

**MasterWord Services, Inc.**  
**APPENDIX C – PRICING INDEX**  
**DIR-CPO-5232**

**Telecommunications and Technology Interpreter Services, Products and Related Services**

| Service Category                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | DISCOUNT<br>OF<br>MSRP/List<br>Price | Unit of<br>Measure |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------------|
| <b>1-Over the Phone Interpretation (OPI)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                      |                    |
| Spanish (Latin American)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 2.00%                                | Per Minute         |
| All other Languages (see web page for detail list)                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 2.00%                                | Per Minute         |
| <b>2- Video /Virtual Interpretation (VRI)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                      |                    |
| Spanish (Latin American)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 2.00%                                | Per Minute         |
| All other Languages (see web page for detail list)                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 2.00%                                | Per Minute         |
| <b>3- Document Translation/Copy-Editing/Proofreading (DOCT)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                      |                    |
| <b>Translation To/and From English</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                      |                    |
| <i>Spanish (Latin American), Russian</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 2.00%                                | Per Word           |
| <i>Albanian, Bosnian, Bulgarian, Catalan, Croatian, Czech, French, German, Greek, Italian, Macedonian, Montenegrin, Polish, Portuguese (Brazilian), Portuguese (European), Romanian, Serbian, Slovak, Slovenian, Spanish (European), Ukrainian</i>                                                                                                                                                                                                                                                         | 2.00%                                | Per Word           |
| <i>Danish, Dutch, Estonian, Finnish, Hungarian, Irish, Latvian, Lithuanian, Norwegian, Swedish</i>                                                                                                                                                                                                                                                                                                                                                                                                         | 2.00%                                | Per Word           |
| <i>Afrikaans, Amharic, Arabic, Armenian, Azeri, Bengali, Burmese, Cambodian (Khmer), Chin (Hakha), Chinese Simplified, Chinese Traditional, Dari (Afghani), Farsi, Georgian, Gujarati, Hebrew, Hindi, Japanese, Kannada, Kazakh, Korean, Malayalam, Nepali, Oromo, Pashto, Punjabi, Sindhi, Sinhalese, Somali, Swahili, Tagalog, Tamil, Thai, Turkish, Turkmen, Urdu, Uzbek, Vietnamese, Yoruba</i>                                                                                                        | 2.00%                                | Per Word           |
| <i>Afar, Akan, Batak, Bugis, Cebuano, Chamorro, Chuukese, Dhivehi, Dzongkha, Fijian, Haitian Creole, Hausa, Hiligaynon, Hmong, Igbo, Indonesian, Karen, Kikongo, Kikuyu, Kinyarwanda, Kirundi, Kosraean, Kunama (Eritrea), Kurdish, Lao, Lingala, Lou, Luganda, Malagasy, Malay, Mandigo, Marathi, Marshallese, Miem, Mongolian, Navajo, Ndebele, Northern Sotho, Quechua, Samoan, Shona, Soninke, Sudanese, Tajik, Telugu, Tetum, Tibetan, Tigrinya, Tshiluba, Tulu, Waray, Wolof, Xhosa, Yupik, Zulu</i> | 2.00%                                | Per Word           |
| <b>Editing , Line Editing, Proofreading, Revision To / From English</b>                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                      |                    |
| <i>Spanish (Latin American), Russian</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 2.00%                                | Per Hour           |

**MasterWord Services, Inc.**  
**APPENDIX C – PRICING INDEX**  
**DIR-CPO-5232**

**Telecommunications and Technology Interpreter Services, Products and Related Services**

| <b>Service Category</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>DISCOUNT<br/>OF<br/>MSRP/List<br/>Price</b> | <b>Unit of<br/>Measure</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|----------------------------|
| <i>Albanian, Bosnian, Bulgarian, Catalan, Croatian, Czech, (European) and Brazilian Portuguese, French, German, Greek, Italian, Macedonian, Montenegrin, Polish, Romanian, Serbian, Slovak, Slovenian, Spanish (European), Ukrainian</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 2.00%                                          | Per Hour                   |
| <i>Afar, Afrikaans, Akan, Amharic, Arabic, Armenian, Azeri, Batak, Bengali, Bugis, Burmese, Cambodian (Khmer), Cebuano, Chamorro, Chin (Hakha), Chinese Simplified, Chinese Traditional, Chuukese, Danish, Dari (Afghani), Dhivehi, Dutch, Dzongkha, Estonian, Farsi, Fijian, Finnish, Georgian, Gujarati, Haitian Creole, Hausa, Hebrew, Hiligaynon, Hindi, Hmong, Hungarian, Igbo, Indonesian, Irish, Japanese, Kannada, Karen, Kazakh, Kikongo, Kikuyu, Kinyarwanda, Kirundi, Korean, Kosraean, Kunama (Eritrea), Kurdish, Lao, Laotian, Latvian, Lingala, Lithuanian, Lou, Luganda, Malagasy, Malay, Malayalam, Mandingo, Marathi, Marshallese, Miem, Mongolian, Navajo, Ndebele, Nepali, Northern Sotho, Norwegian, Oromo, Pashto, Punjabi, Quechua, Samoan, Shona, Sindhi, Sinhalese, Somali, Soninke, Sudanese, Swahili, Swedish, Tagalog, Tajik, Tamil, Telugu, Tetum, Thai, Tibetan, Tigrinya, Tshiluba, Tulu, Turkish, Turkmen, Urdu, Uzbek, Vietnamese, Waray, Wolof, Xhosa, Yoruba, Yupik, Zulu</i> | 2.00%                                          | Per Hour                   |
| <b>4- Interpreter Assement/Testing &amp; Training (IAT&amp;T)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                |                            |
| <b>Language Proficiency Assessment</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                |                            |
| <i>Amharic, Arabic, Bengali, Burmese, Chinese Cantonese, Chinese Mandarin, Dari, Dutch, Farsi, French, German, Greek, Gujarati, Haitian Creole, Hindi, Italian, Japanese, Khmer, Kinyarwanda, Korean, Malayalam, Nepali, Polish, Portuguese Brazilian, Punjabi, Rohingya, Romanian, Russian, Spanish, Swahili, Thai, Turkish, Urdu, Vietnamese</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 0.75%                                          | Per Test                   |
| <b>Interpreter Skill Assessment</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                |                            |
| <i>Amharic, Arabic, Bengali, Burmese, Chinese Cantonese, Chinese Mandarin, Dari, Dutch, Farsi, French, German, Greek, Gujarati, Haitian Creole, Hindi, Italian, Japanese, Khmer, Kinyarwanda, Korean, Malayalam, Nepali, Polish, Portuguese Brazilian, Punjabi, Rohingya, Romanian, Russian, Spanish, Swahili, Thai, Turkish, Urdu, Vietnamese</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 0.75%                                          | Per Test                   |
| <b>Intensive Medical Interpreter Training</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                |                            |
| Language Neutral                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 0.75%                                          | Per Person                 |
| <b>5-Additional Services (ADDSVS)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                |                            |

**MasterWord Services, Inc.**  
**APPENDIX C – PRICING INDEX**  
**DIR-CPO-5232**

**Telecommunications and Technology Interpreter Services, Products and Related Services**

| <b>Service Category</b>                                                                                                                                                             | <b>DISCOUNT<br/>OF<br/>MSRP/List<br/>Price</b>                                          | <b>Unit of<br/>Measure</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|----------------------------|
| Formatting / Desktop Publishing All Written Languages                                                                                                                               | 2.00%                                                                                   | Per Hour                   |
| Project Managemetn All Written Languages                                                                                                                                            | 2.00%                                                                                   | Per Hour                   |
| Translation Affidavit All Written Languages                                                                                                                                         | 2.00%                                                                                   | Per Page                   |
| Audio To Text Transcription - English, French, German, Greek, Italian, Polish, Portuguese (Brazilian), Portuguese (European), Russian, Spanish (European), Spanish (Latin American) | 2.00%                                                                                   | Per Hour                   |
| Sign Language Video Remote Interpreting (American Sign Language)                                                                                                                    | 2.00%                                                                                   | Per Hour                   |
| <b>6-Volume Discounts</b>                                                                                                                                                           |                                                                                         |                            |
| <b>Per Dollar Volume Threshold</b>                                                                                                                                                  | <b>DIR Customer <span style="color: red;">Additional</span><br/>Discount % off MSRP</b> |                            |
| ≤ Equal or less than \$250,000.00                                                                                                                                                   | 1.00%                                                                                   |                            |
| ≥ Equal or More than \$500,000.00                                                                                                                                                   | 1.50%                                                                                   |                            |