

# Partners in Communication LLC

## Partners In Communication LLC

### Rates and Service Agreement

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Below is the service agreement for Partners in Communication LLC. Please read the information and then fill out the form at the bottom of this page.

Once you submit this form an e-mail confirmation will be sent to you with the information that you provided.

### Rates

- \$97.50/hour 7am to 5pm (2 hour minimum) per interpreter
- \$102.50/hour 5pm to 12am (2 hour minimum) per interpreter
- \$120.00/hour 12am to 7am (2 hour minimum) per interpreter
- Per Mile Reimbursement per interpreter at current rate set by the IRS
- Parking, Tolls, and Public Transportation Fees. If any, per interpreter
- After 2 hours billing is in 30-minute increments
- Weekends and Holidays additional \$10/hour per interpreter
- Tri-Lingual and CDI Work add \$25/hour per interpreter
- Deaf Blind add \$10/hour per interpreter

Revised 4/1/19

### Requests

For occupational safety and quality assurance reasons, assignments that are near 1 hour or more in length may require 2 interpreters to work together. This decision rests with the interpreting agency and depends upon the nature of the job. Sometimes assignments less than 1 hour will require two interpreters depending on the nature of the assignment. We will advise you of our decision in advance.

Payments are due upon receipt of invoice unless other arrangements have been made in advance. Late Payment Penalties: \$25.00 per 30 days past due plus any collection service fees.

## **Cancellations and Changes**

Interpreting requests canceled or their duration changed less than 2 business days (48 business-hours) in advance will be billed the 2 hour minimum per interpreter if 2 hours or less were reserved. If more than 2 hours were reserved the fee will be for the entire time reserved per interpreter.

Cancellations must be sent to [partners@partnersincommunicationllc.com](mailto:partners@partnersincommunicationllc.com) or phoned in to 800-975-8150 at which time a confirmation of the cancellation will be sent to the requester. There must be enough leeway to receive the message, process the cancellation and send confirmations. Please allow at least 15 minutes processing time. Cancellations are not final until confirmations have been sent back to requester.

PLEASE NOTE: Phone messages are monitored 24/7. If you are close to the 48 business-hours mark, please consider placing a call in order to expedite the process.

Example of 48 business-hours advanced notice: A cancellation for a job taking place on a Monday must be received no later than the job's start time on the Thursday prior.

## **Authorized Requests**

As the submitter of this form you agree to all policies listed above. In addition, you understand all future requests for services made under this agreement will be subject to these policies unless a new agreement has been implemented. The policies are bound to this agreement and apply to all personnel within your organization making requests under this agreement.

**Please Submit Form Below**

Please fax back to 1-800-975-8150

\*Required Fields

Your Full Name\*

Your Email Address\*

Administrative Email Address

Billing Email Address

Company Name\*

Company Address\*

Company City/State/Zip\*

Primary Phone\*

\*I agree to all terms and conditions stated on this page.

YES\_\_\_ NO\_\_\_

Signature:

Date:

For the job you need an interpreter for  
please let us know:

Date

When:

Start Time:

End Time:

Where:

Address

City

Zip Code

Deaf Person(s) name:

Point of Contact: