

CyraCom International, Inc.
APPENDIX C – PRICING INDEX
DIR-CPO-5229

Telecommunications and Technology Interpreter Services, Products and Related Services

Service Category	DISCOUNT OF MSRP/List Price	Unit of Measure
1-Over the Phone Interpretation (OPI)		
Spanish Phone Interpreter (OPI) Spanish	59.90%	Per Minute
All Languages Other than Spanish (LOTS) Phone Interpreter (OPI) All others	47.70%	Per Minute
2- Video /Virtual Interpretation (VRI)		
Spanish Video Remote Interpreter (VRI) Spanish	59.90%	Per Minute
All Languages Other than Spanish (LOTS) Video Remote Interpreter (VRI) All others	47.70%	Per Minute
Video Remote Interpreter - American Sign Language (ASL)	57.80%	Per Minute
3- Document Translation/Copy-Editing/Proofreading (DOCT)		
To include but not limited to:		
Translation Hourly Rate (Review, Glossary Translation)	5.00%	Per Hour
Initial Source Language Glossary & Style Guide Creation	5.00%	Per Hour
Complex Multi-lingual DTP	5.00%	Per Hour
Graphics Localization	5.00%	Per Hour
Multimedia Translation Integration	5.00%	Per Hour
Project Minimum - Spanish	5.00%	Per Hour
Project Minimum - languages other than Spanish	5.00%	Per Hour
4-Additional Services (ADDSVS)		
Third Party Dialing (TPD)	72.20%	Per Minute
Live Operator - Some clients may route their calls through a live CyraCom Client Services representative to collect specific call data before being connected to an interpreter. If TX DIR customers selects this option, TX DIR customers will be charged an additional per-minute fee. Otherwise, this charge does not apply.	0.00%	Per Minute

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CyraCom offers a Monthly (The monthly minimum only applies if TX DIR customers use less than \$10 of CyraCom's OPI and VRI services per month)	60.30%	Per Minute
5-Video Interpretation Equipment		
CyraCom Flex Elite Cart for VRI - Stand w/iPad	1.48%	Per unit Purchased or
CyraCom Flex Elite Cart for VRI - Stand w/iPad Pro	1.48%	Per/unit Purchased or
CyraCom Flex Elite Cart for VRI - Stand Only	1.48%	Per Unit Purchase only
6- Phone Interpretation Equipment⁶		
Optional: Dual handset blue phone (corded)	0.00%	Per Unit Purchase only
Optional: Cordless Phone	1.40%	Per Unit Lease

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8-Volume Discounts / Translation Service Pricing

Further savings may be obtained depending on total volumes, content type, languages selected and frequency of projects.

Language	Per Word Rate - Standard Content New Word	Per Word Rate - 100% Translation Memory Match	Per Word Rate - Translation Memory Repeated Text	Per Word Rate - Fuzzy Translation Memory Match (85%-99%)	Discount amount for all items in the Translation Service category
Afrikaans	\$0.25	\$0.09	\$0.12	\$0.24	5%
Albanian	\$0.17	\$0.06	\$0.08	\$0.16	5%
Amharic	\$0.22	\$0.08	\$0.10	\$0.20	5%
Arabic	\$0.19	\$0.07	\$0.09	\$0.18	5%
Armenian	\$0.15	\$0.05	\$0.07	\$0.14	5%
Azerbaijani	\$0.25	\$0.09	\$0.12	\$0.24	5%
Azeri	\$0.27	\$0.10	\$0.13	\$0.25	5%
Belarusian	\$0.20	\$0.07	\$0.09	\$0.18	5%
Bengali	\$0.22	\$0.08	\$0.10	\$0.20	5%
Bosnian	\$0.18	\$0.07	\$0.09	\$0.17	5%
Bulgarian	\$0.18	\$0.07	\$0.09	\$0.17	5%
Burmese	\$0.22	\$0.08	\$0.10	\$0.20	5%
Cambodian	\$0.21	\$0.08	\$0.10	\$0.20	5%
Catalan	\$0.24	\$0.09	\$0.11	\$0.22	5%
Chinese (Simplified)	\$0.13	\$0.05	\$0.06	\$0.12	5%
Chinese (Traditional)	\$0.17	\$0.06	\$0.08	\$0.16	5%
Croatian	\$0.19	\$0.07	\$0.09	\$0.18	5%
Czech	\$0.18	\$0.07	\$0.09	\$0.17	5%
Danish	\$0.23	\$0.08	\$0.11	\$0.22	5%
Dari	\$0.21	\$0.08	\$0.10	\$0.20	5%
Dutch	\$0.21	\$0.08	\$0.10	\$0.20	5%
Estonian	\$0.20	\$0.07	\$0.09	\$0.18	5%
Farsi	\$0.21	\$0.08	\$0.10	\$0.20	5%
Finnish	\$0.23	\$0.08	\$0.11	\$0.22	5%
Flemish	\$0.23	\$0.08	\$0.11	\$0.22	5%
French	\$0.18	\$0.07	\$0.09	\$0.17	5%
French Canadian	\$0.18	\$0.07	\$0.09	\$0.17	5%
Gaelic	\$0.25	\$0.09	\$0.12	\$0.24	5%
Georgian	\$0.25	\$0.09	\$0.12	\$0.24	5%
German	\$0.18	\$0.07	\$0.09	\$0.17	5%
Greek	\$0.20	\$0.07	\$0.09	\$0.18	5%

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Gujarati	\$0.20	\$0.07	\$0.10	\$0.19	5%
Haitian Creole	\$0.22	\$0.08	\$0.10	\$0.20	5%
Hebrew	\$0.20	\$0.07	\$0.09	\$0.18	5%
Hindi	\$0.20	\$0.07	\$0.09	\$0.18	5%
Hmong	\$0.25	\$0.09	\$0.12	\$0.24	5%
Hungarian	\$0.18	\$0.07	\$0.09	\$0.17	5%
Icelandic	\$0.29	\$0.10	\$0.14	\$0.27	5%
Indonesian	\$0.23	\$0.08	\$0.11	\$0.22	5%
Italian	\$0.16	\$0.06	\$0.08	\$0.15	5%
Japanese	\$0.20	\$0.07	\$0.10	\$0.19	5%
Javanese	\$0.25	\$0.09	\$0.12	\$0.24	5%
Kannada	\$0.25	\$0.09	\$0.12	\$0.24	5%
Kazakh	\$0.25	\$0.09	\$0.12	\$0.24	5%
Khmer	\$0.20	\$0.07	\$0.10	\$0.19	5%
Korean	\$0.18	\$0.07	\$0.09	\$0.17	5%
Kurdish	\$0.25	\$0.09	\$0.12	\$0.24	5%
Kyrgyz	\$0.25	\$0.09	\$0.12	\$0.24	5%
Laotian	\$0.22	\$0.08	\$0.11	\$0.21	5%
Latin	\$0.25	\$0.09	\$0.12	\$0.24	5%
Latvian	\$0.20	\$0.07	\$0.09	\$0.18	5%
Lithuanian	\$0.18	\$0.07	\$0.09	\$0.17	5%
Macedonian	\$0.20	\$0.07	\$0.09	\$0.18	5%
Malay	\$0.23	\$0.08	\$0.11	\$0.22	5%
Marathi	\$0.20	\$0.07	\$0.10	\$0.19	5%
Moldavian	\$0.25	\$0.09	\$0.12	\$0.24	5%
Nepali	\$0.25	\$0.09	\$0.12	\$0.24	5%
Norwegian	\$0.23	\$0.08	\$0.11	\$0.22	5%
Nyanja	\$0.25	\$0.09	\$0.12	\$0.24	5%
Pangasinan	\$0.25	\$0.09	\$0.12	\$0.24	5%
Panjabi	\$0.20	\$0.07	\$0.10	\$0.19	5%
Pashto	\$0.25	\$0.09	\$0.12	\$0.24	5%
Pohnpeian	\$0.27	\$0.10	\$0.13	\$0.25	5%
Polish	\$0.18	\$0.07	\$0.09	\$0.17	5%
Portuguese (Brazil)	\$0.17	\$0.06	\$0.08	\$0.16	5%
Portuguese (Eur)	\$0.18	\$0.07	\$0.09	\$0.17	5%
Punjabi	\$0.20	\$0.07	\$0.10	\$0.19	5%
Romanian	\$0.18	\$0.07	\$0.09	\$0.17	5%
Russian	\$0.18	\$0.07	\$0.09	\$0.17	5%
Samoan	\$0.27	\$0.10	\$0.13	\$0.25	5%
Serbian	\$0.18	\$0.07	\$0.09	\$0.17	5%

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Serbo-Croatian	\$0.18	\$0.07	\$0.09	\$0.17	5%
Sinhalese	\$0.27	\$0.10	\$0.13	\$0.25	5%
Slovak	\$0.20	\$0.07	\$0.09	\$0.18	5%
Slovene	\$0.20	\$0.07	\$0.09	\$0.18	5%
Somali	\$0.21	\$0.08	\$0.10	\$0.20	5%
Sotho	\$0.22	\$0.08	\$0.11	\$0.21	5%
Spanish	\$0.13	\$0.05	\$0.06	\$0.12	5%
Swahili	\$0.22	\$0.08	\$0.11	\$0.21	5%
Swedish	\$0.23	\$0.08	\$0.11	\$0.22	5%
Tagalog	\$0.20	\$0.07	\$0.10	\$0.19	5%
Tajik	\$0.25	\$0.09	\$0.12	\$0.24	5%
Tamil	\$0.20	\$0.07	\$0.10	\$0.19	5%
Telugu	\$0.20	\$0.07	\$0.10	\$0.19	5%
Thai	\$0.20	\$0.07	\$0.09	\$0.18	5%
Tigrinya	\$0.25	\$0.09	\$0.12	\$0.24	5%
Trukese	\$0.25	\$0.09	\$0.12	\$0.24	5%
Turkish	\$0.20	\$0.07	\$0.10	\$0.19	5%
Turkmen	\$0.25	\$0.09	\$0.12	\$0.24	5%
Ukrainian	\$0.18	\$0.07	\$0.09	\$0.17	5%
Urdu	\$0.20	\$0.07	\$0.10	\$0.19	5%
Uzbek	\$0.25	\$0.09	\$0.12	\$0.24	5%
Vietnamese	\$0.18	\$0.07	\$0.09	\$0.17	5%
Welsh	\$0.27	\$0.10	\$0.13	\$0.25	5%
Yao	\$0.25	\$0.09	\$0.12	\$0.24	5%
Yiddish	\$0.25	\$0.09	\$0.12	\$0.24	5%
Zulu	\$0.27	\$0.10	\$0.13	\$0.25	5%