



Federal Tax ID 26-3011697

EDUCATIONAL SERVICE AGREEMENT

2021-2022

Interpreting

On-Site, Video Remote, and Pre-Recorded

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

Southern Cal /
Out of Metro Inland Empire: add \$5/hour

Specialty services (Trilingual, CDI, Tactile, Legal, etc.): add \$15/hour
*Rush requests: add \$20/hour

Instructional Signing Aides (ISA)

On-Site & Video Remote

Basic: \$50/hour
Advanced: \$55/hour
Specialty services (In-home, Trilingual, Tactile, etc.): add \$15/hour
*Rush requests: add \$20/hour

Video Captioning

Open or Closed
\$1.50/minute, 15-minute minimum
Turn-around time is typically 3-5 business days
*Rush requests: add \$1/minute

ASL Bilingual Evaluations

\$199 - conducted over video
*Rush requests: add \$50
On-site evals - contact us for a quote

Pricing good through 06/30/2022 and will default to current rates at time service is rendered, thereafter.

*Rush requests defined as less than 48-hour notice, excluding weekends and holidays.

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

Billed at Base Rate
1-hour minimum per service provider
After 1-hour, billing is in 5-minute increments
PRI requests are teamed with (1) interpreter & (1) technician for processing

On-Site Interpreting & ISAs

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

Depending on the nature, length, complexity, and context of the communication, assignments may require 1 interpreter or a team of 2.

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 service provider.

Payment Terms

Net 30
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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Riverside, CA 92506



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NON-STANDARD REQUESTS

School Performances

Including theater, choir, plays, talent shows, or other events that use 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

e.g. camps, sporting events, field trips, etc.

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.

Cancellation Policy for Non-Standard Requests

All cancellations made with **less than 3 business days** before the start of the event are billed for the full length of the event including prep time, if applicable, for each service provider.

For cancellations made **3-5 business days** before the start of the event:

Performance Requests are billed prep time only for each service provider

Other non-standard requests are billed 50% of the length of the event for each service provider

Cancellations made with **6 business days or more** before the start of the event are **not billed** for any time; they will only be subject to reimbursement of any applicable booking/travel fees.

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Please complete all fields and ensure accuracy before returning. Incomplete agreements may not be processed. If payment is delayed due to inaccurate / expired contact information, it may result in suspension of services and late fees.

If the balance is not paid or goes into default, account will be sent to a Third-Party Collection Agency. The customer will be responsible for paying all collection fees assessed by the Third-Party Collection Agency. In the event of non-payment, Customer authorizes and agrees to pay for all fees assessed as a result of account being delinquent or in default, including but not limited to court costs, costs of collection, collection agency fees up to 1/3rd or 33% of the delinquent balance, recovery costs and/or attorneys' fees as allowed by law.

BILLING INFORMATION

Primary Billing Contact _____

Phone (____) _____ Ext. _____ Email Address _____

Secondary Billing Contact _____

Phone (____) _____ Ext. _____ Email Address _____

AUTHORIZATION

I agree to the rates, policies, and payment terms. I also acknowledge that our school or district is committed to following CDC or State guidance regarding COVID-19 to the best of its ability as it applies to RISE personnel working on it's premises.

School/District _____

Address _____

Representative's Name & Title / Role _____

Phone (____) _____ Ext. _____ Email Address _____

Signature _____ Date ____/____/____

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 email us at feedback@riseinterpreting.com or call to let us know if you were well-served and/or how we can improve.

Sincerely,

Phil Carmona
Chief Executive Officer



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