

Lake County Behavioral Health Per CA Multiple Award Schedule (CMAS) 4-07-03-0249A Supplement No.5	Customer number if applicable: 1092
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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.

1. **PRICE PER MINUTE.** Price per minute is based on the language requested. Price per minute does not include international call fees.
2. **ENROLLMENT AND SETUP PACKAGES**
 - One time setup charge per Customer.....\$275.00(waived)
 - Fee for each subsequent Client Identification Number with corresponding statement.....\$125.00(WAIVED)
3. **CLIENT IDENTIFICATION NUMBER.** Monthly minimum charge per Client Identification Number\$100.00(waived)
4. **PLATFORM ACCESS CHARGE.** Platform access per call\$0.25(waived)
5. **LONG DISTANCE DIAL OUT.** Long distance dial out charge applied per dial out (in addition to per minute charges) \$5.00
6. **PAPER INVOICE CHARGE.** Electronic invoices are provided free of charge. If paper invoices are preferred, fees apply.\$1.75(waived)
7. **FINANCE CHARGE.** Finance charges are applied to any past due balances. Interest will accrue from the date on which payment is due at a rate equal to the lesser of 1.5% per month or the maximum rate permitted by applicable law.
8. **FCC SURCHARGE AND FEES.** Fees that Language Line Services has or will pay to these third parties: surcharges, fees, taxes, payments to the Universal Service Administrative Company (USAC).
9. **OPTIONAL TRAINING ASSISTANCE AND MATERIALS**
 - Customized reference and support materials development (per hour) (*Standard training material no charge*). \$179.00
 - Training/awareness assistance (on site per day/per trainer plus travel costs) \$500.00
10. **OPTIONAL CUSTOMIZED REPORT CONFIGURATION (WE OFFER MYLLS ONLINE REPORTING FOR NO CHARGE)**
 - Report setup (per hour) \$250.00
 - Report maintenance (monthly)..... \$30.00
11. **OPTIONAL INTERPRETER APPOINTMENT AT SPECIFIC TIME (DO NOT SCHEDULE – YOU DO NOT NEED TO)**
 - Applied per appointment..... \$100.00
 - Cancellation per appointment will be charge \$200 for any missed appointment \$200.00

Per Minute Usage Fees for LanguageLine Phone Interpreting and InSight Audio Interpreting

Tiers	Languages	Per Minute Charge
1	Spanish	\$1.95
2	Chinese (Mandarin and Cantonese), French, Japanese, Korean, Russian, and Vietnamese	\$1.95
3	Armenian, German, Haitian Creole, Italian, Cambodian (Khmer), Polish, and Portuguese	\$1.95
4	Farsi, Tagalog, Thai, Urdu, and all other languages	\$1.95

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.

Lake County Behavioral Health	Language Line Services, Inc.
Accepted and agreed to date:	Accepted and agreed to date:
 Todd Metcalf (Jun 8, 2021 10:02 PDT)	 Bonaventura A. Cavaliere (Jun 11, 2021 16:38 PDT)
Print Name: Todd Metcalf	Bonaventura A. Cavaliere

Statement of Work LanguageLine® PhoneSM Interpreting

Title:	CFO
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