



OPI & VRI Account Setup Form
Date:

187 Wolf Road Suite 300-33
Albany, NY 12205
T 518.388.9000
LINGUALINX.COM

Phone/Video On-Demand Remote Interpretation Account Terms & Conditions

All over-the-phone interpretation and video remote interpretation services provided by LinguaLinx Language Solutions, Inc. are subject to these conditions, and completion of this form implies acceptance of these terms.

LinguaLinx will provide on-demand over-the-phone (OPI) and video remote (VRI) interpretation services for the client, as requested, and pay all costs associated with this service, except for the per minute usage fees outlined below.

LinguaLinx will invoice the client once per month with **Net 30** terms. There are no setup fees or annual maintenance fees. All calls are billed in one minute increments rounded to the nearest minute. Per minute usage rates below:

On-demand Interpretation (Phone) - Price per Minute (all languages): \$1.40
On-demand Interpretation (Video Remote) - \$1.95 per Minute (all spoken languages)
On-demand Interpretation (American Sign Language) - Price per Minute: \$2.50

LinguaLinx issues invoices for interpretation accounts in excel file format via email, along with a .pdf summary of charges, unless otherwise specified by our client. Each emailed invoice will contain a secure link through which the client can opt to pay directly via credit card or bank transfer.

LinguaLinx will assess overdue account charges of one and one-half percent (1.5%) per month on any overdue balance. Failure to remit payment on an overdue balance may result in the suspension of service line availability until the account is brought current with payment. Unpaid invoices aging over sixty (60) days and accrued finance charges may be reported to a credit bureau and/or subject to collections.

This agreement is month-to-month, commencing upon LinguaLinx approval, and may be canceled by either party with 30 days express written notice.

Interpreter Solicitation. The client is expressly forbidden from soliciting LinguaLinx-contracted interpreters and employees without the express written consent of LinguaLinx, Inc.

Use of Customer Code I Service Line Access Information is the sole responsibility of the client.
Dissemination of this information among authorized users is the sole responsibility of the client to track and manage. LinguaLinx does not adjust monthly invoices for charges the client claims were made by "unauthorized" users. LinguaLinx will only provide account access information to the Account Contact named on page 1 of this agreement.

We are very happy to serve you as your On-demand Interpretation Service provider. Please contact our Interpretation Team at interp@LinguaLinx.com with any questions about our services.

Cancellation Policy: Pre-scheduled phone interpretation appointments canceled with less than 12 hours' notice will be billed for thirty (30) minutes.

Please Initial Here to Acknowledge
Price per Minute rates (listed above)