



Quote #3774598

Quote Date: 05/04/2026
 Assignment Date: 05/29/2026 09:00 AM
 Client Name: Loretta Vasquez
 Company Name: Waller County Courthouse
 Service Type: Deaf/Hard of Hearing
 Service Location: 400 Sheriff R Glenn Smith Dr, Hempstead, TX, 77445

Scope of Work

Legal/Court American Sign Language In-Person Interpreting is performed during court proceedings, hearings, criminal or civil investigations, and in other legal settings, requiring specialized knowledge of legal terminology and protocol.

INTERPRETER QUALIFICATIONS

A specialized RID certification (SC: L) or BEI Court Interpreter Certification (CIC) is required for an American Sign Language interpreter to perform interpreting services during legal/court encounters.

MasterWord's sign language interpreters are qualified professionals who possess all licenses, certificates, permits, registrations and other valid credentials necessary to perform the services as required by applicable laws, regulations, accreditation standards, including, but not limited to certification(s) by the Registry of Interpreters for the Deaf (RID)/Center for the Assessment of Sign Language Interpreters (CASLI) and/or by an applicable state licensing/certification agency (for example, the Texas Board of Evaluation of Interpreters (BEI)).

CONFIDENTIALITY

All MasterWord interpreters have signed confidentiality, information security and Professional Code of Conduct documents. The confidentiality of any interpreted conversation is assured.

Please note that this quote is valid until 48 hours prior to the start time requested. Any approval received less than 48 hours before the start time will be subject to a 75% surcharge on the quoted rates.

Estimated Cost

Language Pair	Service	Unit	Rate	Quantity	Total
Sign Language, American/ASL - English	Interpretation (D/HH)	Hour(s)	\$144.24	3.00	\$432.72
Sign Language, American/ASL - English	Administrative Fee	Hour(s)	\$144.24	1.50	\$216.36
Sub-total:					\$649.08
2.9% Credit Card Processing Fee:					\$18.82
Total:					\$667.90

Terms

Minimums: There is a one (1) hour minimum per interpreter requested.

Billing increments: Each assignment is billed based on the requested number of hours (estimated duration of the assignment) or a one (1) hour minimum (whichever is greater), in addition to the applicable administrative fee. Time worked in excess of the requested number of hours will be billed in fifteen (15) minute increments thereafter at the applicable hourly rate.

Any request in excess of eight (8) hours may be split into multiple requests based on the length and complexity of the request. The rate per hour applied to the assignment is based on the start time of the assignment.

Encounters, at the discretion of MasterWord, may be combined in instances where a request which exceeds an eight (8) hour period can be serviced by a single interpreter without compromising the accuracy or quality of service.

Overlapping Coverage:

- During an encounter a transition between interpreters can occur.
- Any overlapping coverage during an interpreter transition in excess of thirty (30) minutes will be reviewed by MasterWord to ensure accurate charges.

Extensions: As a courtesy, MasterWord allows same day extensions, under a current request, so long as the current assigned interpreter is available, and the requested extension does not exceed two (2) additional hours.

If the current assigned interpreter is unavailable to work the extended period of time or the extension exceeds two (2) hours, a new request for services must be initiated and emergency rates will apply to the new request.

Administrative Fee and Travel Time: Each communication access service is assessed a daily administrative fee of 1.5 hr per each interpreter requested in addition to the charges for actual interpreting services. The daily administrative fee is included in the estimate.

Additional travel time charges may apply to assignments greater than thirty (30) miles one-way (sixty (60) miles round trip) of the interpreter's travel start point. In this case, additional fees are billed at an applicable hourly rate in thirty (30) minute increments per interpreter for every fifteen (15) mile increment outside of the original thirty (30) miles.

Parking: Parking is billed at cost (where applicable).

Cancellation: If cancellation occurs or the Language Professional services is no longer needed within twenty (24) hours or less of the scheduled start time of the assignment, scheduled services will be billed at the requested number of hours of the assignment or a two and one half (2 ½) hour minimum, (whichever is greater), per interpreter. If the Language Professional is en route to the assignment or has arrived at the location to perform services by the time cancellation occurs, the cancellation fee will be equal to the requested number of hours of the assignment multiplied by the quoted hourly rate plus the 1.5-hour admin fee, per interpreter.

Availability of Interpreters: Availability of interpreters for any communication access services is based on location, client requirements, and advance notice.

Approval and payment: Unless you have an active contract with MasterWord and your account with MasterWord is fully set up with billing information, then a pre-payment is necessary to secure the service. If pre-payment is required, you will be directed to a payment site after approval of the estimate.

Approval of the estimate or pre-payment (whichever is applicable) must be received by MasterWord at least forty-eight (48) hours prior to the requested start time. If we do not receive approval or pre-payment (whichever is applicable) at least forty-eight (48) hours prior to the requested start time, this Project Estimate will be voided. If services are still required after the Project Estimate is voided, a new estimate will be provided to reflect any applicable surcharges for expedited or rush services.

MasterWord accepts major credit cards, including p-cards and debit cards. An authorized temporary hold will be placed on your credit/debit card to cover the estimated service hours, along with two (2) additional hours at the applicable rate for incidental charges. In the event that actual service hours exceed the originally quoted amount, you authorize MasterWord to charge the payment method on file for any additional fees incurred. Such charges will reflect the standard hourly rate as outlined in the applicable quote. Please be aware that a 2.9% processing fee is applicable to all credit card transactions.

Payment terms:

Unless otherwise indicated in the contract or a prepayment is necessary, payment of final invoice is due within 30 days of receipt. All past due invoices will incur a 1.8% late charge every 30 days until paid in full.

The credit card processing fee may be waived by using ACH, wire transfer or check as an alternative payment method. Please contact us if you would like to arrange an alternative form of payment.