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| Enter correct full legal name of Customer: | Customer number if applicable: |

This Statement of Work is subject to the Master Service Agreement between you, the Customer (“Customer” or “you”) and Language Line Services, Inc. (“Company”). This document is the sole document that reflects pricing for these services, and must be signed by an authorized representative from you, the Customer. Pricing is only final upon a signature by an authorized officer of Language Line Services. Pricing changes, if any, will be made on next full monthly billing cycle.

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| **Language Skills Tests** | **1-49\***  **tests** | **50-99\***  **tests** | **100-499\***  **tests** | **500\* OR**  **MORE** |
| Language Proficiency Test (LPT) | $165 | $155 | $145 | $135 |
| Specialty LPT | $200 | $200 | $200 | $200 |
| eLanguage Proficiency Test (eLPT) | $150 | $140 | $130 | $115 |
| Specialty eLPT | $185 | $185 | $185 | $185 |
| Bilingual Fluency Assessment (BFA) | $145 | $135 | $120 | $115 |
| Specialty BFA | $175 | $175 | $175 | $175 |
| eBilingual Fluency Assessment (eBFA) | $135 | $120 | $110 | $105 |
| Specialty eBFA | $155 | $155 | $155 | $155 |
| Bilingual Fluency Assessment for Clinicians (BFAC) | $160 | $150 | $140 | $135 |
| Specialty BFAC | $190 | $190 | $190 | $190 |
| eBilingual Fluency Assessment for Clinicians (eBFAC) | $145 | $135 | $120 | $115 |
| Specialty eBFAC | $175 | $175 | $175 | $175 |

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| **Interpreter Skills Tests** | **1-49\***  **tests** | **50-99\***  **tests** | **100-499\***  **tests** | **500\* OR**  **MORE** |
| Interpreter Readiness Assessment (IRA) | $155 | $145 | $135 | $125 |
| eInterpreter Readiness Assessment (eIRA) | $140 | $125 | $115 | $110 |
| Interpreter Skills Test (IST) | $200 | $185 | $165 | $150 |
| Specialty IST | $225 | $225 | $225 | $225 |
| eInterpreter Skills Test (eIST) | $185 | $165 | $150 | $135 |
| Specialty eIST | $200 | $200 | $200 | $200 |
| Medical Certification Test (MCT) | $220 | $210 | $195 | $185 |
| Court Certification Test (CCT) | $220 | $210 | $195 | $185 |

**NOTES**

* \*Prices are in U.S. dollars per individual test and are subject to change.
* eTests will be billed when the test link is delivered to the client.
* To reschedule or cancel, please e-mail [LLA@LanguageLine.com](mailto:LLA@LanguageLine.com) .
* Written cancellations or reschedules of live tests made with no less than three business days advance notice before the test date will be credited in full.
* Cancellations or reschedules of live tests made less than three business days before the test date will be credited at 50%.
* Cancellations or reschedules of live tests made one business day or less before the test date will be charged full price.
* Group discounts are applied once the minimum number of tests have been completed within the calendar year.

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| **Interpreter Training Courses** | **training delivery** | **1-4\***  **COURSES** | **5-9\***  **cOURSES** | **10\* OR**  **More** |
| Fundamentals of Interpreting | Web | $445 | $400 | $285 |
| Advanced Medical Training (AMT) | Web | $575 | $520 | $500 |
| Module 1 - Medical Interpreter Training: Professional Skills and Ethics | Phone or Onsite | \*\* | $390 | $290 |
| Module 1 - Medical Interpreter Training: Professional Skills and Ethics | Web | $230 | $230 | $175 |
| Module 2 – Medical Interpreting Training: Working in the Healthcare System | Phone or Onsite | \*\* | $520 | $400 |
| Module 2 – Medical Interpreting Training: Working in the Healthcare System | Web | $290 | $290 | $230 |
| Module 3 – Medical Interpreter Training: Terminology and Advanced Skills | Phone or Onsite | \*\* | $520 | $400 |
| Module 3 – Medical Interpreter Training: Terminology and Advanced Skills | Web | $290 | $290 | $230 |
| Combined Modules – Intensive Advance Medical Interpreter Training  (2 of the 3 above modules0 | Phone or  **Page 1 of 2**  Onsite | \*\*\* | $805 | $635 |
| Combined Modules – Intensive Advanced Medical Interpreter Training  (2 of the 3 above modules) | Web | $460 | $460 | $345 |

**NOTES**

* \*Prices are in U.S. dollars per individual training course and are subject to change.
* \*\* Via phone or onsite, requires a minimum of 5 participants to conduct the training.
* A training manual may be purchased for an additional $69 with the advanced Medical Interpreter Training. A training manual with in-language glossary may be purchased for an additional $99 with the advanced Medical Interpreter Training. Please indicate if you wish to purchase the training manual and/or in-language glossary.
* Interpreter association members qualify for group discounts upon submission of a copy of their membership card to LLA@LanguageLine.com.
* Training courses can be rescheduled or cancelled only by the person who submitted the original Training Registration Form. To reschedule or cancel, e-mail LLA@LanguageLine.com.
* Written cancellation of onsite courses made no less than 10-business days prior to the course start date will be fully credited.
* Written cancellation of the web training courses made no less than three business days prior to the Learning Management System registration will be credited in full.
* Group discounts are based on the actual number of participants.

The person signing this agreement certifies that such person has read and acknowledged all terms and conditions, that he or she has read and understands all of the terms and conditions, and is fully authorized to execute this Agreement on behalf of and bind the Customer to all its terms and conditions. Both parties agree the delivery of the signed service agreement by facsimile or e-mail shall have the same force and effect of execution and delivery as the original signature.

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| **Customer** | **Language Line Services, Inc.** |
| Accepted and agreed to date: | Accepted and agreed to date: |
| Signature: | Signature: |
| Print Name: | Bonaventura A. Cavaliere |
| Title: | CFO |