

UNIVERSE TECHNICAL TRANSLATION, INC.  
 CONTRACT NO. DIR-TSO-4150  
 Telecommunications and Technology Interpreter Services, Products and Related Services  
 APPENDIX C PRICING INDEX

**Services**

SERVICE NAME	SERVICE DESCRIPTION	Unit of Issue	Discount % off MSRP	* DIR Customer Price EACH/Per Unit
<b>Telephone Interpretation Services<sup>1</sup></b>				
Over the Phone Interpretation (OPI)	Spanish Only	Minute	25.00%	\$0.50
Over the Phone Interpretation (OPI)	All Other Languages	Minute	39.00%	\$0.71
<b>Document Translation Services from English into Foreign Languages<sup>2</sup></b>				
Document Translation	Spanish	Word	35.00%	\$0.14
Document Translation	French, Russian	Word	25.00%	\$0.17
Document Translation	Portuguese	Word	23.00%	\$0.18
Document Translation	Arabic, Chinese (Mandarin), Somali, Vietnamese	Word	25.00%	\$0.19
Document Translation	Chinese (Cantonese), Urdu	Word	23.00%	\$0.20
Document Translation	Burmese, Korean, Nepali, Swahili	Word	20.00%	\$0.21
Document Translation	All Other Latin Scripted Languages	Word	20.00%	\$0.19
Document Translation	All Other Non-Latin Scripted Languages	Word	17.00%	\$0.22
Document Translation	Minimum Per Project Translation Fee (Spanish)	Each	24.10%	\$65.00
Document Translation	Minimum Per Project Translation Fee (All Other Languages)	Each	19.65%	\$85.00
<b>Document Translation Services from Foreign Languages into English<sup>2</sup></b>				
Document Translation	Spanish	Word	35.00%	\$0.16
Document Translation	French, Russian, Portuguese	Word	25.00%	\$0.19
Document Translation	Arabic, Chinese (Mandarin), Somali, Vietnamese	Word	23.00%	\$0.21
Document Translation	Burmese, Chinese (Cantonese) Korean, Nepali, Swahili, Urdu	Word	21.00%	\$0.22
Document Translation	All Other Latin Scripted Languages	Word	20.00%	\$0.20
Document Translation	All Other Non-Latin Scripted Languages	Word	20.00%	\$0.23
Document Translation	Minimum Per Project Translation Fee (Spanish)	Each	24.10%	\$65.00
Document Translation	Minimum Per Project Translation Fee (All Other Languages)	Each	19.65%	\$85.00
Affidavit for document translation (optional)	All Languages	Each	17.75%	\$29.00
<b>Website Translation/Localization Services</b>				
Website Translation/Localization Services	Spanish	Hour	24.72%	\$67.00
Website Translation/Localization Services	All Other Languages	Hour	22.22%	\$77.00
<b>Foreign Language Desktop Publishing Services</b>				
Formatting (DTP/OCR)	Spanish	Hour	27.63%	\$35.00
Formatting (DTP/OCR)	All Other Languages	Hour	33.85%	\$43.00
<b>Audio/Video Narration/Voice-Over and Subtitling Services</b>				
Audio/Video Narration/Voice-Over <sup>3</sup>	Spanish	Hour	28.18%	\$79.00
Audio/Video Narration/Voice-Over <sup>3</sup>	All Other Languages	Hour	24.80%	\$94.00
Voice-Over Script/Subtitle Template Preparation	All Languages	Hour	20.59%	\$40.00
Recording, Editing and Synchronization	All Languages	Hour	18.79%	\$45.00
On-Screen Implementation of Subtitles	All Languages	Hour	18.79%	\$45.00
Pre-Delivery Q&A Review	All Languages	Hour	22.80%	\$35.00

<b>Audio/Video Transcription Services</b>				
Audio/Video Transcription - Good Quality	Spanish	Minute	14.90%	\$6.00
Audio/Video Transcription - Average Quality	Spanish	Minute	16.40%	\$8.00
Audio/Video Transcription - Poor Quality	Spanish	Minute	17.25%	\$10.00
Audio/Video Transcription - Good Quality	All Other Languages	Minute	16.40%	\$8.00
Audio/Video Transcription - Average Quality	All Other Languages	Minute	17.30%	\$10.00
Audio/Video Transcription - Poor Quality	All Other Languages	Minute	17.85%	\$12.00
Audio/Video Transcription Editing & Proofreading	All Languages	Hour	18.79%	\$45.00
Affidavit for Audio/Video Transcription (optional)	All Languages	Each	17.75%	\$29.00
<b>Video Remote Interpretation (VRI) On-Demand Services</b>				
Video Remote Interpretation (VRI) On-Demand	American Sign Language (ASL), Arabic (Modern), Chinese (Mandarin), Russian, Somali, Spanish, Tagalog (Filipino), Vietnamese	Minute	10.50%	\$2.25
<b>Video Remote Interpretation (VRI) Pre-Scheduled Services<sup>4</sup></b>				
Video Remote Interpretation (VRI) Pre-Scheduled	Belarusian, Bosnian, Bulgarian, Croatian, Czech, Dutch, Estonian, Flemish, French, Georgian, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Macedonian, Moldovan, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Turkish, Ukrainian	Minute	10.50%	\$2.25
Video Remote Interpretation (VRI) Pre-Scheduled	Danish, Finnish, Swedish, Norwegian	Minute	9.10%	\$2.75
Video Remote Interpretation (VRI) Pre-Scheduled	Bengali, Burmese, Chinese (Cantonese), Dari, Farsi, Hebrew, Gujarati, Hindi, Indonesian, Japanese, Korean, Kurdish, Nepali, Lao, Tagalog, Thai, Urdu	Minute	10.50%	\$2.25
Video Remote Interpretation (VRI) Pre-Scheduled	Afrikaans, Albanian, Amharic, Armenian, Azerbaijani, Cambodian, Dhivehi, Dinka, Haitian Creole, Hmong, Icelandic, Javanese, Kannada, Karen, Kazakh, Khmer, Kurdish, Kyrgyz, Latin, Montenegrin, Malay, Marshallese, Mongolian, Navajo, Pashto, Punjabi, Sinhala, Somali, Swahili, Tajik, Tagalog, Tamil, Telugu, Tonga, Turkmen, Uzbek, Zulu	Minute	8.30%	\$3.00
<b>Web and/or Telecommunication Based Bilingual Testing Services<sup>5</sup></b>				
Bilingual Testing Services	Spanish	Each	16.84%	\$155.00
Bilingual Testing Services	French, German, Italian, Korean, Portuguese, Russian, Turkish, Vietnamese	Each	16.02%	\$165.00
Bilingual Testing Services	Arabic, Cantonese Chinese, Hindi, Japanese, Mandarin Chinese, Tagalog	Each	15.27%	\$175.00
Bilingual Testing Services	Farsi, Cambodian, Somali, Swahili, Urdu	Each	14.60%	\$185.00
<i>1. Available on-demand 24x7x365. There are no monthly minimums</i>				
<i>2. Includes; editing, proofreading, localization engineering, project management and quality assurance review</i>				
<i>3. A two (2) hour minimum applies.</i>				
<i>4. A 30 minute minimum applies. Time starts at scheduled time. Cancellations less than 24 hours from start of scheduled service will be</i>				
<i>5. Includes; testing for oral, reading and writing</i>				
<b>Standard Turnaround Times for Document Translation:</b>				
< 1,000 Words: 1-2 Business Days				
1,001-2,500 Words: 2-3 Business Days				
2,501-7,500 Words: 3-5 Business Days				
> 7,500 Words: 5 + Business Days				
<b>Rush Charges for Document Translation:</b>				
i. A 30% Rush Charge will be added to each projects' total billable amount as defined in ii (below)				

ii. For Document Translation, "Rush" is defined as work performed by Universe requiring a turnaround time faster than at a calculated rate of 1,000 words per 24 hour period, per document and per normal business day. This calculated rate excludes time for scanning, conversion, editing and formatting of the document.				
<b>Affidavits for Audio/Video Transcription and Document Translation Services:</b>				
Notarized affidavits certifying transcription/translation validity				
<b>Additional Discount Based On Aggregate Sales</b>				
	<b>Contract Sales Threshold</b>	<b>Original Discount</b>	<b>Additional Discount</b>	<b>Total Discount</b>