

LIONBRIDGE



ORDER FORM

Required Billing Information

Account Name:

Billing Address:

Point of Contact

Below, please let us know who the best person to provide invoices, usage reports, and any other information regarding the provision of Lionbridge's services.

Point of Contact Name:

Point of Contact Email:

Point of Contact Telephone:

Point of Contact Fax:

Alternative Point of Contact Name:

Alternative Point of Contact Email:

Alternative Point of Contact Phone:





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Account Information

To the best of your ability, please use the below sections to provide our team with a more clear understanding of your telephonic interpretation needs.

Account Usage

Below, please indicate any anticipated usage of Lionbridge's telephonic interpretation services.

- 0 to 1000 Minutes per Month
- 1000 to 2500 Minutes per Month
- 2500 to 5000 Minutes per Month
- 5000 to 7500 Minutes per Month
- 7500 Minutes per Month or more

Anticipated Language Mix

Although Lionbridge provides 350 different languages for telephonic interpretation under this statewide contractual agreement, our operations team would like to understand more about your specific language needs. Below, please provide any information or estimate of your top 5 languages and expected percentage of overall volume.

1. _____
2. _____
3. _____
4. _____
5. _____

Additional Account Information

Lionbridge aims to provide a transition to a new or first time telephonic interpretation provider as seamless as possible. Please use the below sections to provide our team with a better idea of what you'll require from us.



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PINs/Access Codes

Lionbridge is capable of providing one agency with several PINs, or access codes, for each of their departments to access our telephonic interpretation services. PINs will provide detailed usage reports and data from each department and office using Lionbridge services. If your agency would like PINs for each using department, below, please indicate the name of any department or office that will require their own PIN.

1. _____
2. _____
3. _____
4. _____
5. _____

Reporting Requirements

Lionbridge's dedicated Program Manager will be responsible for providing usage reports indicating your agencies usage of our services on a regular basis. Reports can include information including total minutes interpreted, languages interpreted, date/time of call, start time, end time, and total charges. Below, please indicate how frequently your agency requires usage reports and if there are any additional fields you would like to be included.

Frequency of Reports

Please provide usage reports every _____ Days/Weeks

Additional Information to be provided on Usage Reports

1. _____
2. _____
3. _____
4. _____
5. _____