STATE OF TEXAS §
§
COUNTY OF FORT BEND §

ADDENDUM TO MASTERWORD SERVICES, INC.'S AGREEMENT
Pursuant to Omnia Partners Contract #R260508

THIS ADDENDUM ("Addendum") is entered into by and between Fort Bend County, ("County"), a body corporate and politic under the laws of the State of Texas, and MasterWord Services, Inc., ("MasterWord"), a company authorized to conduct business in the State of Texas (hereinafter each referred to as a "party" or collectively as the "parties").

WHEREAS, subject to the changes herein, the parties have executed and accepted MasterWord's Scope of Work and Service Rates (the "Agreement"), attached hereto as Exhibit "A" and incorporated fully by reference, for the purchase of specified language services (the "Services"); and

WHEREAS, County desires that MasterWord provide Services as will be more specifically described in this Agreement; and

WHEREAS, MasterWord represents that it is qualified and desires to perform such Services; and

WHEREAS, the parties wish to utilize Omnia Partners Contract #R260508, which is incorporated fully by reference, for the purchase of the Services; and

WHEREAS, the following changes are incorporated as if a part of the Agreement; and

NOW, THEREFORE, in consideration of the mutual covenants and conditions set forth below, the parties agree as follows:

AGREEMENT

1. **Recitals.** The recitals set forth above are incorporated herein by reference and made a part of this Agreement.

2. **Term**. The term of the Agreement is effective as of October 1, 2026, and shall expire no later than September 30, 2027, unless terminated sooner pursuant to the Agreement. This Agreement shall not automatically renew, but may be subsequently renewed in writing upon agreement of the parties. The parties acknowledge and agree that Services were and will be supported by good and valuable consideration during the Term of this Agreement, the sufficiency of which is acknowledged by the parties.

3. **Scope of Services.** Subject to this Addendum, MasterWord will render Services to County as described in Exhibit A, and in accordance with the requirements and specifications of Omnia Partners Contract #R260508. The Services will be provided upon the County's request. MasterWord understands that the County does not guarantee a minimum level of Services. All performance of the Scope of Services by MasterWord including any changes in the Scope

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

of Services and revision of work satisfactorily performed will be performed only when approved in advance and authorized by County.

4. **Payment; Non-appropriation; Taxes.** Payment shall be made by County within thirty (30) days of receipt of invoice. MasterWord may submit invoice(s) electronically in a form acceptable to County via: apauditor@fortbendcountytx.gov. If County disputes charges related to the invoice(s) submitted by MasterWord, County shall notify MasterWord no later than twenty-one (21) days after the date County receives the invoice(s). If County does not dispute the invoice(s), then County shall pay each such approved invoice(s) within thirty (30) calendar days. It is specifically understood and agreed that in the event no funds or insufficient funds are appropriated by Fort Bend County under this Agreement, Fort Bend County shall notify all necessary parties that this Agreement shall thereafter terminate and be null and void on the last day of the fiscal period for which appropriations were made without penalty, liability or expense to Fort Bend County. County is a body corporate and politic under the laws of the State of Texas and claims exemption from sales and use taxes. A copy of a tax-exempt certificate will be furnished upon request. Interest resulting from late payments by County shall be governed by Chapter 2251, TEXAS GOVERNMENT CODE. County reserves the right to withhold payment pending verification of satisfactory work performed.

5. **Limit of Appropriation.** It is expressly understood and agreed that County has available the total maximum sum of funds hereinafter certified available by the County Auditor of Fort Bend County for the purpose of satisfying County's obligations under the terms and provisions of this Agreement; that notwithstanding anything to the contrary, or that may be construed to the contrary, the liability of County as to payment under the terms and provisions of this Agreement is limited to this sum, plus additional amounts of funds from time to time certified available pursuant to Sections 111.061 through 111.073 of the Local Government Code, as amended, for the purpose of satisfying County's obligations under the terms and provisions of this Agreement; and that when and if all the funds so certified are expended for the purpose of satisfying County's obligations under the terms and provisions of this Agreement, the sole and exclusive remedy of MasterWord is to terminate this Agreement**.** In no event will the amount paid by the County for all Services under this Agreement exceed this Limit of Appropriation without an amendment executed by the parties.

6. **Public Information Act and Open Meetings Act.** MasterWord expressly acknowledges that County is subject to the Texas Public Information Act, TEX. GOV'T CODE ANN. §§ 552.001 *et seq.*, as amended, and notwithstanding any provision in the Agreement to the contrary, County will make any information related to the Agreement, or otherwise, available to third parties in accordance with the Texas Public Information Act. Any proprietary or confidential information marked as such provided to County by MasterWord shall not be disclosed to any third party, except as directed by the Texas Attorney General in response to a request for such under the Texas Public Information Act, which provides for notice to the owner of such marked information and the opportunity for the owner of such information to notify the Attorney General of the reasons why such information should not be disclosed. The terms and conditions of the Agreement are not proprietary or confidential information.

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

MasterWord expressly acknowledges that County is subject to the Texas Open Meetings Act, TEX. GOV'T CODE ANN. §§ 551.001 *et seq.*, as amended, and notwithstanding any provision in the Agreement to the contrary, County will comply with the provisions of the Texas Open Meetings Act in relation to the Agreement.

7. **Indemnity.** The parties agree that under the Constitution and laws of the State of Texas, County cannot enter into an agreement whereby County agrees to indemnify or hold harmless another party; therefore, all references of any kind to County defending, indemnifying, holding or saving harmless MasterWord for any reason are hereby deleted. The parties agree that under the Constitution and laws of the State of Texas, County cannot enter into an agreement whereby County agrees to indemnify or hold harmless another party; therefore, all references of any kind to County defending, indemnifying, holding or saving harmless MasterWord for any reason are hereby deleted. MasterWord shall indemnify and defend County against all losses, liabilities, claims, causes of action, and other expenses, including reasonable attorney's fees, arising from activities of MasterWord, its agents, servants or employees, performed under this agreement that result from the negligent act, error, or omission of MasterWord or any of MasterWord's agents, servants or employees.

8. **Applicable Law; Arbitration; Attorney Fees.** The laws of the State of Texas govern all disputes arising out of or relating to this Agreement. The parties hereto acknowledge that venue is proper in Fort Bend County, Texas, for all legal actions or proceedings arising out of or relating to this Agreement and waive the right to sue or be sued elsewhere. Nothing in the Agreement shall be construed to waive the County's sovereign immunity. County does not agree to submit disputes arising out of the Agreement to binding arbitration. Therefore, any references to binding arbitration or the waiver of a right to litigate a dispute are hereby deleted. County does not agree to pay any and/or all attorney fees incurred by MasterWord in any way associated with the Agreement.

9. **Certain State Law Requirements for Contracts.** The contents of this Section are required by Texas Law and are included by County regardless of content. For purposes of Sections 2252.152, 2271.002, and 2274.002, Texas Government Code, as amended, MasterWord hereby verifies that MasterWord and any parent company, wholly owned subsidiary, majority-owned subsidiary, and affiliate:
   a. Unless affirmatively declared by the United States government to be excluded from its federal sanctions regime relating to Sudan or Iran or any federal sanctions regime relating to a foreign terrorist organization, is not identified on a list prepared and maintained by the Texas Comptroller of Public Accounts under Section 806.051, 807.051, or 2252.153 of the Texas Government Code.
   b. If employing ten (10) or more full-time employees and this Agreement has a value of $100,000.00 or more, MasterWord does not boycott Israel and is authorized to agree in such contracts not to boycott Israel during the term of such contracts. "Boycott Israel" has the meaning provided in § 808.001 of the Texas Government Code.
   c. If employing ten (10) or more full-time employees and this Agreement has a value of $100,000.00 or more, MasterWord does not boycott energy companies and is authorized

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

to agree in such contracts not to boycott energy companies during the term of such contracts. "Boycott energy company" has the meaning provided in § 809.001 of the Texas Government Code.

d. If employing ten (10) or more full-time employees and this Agreement has a value of $100,000.00 or more, MasterWord does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association and is authorized to agree in such contracts not to discriminate against a firearm entity or firearm trade association during the term of such contracts. "Discriminate against a firearm entity or firearm trade association" has the meaning provided in § 2274.001(3) of the Texas Government Code. "Firearm entity" and "firearm trade association" have the meanings provided in § 2274.001(6) and (7) of the Texas Government Code.

10. **Modifications and Waivers**. The parties may not amend or waive this Agreement, except by a written agreement executed by both parties. No failure or delay in exercising any right or remedy or requiring the satisfaction of any condition under this Agreement, and no course of dealing between the parties, operates as a waiver or estoppel of any right, remedy, or condition. The rights and remedies of the parties set forth in this Agreement are not exclusive of, but are cumulative to, any rights or remedies now or subsequently existing at law, in equity, or by statute.

11. **Human Trafficking**. BY ACCEPTANCE OF CONTRACT, MASTERWORD ACKNOWLEDGES THAT FORT BEND COUNTY IS OPPOSED TO HUMAN TRAFFICKING AND THAT NO COUNTY FUNDS WILL BE USED IN SUPPORT OF SERVICES OR ACTIVITIES THAT VIOLATE HUMAN TRAFFICKING LAWS.

12. **Use of Customer Name**. MasterWord may use County's name without County's prior written consent only in any of MasterWord's customer lists, any other use must be approved in advance by County.

13. **Performance Warranty.** MasterWord warrants to County that MasterWord has the skill and knowledge ordinarily possessed by well-informed members of its trade or profession practicing in the greater Houston metropolitan area and MasterWord will apply that skill and knowledge with care and diligence to ensure that the Services provided hereunder will be performed and delivered in accordance with the highest professional standards.

    MasterWord warrants to County that the Services will be free from material errors and will materially conform to all requirements and specifications contained in the attached Exhibit A, and Omnia Partners Contract #R260508.

14. **Conflict.** In the event there is a conflict between this Addendum and the Agreement, this Addendum controls. In the event there is a conflict between this Addendum and the terms and conditions of Omnia Partners Contract #R260508, then the terms and conditions of Omnia Partners Contract #R260508 controls to the extent of the conflict.

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

15. **Understanding, Fair Construction.** By execution of this Addendum, the parties acknowledge that they have read and understood each provision, term and obligation contained in this Addendum. This Addendum, although drawn by one party, shall be construed fairly and reasonably and not more strictly against the drafting party than the nondrafting party.

16. **Captions**. The section captions used in this Agreement are for convenience of reference only and do not affect the interpretation or construction of this Agreement.

17. **Electronic and Digital Signatures.** The parties to this Agreement agree that any electronic and/or digital signatures of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as the use of manual signatures.

18. **Assignment and Delegation**.

    18.1. Neither party may assign any of its rights under this Agreement, except with the prior written consent of the other party. That party shall not unreasonably withhold its consent. All assignments of rights are prohibited under this subsection, whether they are voluntarily or involuntarily, by merger, consolidation, dissolution, operation of law, or any other manner.

    18.2. Notwithstanding the forgoing, MasterWord may utilize its employees, independent contractor language professionals, and subcontractors in the ordinary course of providing the Services, provided MasterWord remains responsible for performance of the Services.

    18.3. Any purported assignment of rights or delegation of performance in violation of this Section is void.

    18.4. Nothing herein shall be construed as creating any personal liability on the part of any officer or agent of the County.

19. **Successors and Assigns**. County and MasterWord bind themselves and their successors, executors, administrators and assigns to the other party of this Agreement and to the successors, executors, administrators and assigns of the other party, in respect to all covenants of this Agreement.

20. **Ownership and Reuse of Documents**. All documents, data, reports, research, graphic presentation materials, etc., developed by MasterWord as a part of its work under this Agreement, shall become the property of County upon completion of this Agreement, or in the event of termination or cancellation thereof, at the time of payment under § 4 for work performed. MasterWord shall promptly furnish all such data and material to County on request. Notwithstanding the foregoing, MasterWord, MasterWord retains all right, title, and interest in its pre-existing intellectual property, methodologies, processes, technology, software, translation memories, glossaries, terminology databases, templates, know-how and other proprietary materials. County ownership limited to deliverables specifically created for and paid for by County.

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

21. **Personnel**. MasterWord represents that it presently has, or is able to obtain, adequate qualified personnel in its employment for the timely performance of the Services required under this Agreement and that MasterWord shall furnish and maintain, at its own expense, adequate and sufficient personnel, in the opinion of County, to perform the Services when and as required and without delays.

    All employees of MasterWord shall have such knowledge and experience as will enable them to perform the duties assigned to them. Any employee of MasterWord or agent of MasterWord who, in the opinion of County, is incompetent or by his conduct becomes detrimental to providing Services pursuant to this Agreement shall, upon request of County, immediately be removed from association with the Services required under this Agreement.

    When performing Services on–site at the County, MasterWord shall comply with, and ensure that all MasterWord Personnel comply with, all rules, regulations and policies of County that are communicated to MasterWord in writing, including security procedures concerning systems and data and remote access thereto, building security procedures, including the restriction of access by County to certain areas of its premises or systems for security reasons, and general health and safety practices and procedures.

22. **Compliance with Laws**. MasterWord shall comply with all federal, state, and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any courts or administrative bodies or tribunals in any matter affecting the performance of this Agreement, including, without limitation, Worker's Compensation laws, minimum and maximum salary and wage statutes and regulations, licensing laws and regulations. When required by County, MasterWord shall furnish County with certification of compliance with said laws, statutes, ordinances, rules, regulations, orders, and decrees above specified.

23. **Confidential Information.** MasterWord acknowledges that it and its employees or agents may, in the course of performing their responsibilities under this Agreement, be exposed to or acquire information that is confidential to County. Any and all information of any form obtained by MasterWord or its employees or agents from County in the performance of this Agreement shall be deemed to be confidential information of County ("Confidential Information"). Any reports or other documents or items (including software) that result from the use of the Confidential Information by MasterWord shall be treated with respect to confidentiality in the same manner as the Confidential Information. Confidential Information shall be deemed not to include information that (a) is or becomes (other than by disclosure by MasterWord) publicly known or is contained in a publicly available document; (b) is rightfully in MasterWord's possession without the obligation of nondisclosure prior to the time of its disclosure under this Agreement; or (c) is independently developed by employees or agents of MasterWord who can be shown to have had no access to the Confidential Information.

    MasterWord agrees to hold Confidential Information in strict confidence, using at least the same degree of care that MasterWord uses in maintaining the confidentiality of its

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

own confidential information, and not to copy, reproduce, sell, assign, license, market, transfer or otherwise dispose of, give, or disclose Confidential Information to third parties or use Confidential Information for any purposes whatsoever other than the provision of Services to County hereunder, and to advise each of its employees and agents of their obligations to keep Confidential Information confidential. MasterWord shall use its best efforts to assist County in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limitation of the foregoing, MasterWord shall advise County immediately in the event MasterWord learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Agreement and MasterWord will at its expense cooperate with County in seeking injunctive or other equitable relief in the name of County or MasterWord against any such person. MasterWord agrees that, except as directed by County, MasterWord will not at any time during or after the term of this Agreement disclose, directly or indirectly, any Confidential Information to any person, and that upon termination of this Agreement or at County's request, MasterWord will promptly turn over to County all documents, papers, and other matter in MasterWord's possession which embody Confidential Information.

MasterWord acknowledges that a breach of this Section, including disclosure of any Confidential Information, or disclosure of other information that, at law or in equity, ought to remain confidential, will give rise to irreparable injury to County that is inadequately compensable in damages. Accordingly, County may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies that may be available. MasterWord acknowledges and agrees that the covenants contained herein are necessary for the protection of the legitimate business interest of County and are reasonable in scope and content.

MasterWord in providing all Services hereunder agrees to abide by the provisions of any applicable Federal or State Data Privacy Act.

24. **Termination**.

24.1. Termination for Convenience. County may terminate this Agreement at any time upon thirty (30) days written notice.

24.2. Termination for Default. The Parties may terminate the whole or any part of this Agreement for cause in the following circumstances:

(a) If the other party materially breaches any of the covenants or terms and conditions set forth in this Agreement or fails to perform any of the other provisions of this Agreement or so fails to make progress as to endanger performance of this Agreement in accordance with its terms, and in any of these circumstances does not cure such breach or failure to the other party's reasonable satisfaction within a period of ten (10) calendar days after receipt of notice from the other party specifying such breach or failure.

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

24.3. If, after termination, it is determined for any reason whatsoever that MasterWord was not in default, or that the default was excusable, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the County in accordance with § 24.1 above.

24.4. Upon termination of this Agreement, County shall compensate MasterWord in accordance with § 4, above, for those Services which were provided under this Agreement prior to its termination and which have not been previously invoiced to County. MasterWord's final invoice for said Services will be presented to and paid by County in the same manner set forth in § 4 above.

24.5. If County terminates this Agreement as provided in this Section, no fees of any type, other than fees due and payable at the Termination Date, shall thereafter be paid to MasterWord.

24.6. If County terminates this Agreement prior to the termination date, County shall not be subject to any early termination fee or other penalty.

24.7. Upon termination of this Agreement for any reason, if MasterWord has any property in its possession belonging to County, MasterWord will account for the same, and dispose of it in the manner the County directs.

25. **Independent Contractor**. In the performance of work or services hereunder, MasterWord shall be deemed an independent contractor, and any of its agents, employees, officers, or volunteers performing work required hereunder shall be deemed solely as employees of MasterWord or, where permitted, of its subcontractors. MasterWord and its agents, employees, officers, or volunteers shall not, by performing work pursuant to this Agreement, be deemed to be employees, agents, or servants of County and shall not be entitled to any of the privileges or benefits of County employment.

26. **Further Assurances**. Each party further agrees that it shall take any and all necessary steps and sign and execute any and all necessary documents or agreements required to implement the terms of the Agreement of the parties contained in this contract, and each party agrees to refrain from taking any action, either expressly or impliedly, which would have the effect to prohibiting or hindering the performance of the other party to this Agreement.

27. **Severability**. If any provision of this Agreement is determined to be invalid, illegal, or unenforceable, the remaining provisions remain in full force, if the essential terms and conditions of this Agreement for each party remain valid, binding, and enforceable.

28. **Insurance**.
    A. Prior to commencement of the Services, MasterWord shall furnish County with properly executed certificates of insurance which shall evidence all insurance required and provide that such insurance shall not be canceled, except on 30 days' prior written notice to

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

County. MasterWord shall provide certified copies of insurance endorsements and/or policies if requested by County. MasterWord shall maintain such insurance coverage from the time Services commence until Services are completed and provide replacement certificates, policies and/or endorsements for any such insurance expiring prior to completion of Services. MasterWord shall obtain such insurance written on an Occurrence form from such companies having Bests rating of A/VII or better, licensed or approved to transact business in the State of Texas, and shall obtain such insurance of the following types and minimum limits:

1. Workers Compensation in accordance with the laws of the State of Texas. Substitutes to genuine Workers' Compensation Insurance will not be allowed.

2. Employers' Liability insurance with limits of not less than $1,000,000 per injury by accident, $1,000,000 per injury by disease, and $1,000,000 per bodily injury by disease.

3. Commercial general liability insurance with a limit of not less than $1,000,000 each occurrence and $2,000,000 in the annual aggregate. Policy shall cover liability for bodily injury, personal injury, and property damage and products/completed operations arising out of the business operations of the policyholder.

4. Business Automobile Liability coverage applying to owned, non-owned and hired automobiles with limits not less than $1,000,000 each occurrence combined single limit for Bodily Injury and Property Damage combined.

5. Professional Liability Insurance may be on a Claims Made form with limits not less than $1,000,000.

B. County and the members of Commissioners Court shall be named as additional insured to all required coverage except for Workers' Compensation and Professional Liability (if required). All Liability policies written on behalf of MasterWord shall contain a waiver of subrogation in favor of County and members of Commissioners Court. For Commercial General Liability, the County shall be named as an Additional Insured on a Primary & Non-Contributory basis.

C. If required coverage is written on a claims-made basis, MasterWord warrants that any retroactive date applicable to coverage under the policy precedes the effective date of the Contract and that continuous coverage will be maintained or an extended discovery period will be exercised for a period of 2 years beginning from the time the work under this Contract is completed.

D. MasterWord shall not commence any portion of the work under this Contract until it has obtained the insurance required herein and certificates of such insurance have been filed with and approved by Fort Bend County.

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

E. No cancellation of or changes to the certificates, or the policies, may be made without thirty (30) days prior, written notification to Fort Bend County.

F. Approval of the insurance by Fort Bend County shall not relieve or decrease the liability of MasterWord.

29. **Notices**.

29.1. Each party giving any notice or making any request, demand, or other communication (each, a "Notice") pursuant to this Agreement shall do so in writing and shall use one of the following methods of delivery, each of which, for purposes of this Agreement, is a writing: personal delivery, registered or certified mail (in each case, return receipt requested and postage prepaid), or nationally recognized overnight courier (with all fees prepaid).

29.2. Each party giving a Notice shall address the Notice to the receiving party at the address listed below or to another address designated by a party in a Notice pursuant to this Section:

County:	Fort Bend County Purchasing Department Attn: Purchasing Agent 301 Jackson Street, Suite 201 Richmond, Texas 77469
With a copy to:	Fort Bend County Attn: County Judge 301 Jackson Street Richmond, Texas 77469
Contractor:	MasterWord Services, Inc. Attn: _____ 303 Stafford Street Houston, Texas 77079

29.3. A Notice is effective only if the party giving or making the Notice has complied with subsections 29.1 and 29.2 and if the addressee has received the Notice. A Notice is deemed received as follows:

29.3.1. If the Notice is delivered in person, or sent by registered or certified mail or a nationally recognized overnight courier, upon receipt as indicated by the date on the signed receipt.

29.3.2. If the addressee rejects or otherwise refuses to accept the Notice, or if the Notice cannot be delivered because of a change in address for which no Notice was given, then upon the rejection, refusal, or inability to deliver.

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

IN WITNESS WHEREOF, this Addendum is signed, accepted, and agreed to by all parties by and through the parties or their agents or authorized representatives. All parties hereby acknowledge that they have read and understood this Addendum and the attachments and exhibits hereto. All parties further acknowledge that they have executed this legal document voluntarily and of their own free will. This Addendum is effective upon execution by both parties.

FORT BEND COUNTY	**MASTERWORD SERVICES, INC.**
_____	_____
Presiding Officer	Authorized Agent – Signature
_____	Ludmila Golovine
Date	Authorized Agent- Printed Name
	President & CEO
ATTEST:	Title
_____	08 / 18 / 2026
Laura Richard, County Clerk	Date

AUDITOR'S CERTIFICATE

I hereby certify that funds in the amount of **$**_____ are available to pay the obligation of Fort Bend County within the foregoing Agreement.

_____
Robert Ed Sturdivant, County Auditor

Exhibit A: MasterWord's Scope of Work and Service Rates

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

EXHIBIT A

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

FORT BEND COUNTY

SCOPE OF WORK AND CONTRACT SERVICE RATES

PER OMNIA AGREEMENT #R260508

EXPIRATION JUNE 30, 2029

(See next page)

CONFIDENTIAL

This section is left intentionally blank

While the Texas Public Information Act generally provides that public information is available to the public, the Act also provides specific exceptions to the availability requirement, protecting "information related to competition or bidding," "trade secrets," and other "commercial or financial information." Tex. Gov't Code § 552.104; Tex. Gov't Code § 552.110. MasterWord's unit pricing submitted below constitutes MasterWord's protected "information related to competition or bidding" and "commercial or financial information", and, if disclosed, may provide our competitors with an unfair advantage and may allow them to underbid MasterWord in future competitive bidding processes. MasterWord requests that its unit pricing information remains confidential and is protected from disclosure to any 3rd parties. MasterWord may disclose Confidential Information to the extent required by Law or court order; provided, however, that MasterWord promptly provides to the disclosing party prior written notice of such

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

disclosure and provides reasonable assistance in obtaining an order or other remedy protecting the Confidential Information from public disclosure.

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

MasterWord®

TABLE OF CONTENTS

TABLE OF CONTENTS 3
REGIONS LEGEND 4
GREAT HOUSTON, TEXAS AREA 5
DOCUMENT TRANSLATION & OTHER RELATED SERVICES 6
IN-PERSON INTERPRETING 12
Consecutive 12
Simultaneous 13
Legal/Court 14
Deaf & Hard of Hearing (American Sign Language) 16
Deaf & Hard of Hearing (Legal Interpreting) 17
Communication Access Real-time Translation (CART) 18
VIRTUAL INTERPRETING SERVICES 19
Consecutive 19
Simultaneous 20
Legal/Court 21
Deaf & Hard of Hearing (American Sign Language) 23
Deaf & Hard of Hearing (Legal Interpreting) 24
Communication Access Real-time Translation (CART) 25
REMOTE INTERPRETING SERVICES 26
Over-the-Phone Interpreting (OPI) 26
Video Remote Interpreting (VRI) 27
TRAINING & ASSESSMENTS 28
ADDITIONAL SERVICES 29

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

MasterWord®

REGIONS LEGEND

REGIONAL STATE ASSIGNMENTS (FULL STATE NAMES)

Region	States
New England	Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut
Mid-Atlantic	New York, New Jersey, Pennsylvania, Delaware, Maryland
Southeast	Virginia, North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Tennessee, Kentucky, West Virginia
Great Lakes States	Ohio, Michigan, Indiana, Illinois, Wisconsin, Minnesota
Plains States	Iowa, Missouri, North Dakota, South Dakota, Nebraska, Kansas
South Central / South West	Oklahoma, New Mexico, Arizona, Arkansas, Louisiana
West Coast	California, Oregon, Washington
Mountain West	Colorado, Utah, Nevada, Idaho, Montana, Wyoming
Pacific	Alaska, Hawaii

REGIONAL STATE ASSIGNMENTS (STATE ABBREVIATIONS)

Region	States (abbreviated)
New England	ME, NH, VT, MA, RI, CT
Mid-Atlantic	NY, NJ, PA, DE, MD
Southeast	VA, NC, SC, GA, FL, AL, MS, TN, KY, WV
Great Lakes States	OH, MI, IN, IL, WI, MN
Plains States	IA, MO, ND, SD, NE, KS
South Central / Southwest	OK, NM, AZ, AR, LA
West Coast	CA, OR, WA
Mountain West	CO, UT, NV, ID, MT, WY
Pacific	AK, HI

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

Greater Houston, Texas Area

MasterWord provides regional pricing for the Greater Houston Texas Area that reflects current market conditions, service availability, and operational requirements within the region. The pricing proposal for this region includes all required cost components such as:

- Service rate
- Unit of measure
- Travel and related expenses, when applicable
- Any administrative fees associated with the services

Due to the dynamic nature of language service markets and varying client requirements, MasterWord does not maintain a fixed public price catalog. Pricing is developed based on current market conditions, language availability, geographic considerations, and service type. Rates may also reflect negotiated client requirements prior to contract execution.

The unit rates provided in MasterWord's pricing proposal represent **not-to-exceed pricing** and are aligned with **MasterWord's most favored customer rates** for comparable services within the region. These rates ensure competitive and transparent pricing for participating agencies utilizing the OMNIA Partners cooperative contract.

MasterWord notes that regional service areas may be subject to change; however, the proposed pricing structure is designed to remain flexible and scalable to accommodate adjustments in regional coverage if required during the contract term.

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

MasterWord®

DOCUMENT TRANSLATION & OTHER RELATED SERVICES

DOCUMENT TRANSLATION, INCLUDING MACHINE TRANSLATION

Service Tier information:

The main distinguishing feature between the Service Tiers is the Client's **risk tolerance level for errors in Correspondence** (the bilingual accuracy in conveying the intended meaning of the source) and **Fluency** (the monolingual readability in the target language) for the intended Use Case. A particular Service Tier does not mean a particular level of quality; rather it means a set of translation processes used to achieve a desired outcome in terms of risk mitigation.

Service Tier	Use Case	Risk Tolerance Level for Correspondence and Fluency Errors	Method of Production
Service Tier 1	Recommended for high-profile materials, where accuracy is paramount to avoid liability. Examples: a translation of a contract that must stand up in court or a translation of a medical diagnosis. Both need SME human involvement.	Low	**HUMAN TRANSLATION WITH QUALITY ASSURANCE** The Service Tier includes human translation followed by bilingual editing and monolingual proofreading performed by qualified linguists. This service produces the highest quality of translation, ensuring that translated materials are print- or user-ready. With this Service Tier, MasterWord employs the "5 Sets of Eyes" approach. We will apply at least three of the following steps as needed for any given project to ensure accurate, consistent and appropriate output: translation, bilingual editing, desktop publishing/formatting, monolingual proofreading, and project management. **Process:** Based on the document's subject matter, your Project Manager will select a team of language professionals, with relevant subject matter expertise, to translate/localize your document. The language professional(s) will use the project resources, such as the termbase, style guide and translation memory to ensure adherence to project terminology, style and other requirements. The correctness of the target text is ensured during bilingual editing by using a specialized subject matter linguistic expert; therefore, the resulting translated/localized content will be an accurate reflection of the source text. Your Project Manager will perform pre-delivery quality control and organize eventual remediation measures by ensuring that the source text was properly translated/localized, and the target document meets your specified layout requirements.
Service Tier 2	Recommended for high-visibility or sensitive materials where accuracy and stylistic fluency are critical, but volume or turnaround time necessitates an AI workflow. This provides a "safety net" significantly closer to human-only quality than standard MTPE. Examples: Corporate websites, marketing collateral, external newsletters, technical documentation with safety implications, and high-value customer communications.	Low	**AI/MT-TRANSLATION WITH BILINGUAL EDITING & PROOFREADING (PREMIUM MTPE)** Machine Translation (or AI-Translation) followed by a two-step human quality control process. **Process:** First, your Project Manager will process your documents through your proprietary and secure Translation Memory (TM) database. Remaining untranslated segments are processed through a Machine Translation engine or Generative AI model. Crucially, this output then undergoes a dual-human review: 1. Bilingual Post-Editing: A subject matter expert reviews the AI output against the source text to ensure complete accuracy, correcting mistranslations and terminology errors. 2. Monolingual Proofreading/QA: A second linguist reviews the text to ensure the highest level of fluency, flow, and grammatical correctness, removing the "robotic" feel often associated with AI. This service tier produces a high-quality, publication-ready text that is accurate and stylistically sound, offering a safer alternative to standard single-pass MTPE. *This Service Tier is only applicable to documents in a digital/editable format and language pairs where suitable AI technology is available.*

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

Service Tier	Use Case	Risk Tolerance Level for Correspondence and Fluency Errors	Method of Production
Service Tier 3	Recommended for documents where the presence of errors isn't catastrophic but can create challenges. Examples of suitable Use Cases include Internal Business Communications, News Articles, E-commerce Transactions, Educational Materials, User Manuals for Non-Critical Appliances or Software	Low to Moderate	**AI/MT-TRANSLATION WITH HUMAN EDITING** Machine Translation with Human Post-Editing (MTPE) or AI-Translation with Human Post-Editing **Process:** First, your Project Manager will process your documents through your proprietary and secure Translation Memory (TM) database in order to leverage previously translated content. Depending on the chosen technology, the segments that remain untranslated will then be processed through either a Machine Translation engine or a Generative AI model, **while maintaining confidentiality and security of your data.** The resulting output will be then sent to a language professional with subject matter expertise for bilingual human post-editing to ensure accuracy and correct all obvious grammar, terminology, and style mistakes. For this Service Tier, quality is generally defined as being comprehensible (i.e., an end user easily understands the target text), accurate (i.e., it communicates the intended meaning of the source text), and stylistically appropriate, though the style may not be as good as that achieved by a team of native-speaker human translators. Syntax is normal, grammar and punctuation are correct. *This Service Tier is only applicable to documents in a digital/editable format and language pairs where suitable AI technology is available.*
Service Tier 4	Recommended for either triage (identifying the core message of the content to be translated in order to determine what Service Tier to employ according to the desired Use Case) or on low-stakes translations, where the presence of inaccuracies will not affect the outcome. Examples include translation of informal communication, triage of documents to determine which ones would need further attention, or translation of social media posts for personal consumption (not publication).	High	**AI/MT-TRANSLATION** Unedited Machine Translation or Unedited AI-Translation (UMT) **Process:** First, your Project Manager will run your documents through your proprietary Translation Memory (TM) database in order to leverage previously translated content. Depending on the chosen technology, the segments that remain untranslated will then be processed through either a Machine Translation engine or a Generative AI model, **while maintaining the confidentiality of your data**. The resulting translation will represent a combination of (raw) **generic machine translation output** and any retrieved human translation segments from the Translation Memory database. Depending on the language, the output may be of a high standard in terms of Fluency, leading to a false sense of security with regards to the expected level of Correspondence, **which can only be achieved when the output is a Bilingually-Reviewed Translation (BRT**), which means that human review is included. **Important note:** when not used for triage purposes, MasterWord recommends that the translation includes the UMT (Unedited Machine Translation) label to raise the audience awareness that no bilingual human review took place, and therefore caution must be exercised. *This Service Tier is only applicable to documents in a digital/editable format and language pairs where suitable AI technology is available.*

For example, Service Tier 3 requires a high "Risk Tolerance Level for Errors in Correspondence and Fluency" by the Client for that particular project. This does not mean it will necessarily include errors in these categories, but when choosing this Service Tier, Client needs to be aware of the possibility of such errors and determine if the risks are acceptable versus the benefits (primarily reduced cost and increased speed). Sometimes, this may be the choice that produces a translation quickly enough or at a sufficiently low cost. However, risk management requires exploring alternatives to Service Tier 3 first for the intended Use Case.

There can also be Correspondence errors in a translation produced by the Service Tier 1, but the Client and end users are assured that a team of language professionals have been thoroughly involved in the process in order to mitigate the risk of such errors.

A recommended pre-production framework for Client to select the appropriate Service Tier is:

1) Identify and Describe the Content Type and the Use Case for the translation.
2) Conduct a Risk Assessment (which consists of risk identification, analysis, and evaluation according to ISO 31000).

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

3) Decide on Risk Tolerance Level for Errors in Correspondence and Fluency (along with risk mitigation activities to be conducted, such as a bilingual comparison of source and target content).
4) Select Method of Production (from fully automatic to fully human).
5) Agree on all other relevant service requirements for the Use Case such as budget and delivery deadline (that is, the requirements beyond risk tolerance level, risk mitigation activities, and method of production), and convert the requirements to structured specifications using standard translation parameters, outlined in the ISO 11669 and ASTM F2575 standards.

MasterWord is able to provide recommendations on the best practices for each of these steps.

Tier	**Tier 1** *Human Translation with Quality Assurance*	**Tier 2** *AI/MT-Translation with Human Editing & QA*	**Tier 3** *AI/MT-Translation with Human Editing*	**Tier 4** *AI/MT-Translation*
Risk Level Suitability:	**Critical Content and/or Restriction on AI use**	**High Risk Content**	**Moderate Risk Content**	**Low Risk Content**
Language Tiers	**Cost per Unique Word (under 75% TM Match)**			
Category A Spanish (Latin American locale) <->English	$0.171	$0.145	$0.120	$0.015
Category B Major European Languages (ex: Albanian, Bulgarian, Croatian, Czech, French, German, Italian, Slovak, Portuguese European, Polish, Russian, Romanian, etc.), Greek and Portuguese Brazilian <->English	$0.215	$0.183	$0.151	$0.015
Category C Major Nordic and Finno-Ugrik Languages (ex: Danish, Dutch, Finnish, Hungarian, Norwegian, Swedish, etc.); <->English	$0.255	$0.217	$0.179	$0.015
Category D Hebrew; Arabic; Farsi; Major Turkic Languages (ex: Turkish, Azeri, Uzbek, etc.); Major Asian Languages (Double Byte) (ex: Chinese, Korean, Japanese); Major Indian Languages and South East Asian Languages (ex: Bengali, Cambodian, Hindi, Tagalog, Thai, Vietnamese, Urdu, etc.); Major African Languages (ex: Igbo, Afrikaans, etc.) <->English	$0.265	$0.225	$0.185	$0.015
Category E Languages of Limited Diffusion (ex: Maay Maay, Dinka, Kayah, K'iche', Blackfoot, etc.), and rare dialects of major languages (ex: African French dialects such as Djibouti, Ivorian French, Nouchi) <->English	To be quoted upon request, N/A for Tiers 2-4			

Language Tiers	**Translation Memory discounted rates applicable for Tiers 1-3**	
	Cost Per Fuzzy Match (75-99%)	**Cost Per Exact Match & Repetition (101%/100%/Repetitions)**
Category A Spanish (Latin American locale) <->English	$0.103	$0.063
Category B Major European Languages (ex: Albanian, Bulgarian, Croatian, Czech, French, German, Italian, Slovak, Portuguese European, Polish, Russian, Romanian, etc.), Greek and Portuguese Brazilian <->English	$0.142	$0.071
Category C Major Nordic and Finno-Ugrik Languages (ex: Danish, Dutch, Finnish, Hungarian, Norwegian, Swedish, etc.); <->English	$0.168	$0.083
Category D Hebrew; Arabic; Farsi; Major Turkic Languages (ex: Turkish, Azeri, Uzbek, etc.); Major Asian Languages (Double Byte) (ex: Chinese, Korean, Japanese); Major Indian Languages and South East Asian Languages (ex: Bengali, Cambodian, Hindi, Tagalog, Thai, Vietnamese, Urdu, etc.); Major African Languages (ex: Igbo, Afrikaans, etc.) <->English	$0.175	$0.091
Category E Languages of Limited Diffusion (ex: Maay Maay, Dinka, Kayah, K'iche', Blackfoot, etc.), and rare dialects of major languages (ex: African French dialects such as Djibouti, Ivorian French, Nouchi) <->English	To be quoted upon request	

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

Language Tiers	Additional Services		
	Validation of AI/MT by a Professional Human Translator; Linguistic Review (Per Hour)	**DTP/Formatting/File Preparation (Per Hour)**	**Minimum Charge (Per Request)**
Category A Spanish (Latin American locale) <-> English	$58.40	$40.86	$47.80
Category B Major European Languages (ex: Albanian, Bulgarian, Croatian, Czech, French, German, Italian, Slovak, Portuguese European, Polish, Russian, Romanian, etc.), Greek and Portuguese Brazilian <->English	$83.37	$51.08	$55.51
Category C Major Nordic and Finno-Ugrik Languages (ex: Danish, Dutch, Finnish, Hungarian, Norwegian, Swedish, etc.); <->English	$87.25	$51.08	$58.65
Category D Hebrew; Arabic; Farsi; Major Turkic Languages (ex: Turkish, Azeri, Uzbek, etc.); Major Asian Languages (Double Byte) (ex: Chinese, Korean, Japanese); Major Indian Languages and South East Asian Languages (ex: Bengali, Cambodian, Hindi, Tagalog, Thai, Vietnamese, Urdu, etc.); Major African Languages (ex: Igbo, Afrikaans, etc.) <->English	$93.17	$66.40	$58.65
Category E Languages of Limited Diffusion (ex: Maay Maay, Dinka, Kayah, K'iche', Blackfoot, etc.), and rare dialects of major languages (ex: African French dialects such as Djibouti, Ivorian French, Nouchi) <->English	To be quoted upon request		

CONFIDENTIAL

ADDITIONAL SERVICES

VALIDATION OF AI/MT BY A PROFESSIONAL HUMAN TRANSLATOR

AI/MT translations come with no bilingual editing by a human professional with relevant subject matter expertise to correct Correspondence errors that can be unpredictably produced in a fluent translation by AI-based NLP (natural language processing) or a NMT system (neural-machine translation).

Use of Human SMEs can occur in post-editing and revision of artificially-generated translations and also in revision of traditional human translation with no use of machine translation. The key feature is that the entire translation has been compared bilingually by a human professional with the source and Correspondence (accuracy plus terminology) errors have been corrected in conformance with specifications.

THIRD-PARTY TRANSLATION BILINGUAL EDITING involves a revision of previously translated/localized third party material to ensure a technically and linguistically accurate product. This service assumes that the third-party translation is within reasonable editing scope. If requested by Client, MasterWord has a Translation Evaluation Form in compliance with the Multidimensional Quality Metrics standards (https://themqm.org/) to measure an objective score of the translated document(s). Upon advance request, a completed Translation Evaluation Form can be provided along with the edited translation.

DESKTOP PUBLISHING (DTP)/FORMATTING services include the layout, graphic design, and desktop publishing of written, electronic and multi-media materials. DTP services may include recreation, design or modification of translated/localized document/media layouts to match original document/media or conform to alternate customer requirements for document/media layout.

LINE EDITING is an additional optional step in the translation process to enhance Fluency for specialized translation/localization workflows and is recommended for your highest-profile content to ensure it is clear, fluid, culturally and linguistically appropriate in the target language(s). A line editor of the target will polish the translation by going over each sentence to confirm your high-stakes

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

message or document is ready for publication. This involves checking for grammar, punctuation, spelling, cohesion and consistency in terms of terminology, references and other stylistic aspects, and assisting with rewording sections that need improvement without changing the contextual meaning. It is recommended on a case-by-case basis for high-profile content only.

MONOLINGUAL PROOFREADING as a separate service can be used as a quality control step for checking multilingual documents after desktop publishing (DTP) (or typesetting) was completed by a third party to ensure fluency of translation/localization, proper display of foreign characters, and layout. **It should not be used as a substitute for bilingual editing**.

SOURCE DOCUMENT UPDATES (incorporation of changes) are available when your source content has undergone updates and your translated/localized content needs to be updated to match the original. Depending on the amount of changes made, MasterWord may recommend re-translation with the help of the accumulated Translation Memory to ensure Correspondence throughout the document.

TRANSLATION CERTIFICATION/NOTARIZED AFFIDAVIT is a document certifying completeness and accuracy of the translated/localized text. The translated/localized document(s) receive a statement on a company letterhead which includes (a) a certification that the translation, to MasterWord's best knowledge, is an accurate and complete representation of the source-language text, and (b) a translation company representative's signature notarized by a Notary Public.

PLEASE NOTE:

- For each Service Tier, MasterWord adheres to the best practices outlined in the ISO 11669 and ASTM F2575 standards.
- Unique words constitute new content that has not been previously translated using Translation Memory tools, and thus requires translation "from scratch".
- Exact words constitute repeated content or content that has previously been translated using Translation Memory tools, and thus is billed at a discounted rate. Fuzzy words are similar but not exactly the same as previous translations, but still leveraged with technology and thus receive a corresponding discount.
- The word count may differ from language to language. You will be billed based on the number of words in the original source document/file (source language) for all languages, except Asian languages, where the word count will be based on the number of words in the English documents/files (regardless source or target), or except for documents submitted for translation in hard copy or uneditable PDF format (where counting in source has to be manual) - the word count will be based on the word count in the final translated documents (target language).
- For documents submitted in hardcopy formats (e.g., images and some PDF files), optical character recognition (OCR) charges will be applied in order to process them with Translation technology. Depending on the file quality, additional desktop publishing (DTP) may be necessary to improve image readability and formatting. Additional charges will be determined on a case-by-case basis and confirmed with CLIENT in advance.
- For Service Tiers 1, 2, and 3, billing is based on a detailed analysis against our Translation Memory databank to maximize cost savings and consistency. The total project cost is calculated as the sum of:
    - Unique Words: New content billed at the full per-word rate listed for the specific Tier.
    - Fuzzy & Exact Matches: Content that partially (Fuzzy) or perfectly (Exact) matches existing translations is billed at the discounted rates listed in the "Cost Per Fuzzy & Exact Match" table.
- For Service Tier 4 (AI/MT-Translation), billing is primarily based on a flat rate applied to the source word count. However, to ensure consistency with your previously translated content:
    - Unique Words & Fuzzy Matches: These are processed as new AI content and billed at the Tier 4 flat rate.
    - Exact Matches & Repetitions: Any 100% matches retrieved from the Translation Memory databank are leveraged to ensure consistency. Note: These are billed at the Exact Match rate only if it is lower than the Tier 4 rate; otherwise, the standard Tier 4 rate applies and no human review is performed on these matches.
- Additional linguistic services such as monolingual editing, incorporation of changes, line editing, linguistic assets development and/or management, testing and other linguistic activities are charged on an hourly basis and will be quoted based on required scope of work.
- Desktop Publishing/Formatting will be quoted and billed on a case-by-case basis depending on the formatting / Desktop Publishing requirements for the document sent for translation (example: source files are created in InDesign and translation is requested to

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

be submitted in InDesign as well etc.). File preparation will be quoted and billed when necessary to prepare source document for translation processing (i.e., hardcopy documents, uneditable images, etc.)

- Translation of marketing materials may be charged at 1.2 coefficient of the Service Tier 1 due to additional necessary work to adapt the content, with the charges to be confirmed with CLIENT in advance.
- Minimum charges apply when jobs do not meet the minimum volume threshold.
- Rates for other translation and localization related services (e.g., transcription, subtitling, voice over, transcreation, subject matter expert (SME) recruitment & review, localization & video engineering, customized website connector development, accessibility services (including braille & remediation, etc.) are available and can be quoted upon request.

Cancellation Policy:

If the CLIENT cancels the request after having approved it, the portion of the work completed at the time of cancellation will be billed based on percentage of work completed at the time cancellation is acknowledged.

Additional Fees may apply:

• A Project Management fee of 10% will apply to the total cost of the project.

• 50% Rush Fees may apply if CLIENT requests a translation to be performed on a rush basis, for instance at night, during a weekend or a public holiday. All Rush Fees have to be preapproved by CLIENT in writing in advance.

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

MasterWord®

IN-PERSON INTERPRETING

CONSECUTIVE

LANGUAGE(S): SPOKEN FOREIGN LANGUAGES
MODALITY[1]: CONSECUTIVE
SERVICE AREA: **GREATER HOUSTON AREA (TEXAS)**
SCOPE: Community In-Person Interpreting is delivered by professional qualified/certified interpreters on location and includes, but is not limited to, encounters in the healthcare/medical, family protective/social services, education, housing, and other community-based and social-based settings. Community interpreting sessions are usually triadic (1. Provider (ex., doctor, social worker, therapist) -> 2. Limited English proficient (LEP) consumer -> 3. Interpreter) or set in small groups. No special interpretation equipment is required for consecutive Community IPI services.

Service Rates:

ASSIGNMENT TYPE	HOURLY RATE (PER INTERPRETER)			MINIMUM (PER INTERPRETER)	MINIMUM CANCELLATION NOTICE	CANCELLATION FEE (PER INTERPRETER)
	SPANISH LANGUAGE	OTHER CORE SPOKEN LANGUAGES*	MAYAN AND INDIGENOUS LANGUAGES**			
SCHEDULED BUSINESS Services requested with at least 24-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days	$$46.32	$53.27	$157.50	Two (2) hrs.	24 hrs.	Applicable hourly rate for each interpreter x 2 hrs min
SCHEDULED NON-BUSINESS Services requested with at least 24-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends and federal holidays	$63.68	$74.24	$216.56			
EMERGENCY Services requested with less than 24-hour notice	$81.89	$94.16	$278.43			

ADDITIONAL TERMS OF SERVICE:

Billing Increments:
Each assignment is billed based on the actual number of hours interpreted in excess of a defined minimum. Services performed beyond the defined minimum are billed in 15-minute increments thereafter. The rate per hour applied to the assignment is based on the start time of the assignment.

Parking and Mileage:
- Parking is billed at cost (where applicable).
- Mileage is billed at the current IRS rate for any miles traveled by an interpreter in excess of thirty (30) round trip miles. For estimating purposes, mileage is calculated based on the assignment location and the interpreter's established residence.

Additional Expenses:
Any other additional expenses require pre-approval by Client.

Request Extensions:
- As a courtesy, MasterWord allows same day extensions, under a current Service Order, so long as the current assigned interpreter is available, and the requested extension does not exceed two (2) additional consecutive hours.
- If the current assigned interpreter is unavailable for the requested time extension or the extension exceeds two (2) hours, a new Service Order will be submitted based on the applicable emergency rates.

Cancellation:
Cancellation fee applies to services cancelled by Client with less than the minimum cancellation notice, per interpreter per Service Order.

Number of Interpreters:
For any interpreting assignment lasting two (2) or more consecutive hours, a minimum of two (2) interpreters may be required per language pair depending on the nature and complexity of the assignment.

Availability of Interpreters:
Availability of interpreters for any in-person services is based on location and advance notice.

Services Outside of Service Area:
Rates and terms for services outside of the defined service area can be quoted upon request.

List of Core Spoken Languages:
Please visit https://www.masterword.com/core-languages/ to view the list of Core Spoken Languages.

****Mayan and Indigenous Languages:***
Availability of Mayan and Indigenous language services may be limited based on location and advance notice. Relay may be required contingent on language combination. Travel costs may apply and will be quoted on a case by case basis.

Other Languages:
Services for other languages not listed as Core Languages can be quoted upon request and will typically require at least a 48-hour notice.

Additional Fees May Apply:
In addition to the fees to be paid to MasterWord for the services provided, MasterWord shall be reimbursed for reasonable and necessary business travel, subsistence, and related expenses when traveling at the direction of Client. Any and all such additional reimbursable business expenses shall be discussed with and pre-approved by Client before such expenses are incurred. Per diem, travel, accommodations are billed, where applicable, in accordance with IRS and JTR guidelines (https://www.gsa.gov/travel/plan-book/per-diem-rates and http://www.defensetravel.dod.mil/site/perdiemCalc.cfm).

[1] *Two generally used interpreting modalities are consecutive and simultaneous. During consecutive interpreting, an interpreter listens to and analyzes the message while one of the meeting or conversation participants is speaking, and then delivers the interpretation into another language when the speaker or conversation participant pauses. Learn more:* https://www.masterword.com/services/interpreting/consecutive-interpreting/. *During simultaneous interpreting, the interpreters listen to, analyze and interpret the presentation or speech at the same time (with just a slight lag) and same rate of delivery as the person speaking. It is the most challenging mode of interpreting that requires specialized skills. This type of interpreting often requires special equipment. Learn more:* https://www.masterword.com/services/interpreting/simultaneous-interpreting/.

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

MasterWord®

SIMULTANEOUS

LANGUAGE(S): SPOKEN FOREIGN LANGUAGES

MODALITY: SIMULTANEOUS (CHUCHOTAGE / WHISPERED)

SERVICE AREA: **GREATER HOUSTON AREA (TEXAS)**

SCOPE: During simultaneous interpreting, the interpreters listen to, analyze and interpret the presentation or speech at the same time (with just a slight lag) and same rate of delivery as the person speaking. It is the most challenging mode of interpreting that requires specialized skills. This type of interpreting often requires special equipment. Learn more:

https://www.masterword.com/services/interpreting/simultaneous-interpreting/.

Simultaneous Community Interpreting is delivered by professional/certified interpreters and includes, but is not limited to, encounters in the healthcare/medical, family protective/social services, education, housing, and other community-based and social-based settings. Chuchotage (or "whispered interpreting") is a form of simultaneous interpreting where an interpreter is positioned right next to the listener or small group of listeners, and whispers to the listener(s) interpretation of what the speaker is saying at the same time as the speaker is saying it with just a slight lag. Thus, speaker does not pause for an interpreter to complete interpretation. It is usually used when there is a small group of users that requires interpreting during a meeting or a community/organizational event. Simultaneous Community Interpreting usually does not require any special equipment; however, portable interpreting equipment can be used to facilitate interpreting for a larger group of listeners.

PLEASE NOTE: Simultaneous Community Interpreting is not to be confused with Conference Simultaneous Interpreting which requires highly specialized qualifications (ex, International Association of Conference Interpreters certification (AIIC)) and specialized conference interpreting equipment, such as interpreter booth and audio system. Conference Simultaneous Interpreting can be quoted upon request.

SERVICE RATES:

ASSIGNMENT TYPE	HOURLY RATE (PER INTERPRETER)		MINIMUM (PER INTERPRETER)	MINIMUM CANCELLATION NOTICE	CANCELLATION FEE (PER INTERPRETER)
	SPANISH LANGUAGE	OTHER CORE SPOKEN LANGUAGES*			
SCHEDULED BUSINESS Services requested with at least 48-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days	$69.61	$79.27	Two (2) hrs.	24 hrs	Applicable hourly rate x estimated number of hours requested or two (2) hrs. – whichever is greater
SCHEDULED NON-BUSINESS Services requested with at least 48-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends and federal holidays	$104.41	$118.90			
EMERGENCY Services requested with less than 48-hour notice	$104.41	$118.90			

ADDITIONAL TERMS OF SERVICE:

Billing Increments:
Each requested assignment has a minimum of two (2) hours and will be billed based on the estimated number of hours requested or a two (2)-hour minimum – whichever is greater. Anything after that will be billed in 30-minute increments. The rate per hour applied to the assignment is based on the start time of the assignment.

Parking and Mileage:
Parking is billed at cost (where applicable).
Mileage is billed at the current IRS rate for any miles traveled by an interpreter in excess of thirty (30) round trip miles. For estimating purposes, mileage is calculated based on the assignment location and the interpreter's established residence.

Cancellation:
Cancellation fee applies per interpreter requested if the services are cancelled within less than 24 hours of the scheduled start time. Payment will be limited to an applicable cancellation fee, plus reasonable, unavoidable, and non-recoverable expenses actually incurred prior to the cancellation (ex., equipment rental, non-recoverable travel costs, etc.).

Number of Interpreters:
Simultaneous community interpreting assignments lasting two (2) or more hours may require at least two (2) interpreters per language pair depending on the complexity and nature of event.

Availability of Interpreters:
Availability of interpreters for any IPI services is based on location and advance notice.

List of Core Spoken Languages:
Please visit https://www.masterword.com/core-languages/ to view the list of Core Spoken Languages.

Other Languages:
Services for other languages not listed as Core Languages can be quoted upon request and will typically require at least a 48-hour notice.

Additional Fees May Apply:
The hourly rates do not include interpretation equipment fees. Portable interpreting equipment (also known as tour guide equipment), such as audio transmitters and receivers with headphones, are available for rent as an open market item and can be quoted upon request for each specific event. Equipment rental rates are based on need, location and duration.
In addition to the fees to be paid to MasterWord for the services provided, MasterWord shall be reimbursed for reasonable and necessary business travel, subsistence, and related expenses when traveling at the direction of Client. Any and all such additional reimbursable business expenses shall be discussed with and pre-approved by Client before such expenses are incurred. Per diem, travel, accommodations are billed, where applicable, in accordance with IRS and JTR guidelines (https://www.gsa.gov/travel/plan-book/per-diem-rates and http://www.defensetravel.dod.mil/site/perdiemCalc.cfm).

ANY ADDITIONAL FEES MUST BE PRE-APPROVED BY CLIENT BEFORE THE START OF THE ASSIGNMENT

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

MasterWord®

LEGAL/COURT

LANGUAGE(S): SPOKEN FOREIGN LANGUAGES
MODALITY: CONSECUTIVE or SIMULTANEOUS
SERVICE AREA: **GREATER HOUSTON AREA (TEXAS)**

SCOPE:

Legal/Court In-Person Interpreting is performed during court proceedings, hearings, criminal or civil investigations, and in other legal settings, requiring specialized knowledge of legal terminology and protocol. In the state of Texas, a specialized license (Licensed Court Interpreter) is required for an interpreter to perform interpreting services during legal/court encounters. However, LCI certification exam proctored by the National Center for State Courts (http://www.txcourts.gov/jbcc/licensed-court-interpreters/exams/) is currently available only in the following languages (subject to change, please see the link above for the most updated list of languages):

- Arabic
- *Bosnian / Croatian / Serbian
- Cantonese
- French
- Haitian-Creole
- Hmong
- Ilocano
- Khmer
- Korean
- Laotian
- Mandarin
- *Marshallese
- Polish
- Portuguese
- Russian
- Somali
- Spanish
- *Turkish
- Tagalog
- Vietnamese

(= Abbreviated examination)*

Because LCI exam is not available in all languages, interpreters performing services in legal/court settings are categorized as follows:

Licensed Court Interpreter: an interpreter with a valid LCI status who is listed in the active directory of the Judicial Branch Certification Commission (JBCC) (https://jbcctexas.txcourts.gov/Protected/LIC/LicenseeSearch.aspx?Program=LCI&PubliSearch=Y&returnURL=~/Login.aspx?TI=2#noback).

Qualified Court Interpreter: An Interpreter for the language combination where (1) LCI certification is not offered, or (2) an LCI is not readily available, who can demonstrate to the satisfaction of the court the ability to interpret court proceedings from English to a designated language and from that language into English.

Depending on the situation and Client requirements, legal/court interpreting is delivered in either or both consecutive or simultaneous mode:

During **Consecutive Interpreting**, an interpreter listens to and analyzes the message while one of the parties is speaking, and then delivers the interpretation into another language when the speaker pauses.

During **Simultaneous Interpreting**, the interpreter listens to, analyzes and interprets the speech at the same time (with just a slight lag) and same rate of delivery as the person speaking. The type of simultaneous interpreting mostly used in legal/court settings is “Whispered” (also known as Chuchotage), where an interpreter is assigned to one limited English proficient (LEP) individual or to a very small group of people, and re-speaks what is being said simultaneously in a whisper, so as not to hinder the rest of the proceedings. This type of simultaneous interpreting usually does not require special interpretation equipment, but still requires the same level of specialized skill and concentration from an interpreter. Simultaneous interpreting is the most challenging mode of interpreting; therefore, service rates for simultaneous interpreting reflect the complexity of this activity.

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

LEGAL/COURT IN-PERSON INTERPRETING (IPI)

SERVICE RATES:

ASSIGNMENT TYPE	RATE (PER HOUR PER INTERPRETER)	MINIMUM (PER INTERPRETER)	MINIMUM CANCELLATION NOTICE	CANCELLATION FEE (PER INTERPRETER)
SPANISH and CORE SPOKEN LANGUAGES* LEGAL/COURT INTERPRETING				
SCHEDULED BUSINESS Services requested with at least 24-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days	$145.76	Two (2) hrs.	24 hrs.	Applicable hourly rate for each interpreter x 2 hrs. min
SCHEDULED NON-BUSINESS Services requested with at least 24-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends and federal holidays	$200.42			
EMERGENCY Services requested with less than 24-hour notice	$257.68			

ADDITIONAL TERMS OF SERVICE:

Billing Increments:
Each assignment is billed based on the actual number of hours interpreted in excess of a defined minimum. Services performed beyond the defined minimum are billed in 15-minute increments thereafter. The rate per hour applied to the assignment is based on the start time of the assignment.

Parking and Mileage
- Parking is billed at cost (where applicable).
- Mileage is billed at the current IRS rate for any miles traveled by an interpreter in excess of thirty (30) round trip miles. For estimating purposes, mileage is calculated based on the assignment location and the interpreter's established residence.

Additional Expenses:
Any other additional expenses require pre-approval by Client.

Request Extensions:
- As a courtesy, MasterWord allows same day extensions, under a current Service Order, so long as the current assigned interpreter is available, and the requested extension does not exceed two (2) additional consecutive hours.
- If the current assigned interpreter is unavailable for the requested time extension or the extension exceeds two (2) hours, a new Service Order will be submitted based on the applicable emergency rates.

Cancellation:
Cancellation fee applies to services cancelled by Client with less than the minimum cancellation notice, per interpreter per Service Order.

Number of Interpreters:
For any interpreting assignment lasting two (2) or more consecutive hours, a minimum of two (2) interpreters may be required per language pair depending on the nature and complexity of the assignment.

Availability of Interpreters:
Licensed Court Interpreters (LCIs) are available in certain languages only (https://jbcctexas.txcourts.gov/Protected/LIC/LicenseeSearch.aspx?Program=LCI&PubliSearch=Y&returnURL=~/Login.aspx?TI=2#noback). Availability of interpreters, whether LCI or Legal Experienced, for any legal/court IPI services is based on location and advance notice.

Services Outside of Service Area:
Rates and terms for services outside of the defined service area can be quoted upon request.

List of Core Spoken Languages:
Please visit https://www.masterword.com/core-languages/ to view the list of Core Spoken Languages.

Other Languages:
Services for other languages not listed as Core Languages can be quoted upon request and will typically require at least a 48-hour notice.

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

DEAF & HARD OF HEARING (AMERICAN SIGN LANGUAGE)

LANGUAGE(S): AMERICAN SIGN LANGUAGE (ASL)

SERVICE AREA: **GREATER HOUSTON AREA (TEXAS)**

SCOPE: American Sign Language (ASL) Community In-Person Interpreting enables communication access to essential services for Deaf/Hard-of-Hearing individuals and includes, but is not limited to, encounters in the healthcare/medical, family protective/social services, education, housing, and other community-based and social-based settings. Community ASL interpreting sessions are usually triadic (*1. Provider (ex., doctor, social worker, therapist, teacher, etc.) -> 2. Deaf/Hard-of-Hearing consumer -> 3. Interpreter)* or set in small groups. MasterWord's ASL interpreters are qualified professionals who possess all licenses, certificates, permits, registrations and other valid credentials necessary to perform the services as required by applicable laws, regulations, accreditation standards, including, but not limited to certification(s) by the Texas Health and Human Services' Board of Evaluation of Interpreters (BEI) or by the Registry of Interpreters for the Deaf (RID)/Center for the Assessment of Sign Language Interpreters (CASLI).

SERVICE RATES:

ASSIGNMENT TYPE	HOURLY RATE (PER INTERPRETER)		ADMINISTRATIVE FEE (PER INTERPRETER, PER REQUEST)	MINIMUM CANCELLATION NOTICE
	AMERICAN SIGN LANGUAGE	SPECIALITY*		
SCHEDULED BUSINESS Services requested with at least 48-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days	$69.20	$79.58	1.5 hr. administrative fee[2]	24 hrs.
SCHEDULED NON-BUSINESS Services requested with at least 48-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends or federal holidays	$89.96	$103.45		
EMERGENCY Services requested with less than 48-hour notice	$103.45	$118.98		

ADDITIONAL TERMS OF SERVICE:

***Billing*:**
Each assignment is billed based on the requested number of hours (estimated duration of the assignment) or a **1-hour minimum** (whichever is greater), in addition to the applicable administrative fee. Time worked in excess of the requested number of hours will be billed in 15-minute increments thereafter at the applicable hourly rate.
Any request in excess of eight (8) hours may be split into multiple requests based on the length and complexity of the request. The rate per hour applied to the assignment is based on the start time of the assignment.
Encounters, at the discretion of MasterWord, may be combined in instances where a request which exceeds an eight (8) hour period can be services by a single interpreter without compromising the accuracy or quality of service.

Overlapping Coverage:
- During an encounter a transition between interpreters can occur.
- Any overlapping coverage during an interpreter transition in excess of 30-minutes will be reviewed by MasterWord to ensure accurate billing.

Extensions:
As a courtesy, MasterWord allows same day extensions, under a current request, so long as the current assigned interpreter is available, and the requested extension does not exceed two (2) additional hours.
If the current assigned interpreter is unavailable to work the extended period of time or the extension exceeds two (2) hours an emergency request will be submitted.

Parking and Administrative Fee:
Parking is billed at cost (where applicable).
Each ASL interpreting service is assessed an administrative fee of 1.5 hr. per each interpreter requested in addition to the charges for actual interpreting services. Additional travel time charges may apply to assignments outside of the 30-mile radius of the interpreter's travel start point. In this case, additional fees are billed at an applicable hourly rate in 30-minute increments per interpreter for every 15-mile increment outside of the original 30-mile radius.

Cancellation:
If cancellation occurs or the Language Professional services is no longer needed within 24 hours or less of the scheduled start time of the assignment, scheduled services will be billed at the requested number of hours of the assignment or a two-hour minimum, (whichever is greater), per interpreter. If the Language Professional is en route to the assignment or has arrived at the location to perform services an administrative fee will be applied to the cancellation.

Availability of Interpreters:
Availability of interpreters for any ASL interpreting services is based on location and advance notice.

Services Outside of Service Area:
Rates and terms for services outside of defined service area can be quoted upon request.

Specialty
Specialty sign languages are defined as CDI (CERTIFIED DEAF INTERPRETER), LSM (MEXICAN SIGN LANGUAGE), and TACTILE SERVICES

Certified Deaf Interpreters (CDI):
If applicable, in the event a CDI is unavailable, a qualified deaf interpreter will be assigned. Due to a moratorium on Certified Deaf Interpreter examinations by the Registry of Interpreters for the Deaf, candidates who are eligible provisional deaf interpreters will be assigned.

Additional Fees May Apply:
In addition to the fees to be paid to MasterWord for the services provided, MasterWord shall be reimbursed for reasonable and necessary business travel, subsistence, and related expenses when traveling at the direction of Client. Any and all such additional reimbursable business expenses shall be discussed with and pre-approved by Client before such expenses are incurred. Per diem, travel, accommodations are billed, where applicable, in accordance with IRS and JTR guidelines (https://www.gsa.gov/travel/plan-book/per-diem-rates and http://www.defensetravel.dod.mil/site/perdiemCalc.cfm).

[2] *MasterWord adheres to the BEI standards for ASL interpreting services which includes a 1.5 hour administrative fee per interpreter per request (*https://hhs.texas.gov/doing-business-hhs/vendor-contractor-information/cssa-maximum-rates*). Administrative fee is billed at the applicable hourly rate.*

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

MasterWord®

DEAF & HARD OF HEARING (LEGAL INTERPRETING)

LANGUAGE(S): AMERICAN SIGN LANGUAGE (ASL)

SERVICE AREA: **GREATER HOUSTON AREA (TEXAS)**

SCOPE: Legal/Court American Sign Language In-Person Interpreting is performed during court proceedings, hearings, criminal or civil investigations, and in other legal settings, requiring specialized knowledge of legal terminology and protocol. A specialized RID certification (SC: L) or BEI Court Interpreter Certification (CIC) is required for an American Sign Language interpreter to perform interpreting services during legal/court encounters.

SERVICE RATES:

ASSIGNMENT TYPE	HOURLY RATE (PER INTERPRETER)		ADMINISTRATIVE FEE (PER INTERPRETER, PER REQUEST)	MINIMUM CANCELLATION NOTICE
	AMERICAN SIGN LANGUAGE	SPECIALITY*		
SCHEDULED BUSINESS Services requested with at least 48-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days	$145.76	$151.37	1.5 hr. administrative fee[3]	24 hrs.
SCHEDULED NON-BUSINESS Services requested with at least 48-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends or federal holidays	$200.42	$208.44		
EMERGENCY Services requested with less than 48-hour notice	$257.68	$267.60		

ADDITIONAL TERMS OF SERVICE:

***Billing*:**
Each assignment is billed based on the requested number of hours (estimated duration of the assignment) or a **1-hour minimum** (whichever is greater), in addition to the applicable administrative fee. Time worked in excess of the requested number of hours will be billed in 15-minute increments thereafter at the applicable hourly rate.
Any request in excess of eight (8) hours may be split into multiple requests based on the length and complexity of the request. The rate per hour applied to the assignment is based on the start time of the assignment.
Encounters, at the discretion of MasterWord, may be combined in instances where a request which exceeds an eight (8) hour period can be services by a single interpreter without compromising the accuracy or quality of service.

Overlapping Coverage:
- During an encounter a transition between interpreters can occur.
- Any overlapping coverage during an interpreter transition in excess of 30-minutes will be reviewed by MasterWord to ensure accurate billing.

Extensions:
As a courtesy, MasterWord allows same day extensions, under a current request, so long as the current assigned interpreter is available, and the requested extension does not exceed two (2) additional hours.
If the current assigned interpreter is unavailable to work the extended period of time or the extension exceeds two (2) hours an emergency request will be submitted.

Parking and Administrative Fee:
Parking is billed at cost (where applicable).
Each ASL interpreting service is assessed an administrative fee of 1.5 hr. per each interpreter requested in addition to the charges for actual interpreting services. Additional travel time charges may apply to assignments outside of the 30-mile radius of the interpreter's travel start point. In this case, additional fees are billed at an applicable hourly rate in 30-minute increments per interpreter for every 15-mile increment outside of the original 30-mile radius.

Cancellation:
If cancellation occurs or the Language Professional services is no longer needed within 24 hours or less of the scheduled start time of the assignment, scheduled services will be billed at the requested number of hours of the assignment or a two-hour minimum, (whichever is greater), per interpreter. If the Language Professional is en route to the assignment or has arrived at the location to perform services an administrative fee will be applied to the cancellation.

Availability of Interpreters:
Availability of interpreters for any ASL interpreting services is based on location and advance notice.

Services Outside of Service Area:
Rates and terms for services outside of defined service area can be quoted upon request.

Specialty
Specialty sign languages are defined as CDI (CERTIFIED DEAF INTERPRETER), LSM (MEXICAN SIGN LANGUAGE), and TACTILE SERVICES

Certified Deaf Interpreters (CDI):
If applicable, in the event a CDI is unavailable, a qualified deaf interpreter will be assigned. Due to a moratorium on Certified Deaf Interpreter examinations by the Registry of Interpreters for the Deaf, candidates who are eligible provisional deaf interpreters will be assigned.

Additional Fees May Apply:
In addition to the fees to be paid to MasterWord for the services provided, MasterWord shall be reimbursed for reasonable and necessary business travel, subsistence, and related expenses when traveling at the direction of Client. Any and all such additional reimbursable business expenses shall be discussed with and pre-approved by Client before such expenses are incurred. Per diem, travel, accommodations are billed, where applicable, in accordance with IRS and JTR guidelines (https://www.gsa.gov/travel/plan-book/per-diem-rates and http://www.defensetravel.dod.mil/site/perdiemCalc.cfm).

CONFIDENTIAL

[3] *MasterWord adheres to the BEI standards for ASL interpreting services which includes a 1.5 hour administrative fee per interpreter per request (https://hhs.texas.gov/doing-business-hhs/vendor-contractor-information/cssa-maximum-rates). Administrative fee is billed at the applicable hourly rate.*

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

MasterWord®

COMMUNICATION ACCESS REAL-TIME TRANSLATION (CART)

LANGUAGE(S): ENGLISH

SERVICE AREA: **GREATER HOUSTON AREA (TEXAS)**

SCOPE: On-Site Communication Access Real-time Translation (CART) Services is a speech-to-text service for anyone who needs communication access and may not utilize sign language for communication. While providers are on-site, text can be viewed on a laptop, projected on a screen, or on smartphones. A link will be provided to those needing the services to view the streaming text. No special software is needed to view the texts.

SERVICE RATES:

ASSIGNMENT TYPE	HOURLY RATE	SET UP FEE*	ADMINISTRATIVE FEE (PER INTERPRETER, PER REQUEST)	MINIMUM
SCHEDULED BUSINESS Services requested with at least 48-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days	$141.85	$75.00	1.5 hr. administrative fee[4]	***HOURLY RATE*** Two (2) hour minimum plus Administrative fee and Set Up fee (applicable to all rate types) ***DAILY RATE*** Eight (8) hour minimum plus Administrative fee and Set Up fee (applicable to all rate types)
SCHEDULED NON-BUSINESS Services requested with at least 48-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends or federal holidays	$195.04			
EMERGENCY BUSINESS Services requested less than 48-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days	$224.95			

*Set Up Fee is billed per day, per assignment and includes installation of equipment and software at the beginning of the assignment and removal of equipment and software at the end of the assignment.

ADDITIONAL TERMS OF SERVICE:

Billing Increments:
All CART service requests must be made with at least 48 hours to avoid "last minute requests" which will subject an emergency scheduling fee. Each assignment is billed based on estimated number of hours CART services are provided in excess of a 2-hour minimum. Anything after 2 hours will be billed in 15-minute increments. The rate per hour applied to the assignment is based on the start time of the assignment.

Parking and Travel Time:
Parking is billed at cost, if applicable
Travel time is billed at an applicable travel time hourly rate based on a provider's residence location, as follows:

Radius	Travel Charge
<30 miles	1 hour
30 to <60 miles	2 hours
60+ miles	Actual drive time

Cancellation policy:
If cancellation occurs or if the CART providers' services is no longer needed within 24 hours or less of the scheduled start time of the assignment, scheduled services will be billed at the requested number of hours of the assignment or a two-hour minimum, (whichever is greater), per provider.

Additional fees may apply:
In addition to the fees to be paid to MASTERWORD for the services provided, MASTERWORD shall be reimbursed for reasonable and necessary business travel, subsistence, and related expenses when traveling at the direction of CLIENT. Any and all such additional reimbursable business expenses shall be discussed with and pre-approved by CLIENT before such expenses are incurred.
A projector fee of $20.00 per hour may be billed to CLIENT in the instance a projector is required in addition to the standard rate.

Specialized Software Fee:
Should specialized software be preferred, direct costs per hour will be assessed

Transcripts:
Unedited rough transcripts may be requested at a $25.00 fee per transcript. Edited transcripts may be requested at a $5.00 per page fee assessment.

CONFIDENTIAL

[4] *MasterWord adheres to the BEI standards for ASL interpreting services which includes a 1.5 hour administrative fee per interpreter per request (https://hhs.texas.gov/doing-business-hhs/vendor-contractor-information/cssa-maximum-rates). Administrative fee is billed at the applicable hourly rate.*

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

MasterWord®

VIRTUAL INTERPRETING SERVICES

CONSECUTIVE

LANGUAGE(S): SPOKEN FOREIGN LANGUAGES

SERVICE AREA: **GREATER HOUSTON AREA (TEXAS)**

SCOPE: COMMUNITY VIRTUAL CONSECUTIVE INTERPRETING (VCI) is delivered by professional/certified interpreters and includes, but is not limited to, encounters in the healthcare/medical, social services, education, housing, religious and other community-based and social-based settings.

MODALITY: During CONSECUTIVE INTERPRETING, an interpreter listens to and analyzes the message while one of the parties is speaking, and then delivers the interpretation into another language when the speaker pauses.

VCI can be delivered via any web conferencing or teleconferencing platform or application, such as Zoom, GoToMeeting, Microsoft Teams, Cisco WebEx, etc. A virtual meeting URL or teleconference bridge can be set up by client or MasterWord[5]. Client is responsible for distributing the meeting URL or teleconference info to other participants. In accordance with MasterWord's privacy policy, MasterWord interpreters will not be able to make outgoing calls or add other participants to the virtual meeting.

To learn more, visit: https://www.masterword.com/virtual-interpreting-requests-best-practices-technical-assistance/

SERVICE RATES:

ASSIGNMENT TYPE	HOURLY RATE (PER INTERPRETER)			MINIMUM (PER INTERPRETER)	MINIMUM CANCELLATION NOTICE	CANCELLATION FEE (PER INTERPRETER)
	SPANISH	CORE SPOKEN LANGUAGES*	MAYAN AND INDIGENOUS LANGUAGES**			
SCHEDULED BUSINESS Services requested with at least 24-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days	$46.32	$53.27	$157.50	1 hr	24 hrs	Applicable hourly rate for each interpreter x 1 hr min
SCHEDULED NON-BUSINESS Services requested with at least 24-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends and federal holidays	$63.68	$74.24	$216.56			
EMERGENCY Services requested with less than 24-hour notice	$81.89	$94.16	$278.43			

ADDITIONAL TERMS OF SERVICE (VCI):

Billing Increments:

Each assignment is billed based on the actual number of hours interpreted in excess of a defined minimum. Services performed beyond the defined minimum are billed in 15-minute increments thereafter. The rate per hour applied to the assignment is based on the start time of the assignment.

Additional Expenses:

Any other additional expenses require pre-approval by Client.

Request Extensions:

- As a courtesy, MasterWord allows same day extensions, under a current Service Order, so long as the current assigned interpreter is available, and the requested extension does not exceed two additional consecutive hours.
- If the current assigned interpreter is unavailable for the requested time extension or the extension exceeds two hours, a new Service Order will be submitted based on the applicable emergency rates.

Cancellation:

Cancellation fee applies to services cancelled by Client with less than the minimum cancellation notice, per interpreter per Service Order.

Number of Interpreters:

For any interpreting assignment lasting two or more consecutive hours, a minimum of two interpreters may be required per language pair depending on the nature and complexity of the assignment.

Availability of Interpreters:

Availability of interpreters is contingent on language combination and advance notice.

List of Core Spoken Languages:

Please visit https://www.masterword.com/core-languages/ to view the list of Core Spoken Languages.

****Mayan and Indigenous Languages:***

Availability of Mayan and Indigenous language services may be limited based on location and advance notice. Relay may be required contingent on language combination. Travel costs may apply and will be quoted on a case by case basis.

Other Languages:

Services for other languages not listed as Core Languages can be quoted upon request and will typically require at least a 48-hour notice.

[5] *MasterWord can set up virtual meetings via Zoom, Skype for Business and Microsoft Teams platforms using our business level licenses at no additional charge.*

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

SIMULTANEOUS

LANGUAGE(S): SPOKEN FOREIGN LANGUAGES

SERVICE AREA: **GREATER HOUSTON AREA (TEXAS)**

SCOPE: COMMUNITY VIRTUAL SIMULTANEOUS INTERPRETING (VSI) is delivered by professional qualified/certified interpreters and includes, but is not limited to, encounters in the healthcare/medical, social services, education, housing, religious and other community-based and social-based settings.

MODALITY: During SIMULTANEOUS INTERPRETING, the interpreter listens to, analyzes and interprets the speech at the same time (with just a slight lag) and same rate of delivery as the person speaking. The speaker does not pause for the interpreter to complete interpretation. Simultaneous interpreting is the most challenging mode of interpreting; therefore, service rates for simultaneous interpreting reflect the complexity of this activity.

Virtual simultaneous interpreting requires a specialized technology solution that allows for multichannel functionality where two or more people (presenter and one or more interpreters) can speak on different audio channels without overlapping or interrupting each other.

SERVICE RATES:

ASSIGNMENT TYPE	HOURLY RATE* (PER INTERPRETER)		MINIMUM (PER INTERPRETER)	MINIMUM CANCELLATION NOTICE	CANCELLATION FEE (PER INTERPRETER)
	SPANISH	CORE SPOKEN LANGUAGES*			
SCHEDULED BUSINESS Services requested with at least 24-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days	$69.61	$79.27	One (1) hr.	24 hrs.	Applicable hourly rate for each interpreter x 1 hr min
SCHEDULED NON-BUSINESS Services requested with at least 24-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends and federal holidays	$104.41	$118.90			
EMERGENCY Services requested with less than 24-hour notice	$104.41	$118.90			

ADDITIONAL TERMS OF SERVICE (VSI):

Billing Increments:

Each assignment is billed based on the actual number of hours interpreted in excess of a defined minimum. Services performed beyond the defined minimum are billed in 15-minute increments thereafter. The rate per hour applied to the assignment is based on the start time of the assignment.

Additional Expenses:

A project management fee of 15% will apply to each request.

*Additional Platform Utilization fees may apply and, when applicable, will be quoted for client approval.

Any other additional expenses require pre-approval by Client.

Request Extensions:

- As a courtesy, MasterWord allows same day extensions, under a current Service Order, so long as the current assigned interpreter is available, and the requested extension does not exceed two (2) additional consecutive hours.
- If the current assigned interpreter is unavailable for the requested time extension or the extension exceeds two (2) hours, a new Service Order will be submitted based on the applicable emergency rates.

Cancellation:

Cancellation fee applies to services cancelled by Client with less than the minimum cancellation notice, per interpreter per Service Order.

Number of Interpreters:

For simulatenous interpreting assignment, two (2) interpreters may be required per language pair depending on the nature and complexity of the assignment.

Availability of Interpreters:

Availability of interpreters is contingent on language combination and advance notice.

***List of Core Spoken Languages:**

Please visit https://www.masterword.com/core-languages/ to view the list of Core Spoken Languages.

Other Languages:

Services for other languages not listed as Core Languages can be quoted upon request and will typically require at least a 48-hour notice.

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

LEGAL/COURT

LANGUAGE(S): SPOKEN FOREIGN LANGUAGES

MODALITY: CONSECUTIVE or SIMULTANEOUS

SERVICE AREA: **GREATER HOUSTON AREA (TEXAS)**

SCOPE:

LEGAL/COURT VIRTUAL INTERPRETING (VLI) is performed during court proceedings, hearings, criminal or civil investigations, and in other legal settings, requiring specialized knowledge of legal terminology and protocol.

Legal/Court Virtual Interpreting services are performed either by certified/licensed court interpreters or qualified court interpreters:

- **Certified Court Interpreter:** To be certified (or registered, licensed) as a court interpreter, interpreter must meet the certification criteria set forth by each state and satisfactorily pass all required certification exams/tests. Certified court interpreter must be registered in the state court interpreter registry and must complete all continuing education/ professional development requirements as mandated by each state (where applicable). Court interpreter certifications may be limited to certain languages in different states, thus certified court interpreter availability is contingent upon availability of certification options in each specific state.

- **Qualified court interpreter:** An Interpreter in the language combination where (a) certification does not exist, or (b) a certified interpreter is not available, but who can demonstrate to the satisfaction of the court the ability to interpret court proceedings from English to a designated language and from that language into English.

Legal/Court VLI can be delivered via any web conferencing or teleconferencing platform or application, such as Zoom, GoToMeeting, Microsoft Teams, Cisco WebEx, etc. A virtual meeting URL or teleconference bridge can be set up by client or MasterWord[6]. Client is responsible for distributing the meeting URL or teleconference info to other participants. In accordance with MasterWord's privacy policy, MasterWord interpreters will not be able to make outgoing calls or add other participants to the virtual meeting.

MODALITY:

During **CONSECUTIVE INTERPRETING**, an interpreter listens to and analyzes the message while one of the parties is speaking, and then delivers the interpretation into another language when the speaker pauses.

During **Simultaneous Interpreting**, the interpreter listens to, analyzes and interprets the speech at the same time (with just a slight lag) and same rate of delivery as the person speaking. The type of simultaneous interpreting mostly used in legal/court settings is "Whispered" (also known as Chuchotage), where an interpreter is assigned to one limited English proficient (LEP) individual or to a very small group of people and re-speaks what is being said simultaneously in a whisper, so as not to hinder the rest of the proceedings. This type of simultaneous interpreting usually does not require special interpretation equipment, but still requires the same level of specialized skill and concentration from an interpreter. Simultaneous interpreting is the most challenging mode of interpreting; therefore, service rates for simultaneous interpreting reflect the complexity of this activity

To learn more, visit: https://www.masterword.com/virtual-interpreting-requests-best-practices-technical-assistance/

The rest of this page is left intentionally blank.

CONFIDENTIAL

[6] *MasterWord can set up virtual meetings via Zoom, Skype for Business and Microsoft Teams platforms using our business level licenses at no additional charge.*

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

SERVICE RATES:

COURT INTERPRETER (VLI)				
ASSIGNMENT TYPE	**HOURLY RATE (PER INTERPRETER)**	**MINIMUM (PER INTERPRETER)**	**MINIMUM CANCELLATION NOTICE**	**CANCELLATION FEE (PER INTERPRETER)**
	SPANISH and CORE SPOKEN LANGUAGES*			
SCHEDULED BUSINESS Services requested with at least 24-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days	$145.76	One (1) hrs.	24 hrs.	Applicable hourly rate for each interpreter x 1 hrs. min
SCHEDULED NON-BUSINESS Services requested with at least 24-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends and federal holidays	$200.42			
EMERGENCY Services requested with less than 24-hour notice	$257.68			

ADDITIONAL TERMS OF SERVICE (VLI):

Billing Increments:

Each assignment is billed based on the actual number of hours interpreted in excess of a defined minimum. Services performed beyond the defined minimum are billed in 15-minute increments thereafter. The rate per hour applied to the assignment is based on the start time of the assignment.

Additional Expenses:

A project management fee of 15% will apply to each request.

Any other additional expenses require pre-approval by Client.

Request Extensions:

- As a courtesy, MasterWord allows same day extensions, under a current Service Order, so long as the current assigned interpreter is available, and the requested extension does not exceed two (2) additional consecutive hours.
- If the current assigned interpreter is unavailable for the requested time extension or the extension exceeds two (2) hours, a new Service Order will be submitted based on the applicable emergency rates.

Cancellation:

Cancellation fee applies to services cancelled by Client with less than the minimum cancellation notice, per interpreter per Service Order.

Number of Interpreters:

For any interpreting assignment lasting two (2) or more consecutive hours, a minimum of two (2) interpreters may be required per language pair depending on the nature and complexity of the assignment.

Availability of Interpreters:

Certified Court Interpreters are available in certain areas and certain languages only based on local regulations. Availability of interpreters, whether Certified or Qualified, for any legal/court VLI services is contingent on advance notice.

List of Core Spoken Languages:

Please visit https://www.masterword.com/core-languages/ to view the list of Core Spoken Languages.

Other Languages:

Services for other languages not listed as Core Languages can be quoted upon request and will typically require at least a 48-hour notice.

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

DEAF & HARD OF HEARING (AMERICAN SIGN LANGUAGE)

LANGUAGE(S): AMERICAN SIGN LANGUAGE
SERVICE AREA: **GREATER HOUSTON AREA (TEXAS)**
SCOPE: American Sign Language (ASL) COMMUNITY VIRTUAL INTERPRETING (VASL) enables communication access to essential services for Deaf/Hard-of-Hearing individuals and includes, but is not limited to, encounters in the healthcare/medical, family protective/social services, education, housing, and other community-based and social-based settings. Community ASL interpreting sessions are usually triadic (1. Provider (ex., doctor, social worker, therapist, teacher, etc.) -> 2. Deaf/Hard-of-Hearing consumer -> 3. Interpreter) or set in small groups. MasterWord's ASL interpreters are qualified professionals who possess all licenses, certificates, permits, registrations and other valid credentials necessary to perform the services as required by applicable laws, regulations, accreditation standards, including, but not limited to certification(s) by the Texas Health and Human Services' Board of Evaluation of Interpreters (BEI) or by the Registry of Interpreters for the Deaf (RID)/Center for the Assessment of Sign Language Interpreters
VASL can be delivered via any web conferencing or teleconferencing platform or application, such as Zoom, GoToMeeting, Microsoft Teams, Cisco WebEx, etc. A virtual meeting URL or teleconference bridge can be set up by client or MasterWord . Client is responsible for distributing the meeting URL or teleconference info to other participants. In accordance with MasterWord's privacy policy, MasterWord interpreters will not be able to make outgoing calls or add other participants to the virtual meeting.

To learn more, visit: https://www.masterword.com/virtual-interpreting-requests-best-practices-technical-assistance/

SERVICE RATES:

ASSIGNMENT TYPE	HOURLY RATE (PER INTERPRETER)		ADMINISTRATIVE FEE (PER INTERPRETER, PER REQUEST)	MINIMUM CANCELLATION NOTICE	CANCELLATION FEE (PER INTERPRETER)
	AMERICAN SIGN LANGUAGE	SPECIALITY*			
SCHEDULED BUSINESS Services requested with at least 48-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days	$69.20	$79.58	1.5 hr. administrative fee[7]	24 hrs.	Applicable hourly rate for each interpreter x 1 hr min
SCHEDULED NON-BUSINESS Services requested with at least 48-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends and federal holidays	$89.96	$103.45			
EMERGENCY Services requested with less than 48-hour notice	$103.45	$118.98			

ADDITIONAL TERMS OF SERVICE (VASL):

Billing Increments:
Each assignment is billed based on the requested number of hours (estimated duration of the assignment) or a 1-hour minimum (whichever is greater), in addition to the applicable administrative fee. Services performed beyond the defined minimum are billed in 15-minute increments thereafter. The rate per hour applied to the assignment is based on the start time of the assignment.

Additional Expenses:
Any other additional expenses require pre-approval by Client.

Request Extensions:
- As a courtesy, MasterWord allows same day extensions, under a current Service Order, so long as the current assigned interpreter is available, and the requested extension does not exceed two (2) additional consecutive hours.
- If the current assigned interpreter is unavailable for the requested time extension or the extension exceeds two (2) hours, a new Service Order will be submitted based on the applicable emergency rates.

Administrative Fee:
Each ASL interpreting service is assessed an administrative fee of 1.5 hr. per each interpreter requested in addition to the charges for actual interpreting services.

Cancellation:
Cancellation fee applies to services cancelled by Client with less than the minimum cancellation notice, per interpreter per Service Order.

Number of Interpreters:
For any interpreting assignment lasting two (2) or more consecutive hours, a minimum of two (2) interpreters may be required per language pair depending on the nature and complexity of the assignment.

Availability of Interpreters:
Availability of interpreters is contingent on language combination and advance notice.

Specialty
Specialty sign languages are defined as CDI (CERTIFIED DEAF INTERPRETER), LSM (MEXICAN SIGN LANGUAGE), and TACTILE SERVICES

Certified Deaf Interpreters (CDI):
If applicable, in the event a CDI is unavailable, a qualified deaf interpreter will be assigned. Due to a moratorium on Certified Deaf Interpreter examinations by the Registry of Interpreters for the Deaf, candidates who are eligible provisional deaf interpreters will be assigned.

[7] *MasterWord adheres to the BEI standards for ASL interpreting services which includes a 1.5 hour administrative fee per interpreter per request (*https://hhs.texas.gov/doing-business-hhs/vendor-contractor-information/cssa-maximum-rates*). Administrative fee is billed at the applicable hourly rate.*

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

DEAF & HARD OF HEARING (LEGAL INTERPRETING)

LANGUAGE(S): AMERICAN SIGN LANGUAGE
SERVICE AREA: CONTINENTAL UNITED STATES
SCOPE: American Sign Language (ASL) LEGAL / COURT VIRTUAL INTERPRETING (VASL-L) enables communication access to essential services for Deaf/Hard-of-Hearing individuals and includes, but is not limited to, encounters in court proceedings, hearings, criminal or civil investigations, and in other legal settings, requiring specialized knowledge of legal terminology and protocol. A specialized RID certification (SC: L) or BEI Court Interpreter Certification (CIC) is required for an American Sign Language interpreter to perform interpreting services during legal/court encounters.

MasterWord's ASL interpreters are qualified professionals who possess all licenses, certificates, permits, registrations and other valid credentials necessary to perform the services as required by applicable laws, regulations, accreditation standards, including, but not limited to certification(s) by the Texas Health and Human Services' Board of Evaluation of Interpreters (BEI) or by the Registry of Interpreters for the Deaf (RID)/Center for the Assessment of Sign Language Interpreters

VASL-L can be delivered via any web conferencing or teleconferencing platform or application, such as Zoom, GoToMeeting, Microsoft Teams, Cisco WebEx, etc. A virtual meeting URL or teleconference bridge can be set up by client or MasterWord . Client is responsible for distributing the meeting URL or teleconference info to other participants. In accordance with MasterWord's privacy policy, MasterWord interpreters will not be able to make outgoing calls or add other participants to the virtual meeting.

To learn more, visit: https://www.masterword.com/virtual-interpreting-requests-best-practices-technical-assistance/

SERVICE RATES:

ASSIGNMENT TYPE	HOURLY RATE (PER INTERPRETER) — AMERICAN SIGN LANGUAGE and SPECIALITY*	ADMINISTRATIVE FEE (PER INTERPRETER, PER REQUEST)	MINIMUM CANCELLATION NOTICE	CANCELLATION FEE (PER INTERPRETER)
SCHEDULED BUSINESS Services requested with at least 48-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days	$145.76	1.5 hr. administrative fee[8]	24 hrs.	Applicable hourly rate for each interpreter x 1 hr min
SCHEDULED NON-BUSINESS Services requested with at least 48-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends and federal holidays	$200.42			
EMERGENCY Services requested with less than 48-hour notice	$257.68			

ADDITIONAL TERMS OF SERVICE (VASL-L):

Billing Increments:
Each assignment is billed based on the requested number of hours (estimated duration of the assignment) or a 1-hour minimum (whichever is greater), in addition to the applicable administrative fee. Services performed beyond the defined minimum are billed in 15-minute increments thereafter. The rate per hour applied to the assignment is based on the start time of the assignment.

Additional Expenses:
Any other additional expenses require pre-approval by Client.

Request Extensions:
- As a courtesy, MasterWord allows same day extensions, under a current Service Order, so long as the current assigned interpreter is available, and the requested extension does not exceed two (2) additional consecutive hours.
- If the current assigned interpreter is unavailable for the requested time extension or the extension exceeds two (2) hours, a new Service Order will be submitted based on the applicable emergency rates.

Administrative Fee:
Each ASL interpreting service is assessed an administrative fee of 1.5 hr. per each interpreter requested in addition to the charges for actual interpreting services.

Cancellation:
Cancellation fee applies to services cancelled by Client with less than the minimum cancellation notice, per interpreter per Service Order.

Number of Interpreters:
For any interpreting assignment lasting two (2) or more consecutive hours, a minimum of two (2) interpreters may be required per language pair depending on the nature and complexity of the assignment.

Availability of Interpreters:
Availability of interpreters is contingent on language combination and advance notice.

Specialty
Specialty sign languages are defined as CDI (CERTIFIED DEAF INTERPRETER), LSM (MEXICAN SIGN LANGUAGE), and TACTILE SERVICES

Certified Deaf Interpreters (CDI):
If applicable, in the event a CDI is unavailable, a qualified deaf interpreter will be assigned. Due to a moratorium on Certified Deaf Interpreter examinations by the Registry of Interpreters for the Deaf, candidates who are eligible provisional deaf interpreters will be assigned.

[8] *MasterWord adheres to the BEI standards for ASL interpreting services which includes a 1.5 hour administrative fee per interpreter per request (*https://hhs.texas.gov/doing-business-hhs/vendor-contractor-information/cssa-maximum-rates*). Administrative fee is billed at the applicable hourly rate.*

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

COMMUNICATION ACCESS REAL-TIME TRANSLATION (CART)

LANGUAGE(S): ENGLISH

SERVICE AREA: **GREATER HOUSTON AREA (TEXAS)**

SCOPE: Virtual Communication Access Real-Time Translation (CART) services enables communication access to essential services for Deaf/Hard-of-Hearing individuals who may not utilize American Sign Language as a communication mode and includes, but is not limited to, encounters in the healthcare/medical, family protective/social services, education, housing, and other community-based and social-based settings.

Virtual CART can be delivered via any web conferencing or teleconferencing platform or application, such as Zoom, GoToMeeting, Microsoft Teams, Cisco WebEx, etc. A virtual meeting URL or teleconference bridge can be set up by client or MasterWord. Client is responsible for distributing the meeting URL or teleconference info to other participants. In accordance with MasterWord's privacy policy, MasterWord interpreters will not be able to make outgoing calls or add other participants to the virtual meeting.

To learn more, visit: https://www.masterword.com/virtual-interpreting-requests-best-practices-technical-assistance/

SERVICE RATES:

ASSIGNMENT TYPE	HOURLY RATE	ADMINISTRATIVE FEE (PER INTERPRETER, PER REQUEST)	MINIMUM
SCHEDULED BUSINESS Services requested with at least 48-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days	$141.85	1.5 hr. administrative fee[9]	2-hour minimum plus Administrative fee (applicable to all rate types)
SCHEDULED NON-BUSINESS Services requested with at least 48-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends and federal holidays	$195.04		
EMERGENCY Services requested with less than 48-hour notice	$224.95		

ADDITIONAL TERMS OF SERVICE VIRTUAL CART:

All CART service requests must be made with at least 48 hours to avoid "last minute requests" which will subject an emergency scheduling fee.

Billing Increments:

Each assignment is billed based on estimated number of hours CART services are provided in excess of a 2-hour minimum. Anything after 2 hours will be billed in 15-minute increments. The rate per hour applied to the assignment is based on the start time of the assignment.

Additional Expenses:

Any other additional expenses require pre-approval by Client.

Cancellation policy:

If cancellation occurs or if the CART providers' services is no longer needed within 24 hours or less of the scheduled start time of the assignment, scheduled services will be billed at the requested number of hours of the assignment or a two-hour minimum, (whichever is greater), per provider.

Additional fees may apply:

In addition to the fees to be paid to MASTERWORD for the services provided, MASTERWORD shall be reimbursed for reasonable and necessary business travel, subsistence, and related expenses when traveling at the direction of CLIENT. Any and all such additional reimbursable business expenses shall be discussed with and pre-approved by CLIENT before such expenses are incurred.

Specialized Software Fee:

Should specialized software be preferred, direct costs per hour will be assessed.

Transcripts:

Unedited rough transcripts may be requested at a $25.00 fee per transcript. Edited transcripts may be requested at a $5.00 per page fee assessment.

CONFIDENTIAL

[9] *MasterWord adheres to the BEI standards for ASL interpreting services which includes a 1.5 hour administrative fee per interpreter per request (https://hhs.texas.gov/doing-business-hhs/vendor-contractor-information/cssa-maximum-rates). Administrative fee is billed at the applicable hourly rate.*

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

MasterWord®

REMOTE INTERPRETING SERVICES

OVER-THE-PHONE INTERPRETING (OPI)

LANGUAGE(S): SPOKEN FOREIGN LANGUAGES

MODALITY: CONSECUTIVE

SERVICE AREA: CONTINENTAL UNITED STATES

SCOPE: Over-the-Phone Interpreting (OPI) provides telephone access to remote interpreters. Services are performed by professional spoken language interpreters located in MasterWord's contact center or a MasterWord approved remote location. To reach our telephone interpreters, no specific equipment is required. Over-the-Phone interpreting works from any modern touch-tone phone.

SERVICE RATES:

RATE (PER MINUTE)	USAGE TIERS – SPANISH ONLY (BILLED MINUTES PER MONTH)			
	TIER 1 (1-30,000)	**TIER 2** (30,001-50,000)	**TIER 3** (50,001 – 100,000)	**TIER 4** (100,001+)
	$0.98	$0.90	$0.85	$0.81

RATE (PER MINUTE)	USAGE TIERS – OTHER SPOKEN LANGUAGES (BILLED MINUTES PER MONTH)			
	TIER 1 (1-30,000)	**TIER 2** (30,001-50,000)	**TIER 3** (50,001 – 100,000)	**TIER 4** (100,001+)
	$1.17	$1.02	$0.98	$0.90

RATE (PER MINUTE)	FLAT RATE – MAYAN AND INDIGENOUT LANGUAGES (BILLED MINUTES PER MONTH)
	$3.95

ADDITIONAL TERMS OF SERVICE:

ON-DEMAND

Billing for OPI Services:
Calls are billed per minute; fractions of a minute will be rounded to the next whole minute. Billing starts when interpreter answers and ends once interpreter or customer disconnects.

Services Outside of Service Area:
Third- party dialing outside the U.S. is not provided. Long-distance charges will apply for international calls required by Client.

Specialized Services to be quoted upon request: Specialized services include, but are not limited to; legal interpreters, licensed or certified court interpreters, and other services requiring subject-matter expertise. These services shall be scheduled in advance to ensure interpreter availability.

For a list of languages available ON-DEMAND please visit https://www.masterword.com/opi-languages/**.**

***Mayan and Indigenous Languages:**
K'iche, Qeqchi, and Mam are billed at a **thirty (30) minute minimum**; all other Mayan and Indigenous Languages are billed at a **sixty (60) minute minimum. Relay may be required contingent on language combination.** Availability of Mayan and Indigenous Languages on-Demand is subject to change.

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

MasterWord®

VIDEO REMOTE INTERPRETING (VRI)

LANGUAGE(S): SPOKEN FOREIGN LANGUAGES & AMERICAN SIGN LANGUAGE (ASL)

MODALITY: CONSECUTIVE

SERVICE AREA: CONTINENTAL UNITED STATES

SCOPE: Video Remote Interpreting (VRI) provides video telecommunication access to spoken and sign language interpreting services. Services are performed by professional spoken language interpreters or by ASL interpreters who are nationally certified by the Registry of Interpreters for the Deaf (RID)/Center for the Assessment of Sign Language Interpreters (CASLI) or state certified/licensed. Interpreters are located in MasterWord's contact center or MasterWord approved remote location.

SERVICE RATES:

	USAGE TIERS – SPANISH & CORE SPOKEN LANGUAGE (BILLED MINUTES PER MONTH)			
	TIER 1 (1-30,000)	**TIER 2** (30,001-50,000)	**TIER 3** (50,001 – 100,000)	**TIER 4** (100,001+)
	$1.21	$1.09	$0.98	$0.93
One-time activation fee	Waived			
Monthly licensing fee	Waived			

LANGUAGES	**USAGE TIERS (BILLED MINUTES PER MONTH)**		
	TIER 1 (1-3,200)	**TIER 2 (3,201 – 6,400)**	**TIER 3 (6,401 +)**
ASL	$1.94	$1.84	$1.75
One-time activation fee	Waived		
Monthly licensing fee	Waived		

ADDITIONAL TERMS OF SERVICE:

ON-DEMAND

Billing for On-Demand VRI Services:
Calls are billed per minute; fractions of a minute will be rounded to the next whole minute. Billing starts when interpreter answers and ends once interpreter or customer disconnects.

Spanish and ASL VRI Services:
Spanish and ASL VRI calls are available on-demand 24/7/365.

Other Spoken Languages VRI Services:
On-Demand VRI services for languages found here https://www.masterword.com/vri-languages/ are available Monday through Friday between 7:00 am and 7:00 pm CST. Other spoken languages can be made available on-demand for clients with larger volume commitment. Please ask your MasterWord account representative about the minimum volume requirements and spoken languages available on-demand.

Specialized Services to be quoted upon request: Specialized services include, but are not limited to; legal interpreters, licensed or certified court interpreters, and other services requiring subject-matter expertise. These services shall be scheduled in advance to ensure interpreter availability.

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

MasterWord®

TRAINING & ASSESSMENTS

LANGUAGE PROFICIENCY AND INTERPRETER ASSESSMENTS

SERVICE AREA: CONTINENTAL UNITED STATES

SCOPE: MasterWord provides the following professional assessment services. These are proven tools to evaluate the language skills of bilingual and multilingual staff acting as interim interpreters and validate interpreter skills of staff interpreters:

LANGUAGE PROFICIENCY ASSESSMENT

Tests a candidate/individual's ability to communicate in a particular language in four skill areas: listening, reading, grammar and oral expression. This comprehensive assessment measures proficiency as defined by the Interagency Language RoundTable (ILR) Skill Level Descriptions. Administered and proctored online (listening, reading and grammar modules) and by phone (oral expression module).

INTERPRETER SKILLS ASSESSMENT

Tests a candidate/individual's ability to meet the standards to be qualified as an interpreter with sufficient skills and understanding of professional code of conduct, recommended for individuals who will facilitate communication between two or more parties. Administered and proctored online and by phone (oral exam module).

SERVICE RATES:

ASSESSMENT TYPE	RATE PER EXAM
LANGUAGE PROFICIENCY ASSESSMENT	$77.25
INTERPRETER SKILLS ASSESSMENT	$108.15

ADDITIONAL TERMS OF SERVICE:

Assessments may be scheduled online or by emailing TAD@masterword.com. At a minimum, the request must include the language, assessment type (interpreter skills or language proficiency), examinee's name, email address, and the time and date for the assessment. Any assessment scheduling requests with less than a 24 hour notice must be made by calling 281-589-0810.

All records are archived by MASTERWORD for three (3) years.

- Assessments are evaluated by raters whose education level range from Bachelors to Doctorate degree, and who have been tested and trained.
- A report will be sent to Client within 1-2 weeks after the exam is completed.
- Billing is based on number of assessments administered.

CANCELLATION POLICY:

If the request is cancelled with less than 24-hour notice, a 50% cancellation fee will apply.

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

ADDITIONAL SERVICES

MasterWord Services ("MasterWord") provides a comprehensive suite of language access, multilingual communication, and related support services. Services may be provided on an as-needed basis and are subject to availability. Rates and/or estimates for services not expressly included in this Agreement may be quoted upon request and mutually agreed upon in writing. Services include, but are not limited to, the following:

TRANSLATION & LOCALIZATION

- Document translation (all formats, including AutoCAD)
- Editing, proofreading, and linguistic review
- Certified translations with affidavit of accuracy
- Secure AI-powered translation, with human-at-the-core or standalone workflows
- Website, digital content, and eLearning localization
- Content governance and multilingual content strategy

INTERPRETATION & MULTILINGUAL COMMUNICATION

- In-person, legal, and court interpreting
- Over-the-phone (OPI), virtual, and Video Remote Interpreting (VRI)
- Conference and simultaneous interpreting
- Interpretation equipment rental
- AI-enabled and AI-assisted interpreting services, where appropriate

DEAF & HARD-OF-HEARING ACCESS

- ASL interpreting (in-person and virtual), including legal and court settings
- Video Remote Interpreting (VRI)
- Certified Deaf Interpreters (CDI), Mexican Sign Language (LSM), and tactile interpreting for DeafBlind or low-vision consumers
- CART (Communication Access Realtime Translation)

TRAINING & PROFESSIONAL DEVELOPMENT

- Interpreter training and skills assessments
- Translator assessments
- Language proficiency testing for bilingual staff
- Language immersion programs
- Cultural competency training

MULTIMEDIA & AUDIOVISUAL

- Asset conforming and mastering
- Script creation with timing
- Subtitling, closed captioning, and audio description
- Video localization
- Metadata management
- Voice-over and dubbing
- AI-Transcription, dubbing and subtitling

ACCESSIBILITY & REMEDIATION

- Accessibility remediation for websites, documents, and applications
- Section 508, ADA, WCAG, and EN 301 549 compliance
- Accessibility consulting and alternative text creation

AI & LANGUAGE TECHNOLOGY

- AI training data curation and preparation
- Data annotation and labeling
- Content summarization and sentiment analysis
- Retrieval-Augmented Generation (RAG) implementation
- Custom prompt engineering
- AI-assisted language automation and interpretation solutions

ADDITIONAL SERVICES

- In-house call center support with rollover capability
- Onsite managed multilingual services
- Bilingual staffing and linguist placement
- Multilingual outsourcing and desktop publishing
- Other language-related services as mutually agreed

FOR MORE INFORMATION AND A COMPLETE LISTING OF SERVICES PROVIDED BY MASTERWORD, PLEASE VISIT WWW.MASTERWORD.COM OR CALL US AT +1.866.716.4999

CONFIDENTIAL

Doc ID: adcf3a8b831f64821bd58ec6af00b236a3dff863

Dropbox Sign

Audit trail

Title	Fort Bend County Agreement
File name	0332dd4e-2354-4e0d-9451-8d4e3a9e4bb4.pdf
Document ID	adcf3a8b831f64821bd58ec6af00b236a3dff863
Audit trail date format	MM / DD / YYYY
Status	Signed

Document History

SENT	**08 / 18 / 2026** 19:01:16 UTC	Sent for signature to Ludmila Golovine (mgolovine@masterword.com) from contracts@masterword.com IP: 99.95.238.117
VIEWED	**08 / 18 / 2026** 19:02:57 UTC	Viewed by Ludmila Golovine (mgolovine@masterword.com) IP: 74.124.58.162
SIGNED	**08 / 18 / 2026** 20:00:13 UTC	Signed by Ludmila Golovine (mgolovine@masterword.com) IP: 74.124.58.162
COMPLETED	**08 / 18 / 2026** 20:00:13 UTC	The document has been completed.