



Telephone Interpreting Services Agreement

GHUSA and _____, the Client, agree that the terms and conditions shown below will apply to over-the-phone interpreter services provided by GHUSA to the Client.

BASIC TERMS AND CONDITIONS

1. Term of Agreement -- This agreement will become effective upon signing by both parties, and will continue in effect unless terminated by one or both parties with sixty (60) days notice.

2. Charges, Invoices and Payments -- Client agrees to pay all properly invoiced charges for GHUSA services within thirty days of the invoice date, or by charge card (VISA or MasterCard), per agreed upon procedures. Invoices (and/or invoice summaries) will be sent to the Client billing address shown below. Fees for GHUSA services include actual usage fees provided at _____ per minute for all languages served, with no additional administrative or monthly handling charges. GHUSA shall give the Client thirty (30) days advance notice of any change in these rates.

3. Privacy of Communication -- In providing GHUSA services, GHUSA will make reasonable efforts to ensure the privacy of Client's communications. However, under compulsion of law, GHUSA may be obligated to reveal communications that evidence or constitute criminal activity.

4. Unauthorized Use of Service -- Client agrees to safeguard its Access Codes(s) against use by unauthorized persons. Additionally, Client shall be solely and fully responsible for charges resulting from use of its Access Code, whether or not such use is authorized.

5. Confidentiality of Communication - GHUSA is fully aware of the importance of absolute confidentiality in providing any of its services, and ensures the confidentiality of all client information by employing a very strict screening policy hiring only individuals with demonstrated professionalism; carefully briefing prospective linguists on all of GHUSA's confidentiality policies; and insisting on a signed confidentiality agreement as a prerequisite to employment with GHUSA.

6. Quality Control Procedures – Client agrees and consents to allow GHUSA to record and/or monitor calls for the purposes of Quality Control and Training. Such recordings will not be released to any other party, though information pertaining to interpreter performance may be relayed to client and/or interpreter in question. The recording itself will never be released.

Recordings may be kept until the end of the month after they were made, but will be destroyed at that time.

The authorized signature below acknowledges that you have read, understand, and agree to the terms and conditions above.

Client Signature Billing Information

Client: _____ Contact Name: _____
Type or Print Name

By: _____ Title: _____
Signature

Address: _____
Type or Print Name and Title

City: _____

GHUSA Signature

State: _____ Zip: _____

Accepted: _____

LLE Language Services Representative for LLE-LINK®

Telephone: _____

Date: _____ Fax: _____