

**Washington State DES Account Application
Contract # 02819**

Company Name: _____

Company Contact: _____ Billing Contact Name: _____

E-mail Address: _____ Billing Contact E-mail: _____

Phone Number: _____ Billing Contact Phone: _____

Fax Number: _____ Billing Contact Fax: _____

Address: _____

City: _____ State: _____ ZIP: _____

Billing Address (if different): _____

City: _____ State: _____ P.O. Box: _____ ZIP: _____

General Account Information

Please list top languages serviced: _____

Hours and days of operation: _____

Type of Business: _____

Sample Account Access Instructions

- Step 1:** Call dedicated toll free line
- Step 2:** Enter Assigned Account Number, followed by # sign
- Step 3:** Select 1 to be connected directly to your Spanish interpreter, *or*
Select 2 to be connected directly to your Russian Interpreter, *or*
Select 3 to be connected directly to your Vietnamese interpreter, *or*
Select 4 to be connected directly to your Somali Interpreter, *or*
Select 9 for all other languages

*If you require a 3rd party call, press 9 to reach a Customer Service Representative

Optional Data Collection

- Step 4:** Enter Numeric Data Field, followed by # sign (optional)
- Step 5:** Enter Numeric Data Field, followed by # sign (optional)

*see below for additional data collection options

Additional data collection:

To better serve your needs we offer **two** numeric data fields that can be gathered at the time of the call. Please indicate what information you require us to gather in order to connect with an interpreter. These fields should contain information required by your accounting staff to track and pay for services rendered. This information will be included on your invoice and call detail records on our client portal (i.e. employee ID, cost center, location code).

Please check here if you do not require any additional data collection (otherwise indicate below):

Numeric data field 1: _____

Numeric data field 2: _____

Please note, Language Link is unable to gather additional details after the call has been completed. Any changes to this process may incur additional charges.

PAYMENT INFORMATION

Language Link will bill for the charges generated by on-demand telephonic interpretation services at \$0.57 cents per minute for Spanish, \$0.62 per minute for Russian, Somali, Vietnamese, Arabic, Korean, Amharic, Mandarin, Farsi, Cantonese, Tigrinya, Punjabi, Ukrainian, and Cambodian (Kmer) \$0.75 for all other languages. VRI services for all spoken languages is \$0.92. Each call has a one minute minimum billed in six second increments.

Setup of the account includes toll-free number, access code, additional data collection (if applicable), and web portal access to retrieve electronic invoices.

I _____, in the name of (Company Name) _____, agree to pay in full, based on the terms and conditions of the master agreement, the amount generated for interpretation services.

Terms & Conditions

Language Link will bill for charges generated for telephonic interpreting per WA DES contract #02819.

Additional services not covered in the Master Pricing Agreement such as Translation, Localization, Transcription, 3rd party international calls, hard copy invoicing and reporting, are gladly offered under separate agreements or quotes. Please feel free to contact our sales department if you are interested in adding any of these services.

Please email the completed application to: sales@language.link