



Language Solutions

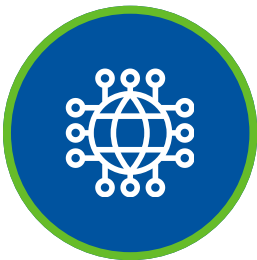
130+ LANGUAGES SIGN LANGUAGE

LATN's extensive language services background and attentive, capable staff provide a strong foundation to exceed the expectations of DeKalb County School District.

1 CUSTOMER FOCUSED

2 EXPERIENCED

3 PROFESSIONAL



EXTENSIVE NETWORK

Our solid network of professional Interpreters and Translators have years of experience covering K-12 educational settings and are ready serve your language needs anytime.



RELIABLE INFRASTRUCTURE

LATN has a state-of-the-art technology infrastructure to support availability of customer service 24/7 and access to customer portal.



GEORGIA BASED

Founded in DeKalb County, LATN has almost 30 years of experience providing language services in Georgia. We bring the highest level of knowledge and expertise in the region.



404.634.2635



LATN.com



LATN@LATN.com

LATN Menu of Services

LATN is proud to serve many clients within a variety of settings. From courthouses to conferences to the classroom, our interpreters and translators are highly trained. We provide the following services in more than 140 languages:

- On-Site Interpreting
- Translation
- Voice-Over
- Telephone Interpreting
- Video Remote Interpreting
- Simultaneous Interpreting & Equipment

Consecutive On-Site Interpretation Services

The following rates apply to **consecutive on-site** interpreting services:

Language	Business Hours 8:00 am to 5:00 pm	Out of Business Hours 5:00 pm to 8:00 am	Federal Mileage Rate (Current Rate)
Spanish	\$59.00/hour Minimum 2 hours + Mileage	\$69.00/hour Minimum 2 hours + Mileage	\$0.70/mile
Vietnamese, Korean, Chinese (Mandarin, Cantonese, Fujian), Russian, French, & Portuguese	\$79.00/hour Minimum 2 hours + Mileage	\$89.00/hour Minimum 2 hours + Mileage	\$0.70/mile
All Other Spoken Languages (except Mayan dialects)	\$89.00/hour Minimum 2 hours + Mileage	\$99.00/hour Minimum 2 hours + Mileage	\$0.70/mile
American Sign Language¹	\$110.00/hour Minimum 2 hours + Mileage + Travel Time as Applicable ²	\$120.00/hour Minimum 2 hours + Mileage + Travel Time as Applicable ²	\$0.70/mile
Certified Deaf Interpreter (CDI)¹	\$120.00/hour Minimum 2 hours + Mileage + Travel Time as Applicable ²	\$130.00/hour Minimum 2 hours + Mileage + Travel Time as Applicable ²	\$0.70/mile

Please See Interpreting terms on following page.

¹ In order to maintain the highest quality communication and protect the occupational safety of our interpreters, assignments with a duration greater than one hour may require a team of two or more interpreters. Our Client Representatives will assist you in determining whether a team may be needed for your assignment. In the case that you are unavailable to discuss the number of interpreters required, LATN will make the necessary determinations based on the information provided. Team assignments will be charged per interpreter.

² There is a travel charge of 1-2 hours for all sign language interpreting assignments, depending on the distance of the assignment and the interpreter's location. All travel time will be charged at the applicable assignment rate, per interpreter.

L A T N INTERPRETING TERMS:

- Business hour rate applicable - Monday to Friday 8:00 am to 5:00 pm, except holiday. An additional \$10.00/hour will be added to assignments taking place on Federal Holidays.
- **Rates listed do not include mileage.** For all interpreting assignments, there is a round-trip mileage charge at the Federal mileage allowance rate; currently \$0.70/mile.
- Parking fees may apply.
- Minimum charge: Full estimated duration with no less than 2 hours
- Minimum charge will apply to late cancellations.
- Late cancellation: Any cancellation received within one (1) business day (24 hours) from the time of the appointment. In instances of Monday assignments or assignments on the first business day after a holiday, the request or cancellation notice must be received by the corresponding time on the previous business day to meet the 24-hour notice policy. Please see attached Cancellation Policy for details.
- Unit price based on whole hours.

Telephone Interpreting Services

The following rates apply to **telephonic** interpreting services:

Description	Rate/Minute Business Hours	Rate/Minute Out of Business Hours
All Spoken Languages except Mayan dialects	\$1.75/minute Minimum 30 minutes	\$1.85/minute Minimum 30 minutes

TELEPHONE INTERPRETING TERMS:

- Business hour rate applicable - Monday to Friday 8:00 am to 5:00 pm except holidays
- Spanish available on demand and pre-scheduled. Other languages available as pre-scheduled only.
- Minimum duration – On-demand: 30 Minutes / Scheduled: Full estimated duration, no less than 30 minutes.
- Unit price based on whole minutes.

Video Remote Interpreting Services

The following rates apply to **video remote** interpreting services:

Description	Rate/Minute Business Hours	Rate/Minute Out of Business Hours
All Languages	\$1.80	\$1.90

VIDEO REMOTE INTERPRETING TERMS:

- Business hour rate applicable - Monday to Friday 8:00 am to 5:00 pm except holidays
- This rate applies to appointments requested for less than 1 hour. Requests with a duration of 1-hour or longer will be billed at the applicable on-site rate.
- Minimum duration: Full estimated duration, no less than 30 minutes
- Unit price based on whole minutes.
- Access to camera-equipped desktop computer or mobile device required.

L A T N CANCELLATION POLICY

CANCELLATION POLICY		
ADVANCE CANCELLATION	DESCRIPTION	CHARGES
A. Cancelled with more than 24-hour notice	<ul style="list-style-type: none"> 24-hour notice refers to 1 business days – in instances of Monday assignments or assignments on the first business day after a holiday the request or cancellation notice must be received by the corresponding time on the previous business day to meet the 24-hour notice policy. 	No Charges Apply
LATE CANCELLATION	DESCRIPTION	CHARGES
B. Cancelled with less than 24- hour notice. C. Cancelled during the event	<ul style="list-style-type: none"> If the cancellation occurs with less than 24- hour notice, and the interpreter is <i>not</i> en route to the assignment, there will be a charge equal to 2-hour minimum or the entire programmed duration of the assignment. If the interpreter is in route, mileage and travel charges apply. 	Charges Apply
EMERGENCY REQUEST	DESCRIPTION	CHARGES
D. Assignments scheduled with less than 24 hours' notice.	<ul style="list-style-type: none"> When an assignment is scheduled with 24 hours or less of lead time and the Client decided to cancel after having approved the dispatch of an interpreter, there will be a cancellation charge of the 2-hour minimum or the entire duration of the assignment. This applies regardless of whether the interpreter is en route or not at the time the cancellation is received. If the interpreter is in route, mileage and travel charges apply. 	Charges Apply
CHANGES	DESCRIPTION	CHARGES
E. When there is a change to the date, time, or duration of an assignment.	<ul style="list-style-type: none"> 24-hour notice (business day) is required to reschedule or adjust the assignment, or it will be considered a Late Cancellation and charged accordingly. Therefore, if an assignment is rescheduled or postponed within 24 hours (business day) of the assignment, there will be a cancellation fee. 	Charges Apply

LATN accepts cancellations by phone, and e-mail. For cancellations that are not received by phone, there will always be an acknowledgement of the cancellation. Interpreters cannot relay cancellation messages from the client.

All cancellations must be received by the original requestor or an authorized representative of the Client.

Requesting language services with LATN

LATN offers face-to-face, over-the-phone and video interpretations **24 hours a day, 7 days a week.**



Our Coordination Team is always available to ensure an immediate response to your requests.

Email: latn@latn.com
Telephone: 1-800-943-5286
Online: www.latn.com/online-request
Fax: 1-888-511-6233

Please note: The rates and information contained herein are confidential, and only for the information of the intended recipient. The contents may not be used, published, or redistributed without the prior written consent of LATN, Inc. LATN reserves the right to review rates annually and will provide a 30-day written notice of change in rates.