By signing below, I agree to the rates, policies, and payment terms.

Company Name \_\_\_\_\_

Company Address \_\_\_\_\_

Representative's Name: (Please Print) \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Ext. \_\_\_\_\_ Email Address \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

### BILLING INFORMATION

Primary Billing Contact \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Ext. \_\_\_\_\_ Email Address \_\_\_\_\_

Secondary Billing Contact \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Ext. \_\_\_\_\_ Email Address \_\_\_\_\_

\*Please ensure all fields are complete and accurate before returning. Incomplete agreements may not be processed. If payment is delayed due to inaccurate or expired contact information, it may result in suspension of services.

### THANK YOU!

We appreciate the opportunity to work with you and your consumers. We would love to hear how your experience was with us. Please call or email us to let us know if you were well-served and/or how we can improve.

Sincerely,

Phil Carmona  
Chief Executive Officer

Proud Member



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