

Pricing Schedule

In order for us to offer our most competitive pricing structure, we created a custom pricing table that presents rates based on a tier of languages supported.

On-Site Interpretation

Language	Rate	Unit	Minimum	Increment	Cancellation Period
Spanish	\$75.00	Hour	2	1	24-hours
All Other Spoken Languages	\$85.00				48-hours
American Sign Language	\$125.00				48-hours

All on-site assignments are subject to mileage charges whenever the interpreter travel distance is greater than 25 miles roundtrip. The mileage is calculated from the interpreter's residence to the worksite facility. The mileage charge will reflect the annual rate established by the IRS.

On-site interpreter services are billed at a two-hour minimum, in increments of one hour. Any request cancelled less than the term defined in Volatia's pricing structure will be billed to the client at the minimum rate. Requests for a specific time frame will be billed a minimum of that requested time frame.

Over the Phone Interpretation

Language	Rate	Unit	Minimum	Increment	Cancellation Period
Spanish	\$0.58	Minute	1	1	0
Arabic, Cantonese, Mandarin, French, Italian, Korean, Russian, Somali, Vietnamese	\$0.65				
All Other Spoken Languages	\$0.72				

As a standard, phone interpreter services are billed per minute, in increments of one minute. Billing begins once a County client is connected to an interpreter and ends when the client disconnects from the call. The County is only billed for time spent on the line with an interpreter, excluding wait time(s).

Video Remote Interpretation

Language	Rate	Unit	Minimum	Increment	Cancellation Period
Spanish	\$0.70	Minute	1	1	0
All Other Spoken Languages	\$0.75				
American Sign Language	\$1.15				

Video interpreter services provided through Volatia's terpX platform are billed per minute in increments of one minute. For on-demand video services, billing begins once the County is connected to an

interpreter and ends when the client disconnects from the session. The County will only be billed for time spent on the line with an interpreter, excluding wait time(s). For scheduled video services, billing begins at the scheduled start time of the request and ends when you disconnect from the session. In the event an interpreter is not connected at the scheduled start time of the session, billing begins once the interpreter has successfully connected to the session.

Virtual Platform Interpretation

Language	Rate	Unit	Minimum	Increment	Cancellation Period
Spanish	\$75.00	Hour	1-hour	1-hour	24-hours
All Other Spoken Languages	\$85.00				
American Sign Language	\$125.00				

Volatia supports VPI through videoconferencing mediums such as Zoom, Microsoft Teams, Google Meets, Cisco WebEx, etc. When using a platform other than terpX, VPI services must be scheduled in advance, as our on-demand queue does not currently integrate with other videoconferencing modules. The pricing and terms defined in the above table are for virtual platform interpretation services provided through videoconferencing platforms, other than Volatia’s terpX.

Document Translation

Language	Rate	Unit	Minimum	Increment	Cancellation Period
Spanish	\$0.25	Word	500	-	24-hours
All Other Spoken Languages	\$0.35				

Proofreading/Editing Previously Translated Documents

Language	Rate	Unit	Minimum	Increment	Cancellation Period
Spanish	\$0.18	Word	500	-	24-hours
All Other Spoken Languages	\$0.25				

Simultaneous Interpretation Events

Language	Rate	Unit	Event Notes	
Interpreter (One)	\$125.00	Hour	Two interpreters required per language	48-hours
Project Manager	\$125.00	Hour	Per hour, per project	
Equipment	Volatia shall provide a quote on a case-by-case basis once the scope of work has been defined by client (e.g., number of languages, audience size, and facility accommodations).			

LEP Call-In Line

	Number of Lines	Implementation Cost	Monthly Subscription
LEP Call-In Lines	01-10	\$6,500	\$500
	11-25	\$9,500	\$1,250
	26-50	\$12,500	\$2,000
	51-75	\$15,000	\$2,750
	76-99	\$20,000	\$3,500
	100+	\$25,000	\$5,000

Please note, the LEP Call-In Line is an add-on/supplemental service to over the phone interpretation. The County will be billed OPI rates for calls made using the LEP Call-In Line.

Volatia does not charge for training.

Please note the following conditions:

- All scheduled services have a 2-hour minimum, 1-hour increments thereafter, with a cancellation policy of 48 hours. This means that scheduled services are billable unless canceled 48 hours before from the start time.
- Unless canceled within the non-billable cancellation period, all work orders shall be invoiced the requested time or the minimum billable time, whichever is greater.
- Mileage is billable at the rate established by the IRS in the year in which the transaction occurred.
- Any request that involves a language of lesser diffusion may receive an estimate with a pricing model that differs from the rates established in our proposal. Languages of lesser diffusion may include languages that are extremely rare in your market or any language that is not readily supported by most language companies. Whenever applicable, Volatia shall communicate said variables to client in writing and must receive approval prior to service delivery.
- All document translations shall incur a minimum project work count of 500 words.
- Client shall make every effort to provide documents in an editable format. Whenever this is not possible, Volatia shall charge a Desktop Publishing (DTP) charge of \$25 per page. DTP is the creation of documents using page layout skills. In a translation context, DTP comes after the translation, editing and proofreading stage and it is the formatting of the localized text in order to match the source text.