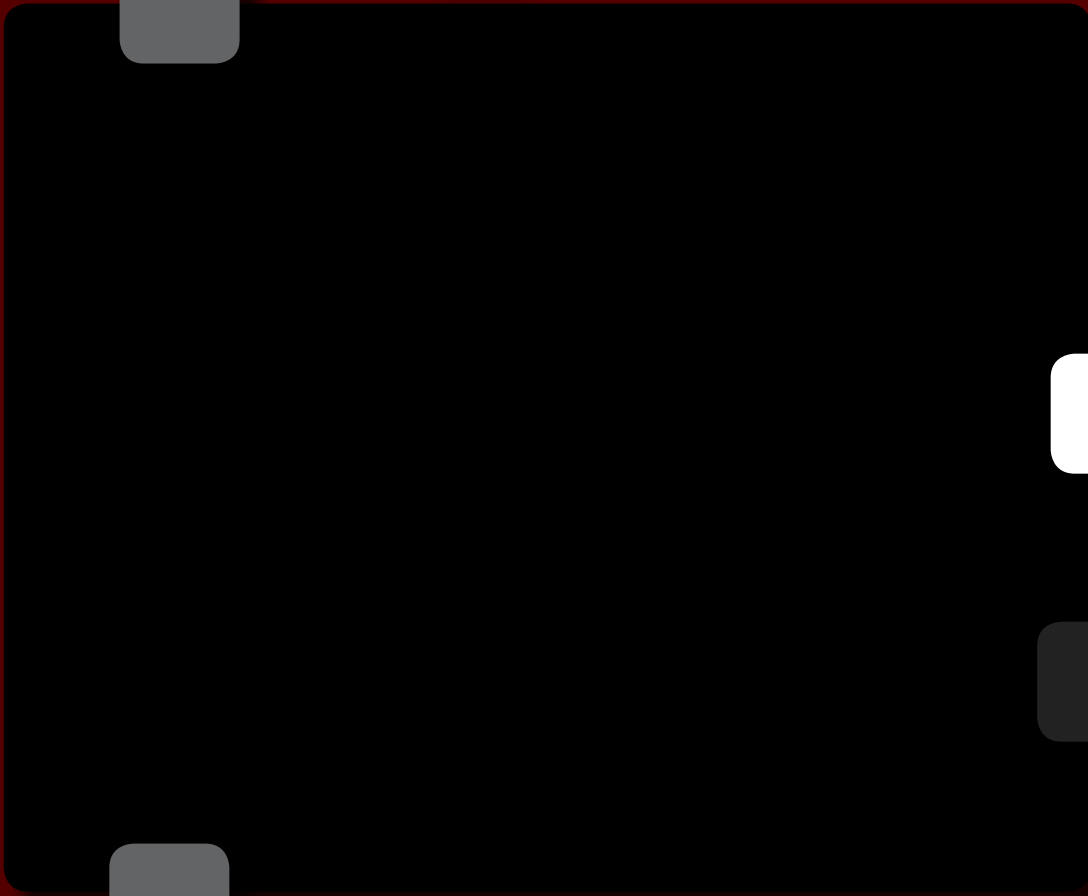
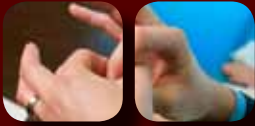




American Sign Language ommunication





Description of Services

Organizational Advantage

ASL Communication contracts with interpreters as either full time staff or independent contractors. This allows ASL Communication to provide a large pool of interpreters and offer the customer reduced rates for services. Because we employ staff interpreters that are available on a full time basis, we provide interpreters for any last minute assignments that clients frequently request.

Full time schedulers are assigned to coordinate client requests. Therefore, clients can easily contact an experienced scheduler by phone, website, or email at any time. Each scheduler is trained by the company to identify the specific details critical to matching the assignment to the appropriate interpreter.

Out-of-State Resources

A national and local shortage of interpreters is a constant concern for entities requesting interpreters. Unlike many other companies in the area, ASL Communication has established itself as a prominent interpreting agency in both Utah and Nevada. This allows ASL Communication to utilize certified interpreters in both states, dramatically increasing the number of certified interpreters available for assignments.

Compliance Management

ASL Communication stays current on compliance regulations related to ADA Legislation, Nevada provision NRS 656A, the Utah Division of Services for the Deaf and Hard of Hearing, and the Interpreter Certification Board. Through in-house legal counsel, we provide consistent professional interpreting services to satisfy the requirements of the national and state laws.

Management Reports

ASL Communication creates daily, weekly and monthly reports for our clients. These reports outline service requests, interpreter schedules, and financial data. As requested by the client, these reports are sent via email or fax.



Description of Services (Cont'd)

Eliminate/Reduce Costs

An organization that outsources to ASL Communication will eliminate or reduce overhead costs such as:

- **Payroll Costs** – Payroll costs include: salaries, taxes, health benefits and retirement benefits paid to employees. Typically, a large organization requires a staff of interpreters, administrative assistants and full-time interpreter coordinators to satisfy national ADA requirements and state regulations. Each employee hired increases payroll costs for the organization. ASL Communication reduces or eliminates these employee costs.
- **Building and Office Expenses** – Overhead expenses include: building space, utilities, equipment and office supplies. ASL Communication's outsourced solution reduces or eliminates building and office expenses.
- **Human Resource and Legal** – HR expenses include: payroll administration, employee turnover expense, new employee training, vacation time and sick time management. Legal expenses occur as the organization seeks to comply with ADA liability and State regulations. ASL Communication reduces or eliminates HR and legal expenses by providing an outsourced solution that manages the employees and assumes the legal responsibility for services performed.

Pricing Options

In order to meet our various client's financial and budgeting needs, ASL Communication provides three pricing systems.

- **Hourly Pricing** – A standard hourly rate is charged for all interpreters as contracted by the client through ASL Communication. This system provides easy and clear billing for the client.
- **Tiered Pricing** – A tiered hourly rate is charged for all interpreters, depending on their State or National certification. This system allows the client to match the rate of pay directly to the skill and experience of the interpreter.
- **Budget Pricing** – A set fee is charged for all services used during a period of time. This system allows the client to budget a specific sum of monies for interpreting services.



Description of Services (Cont'd)

Requesting an Interpreter

A client can contact ASL Communication's scheduling staff by phone, website, or email to request interpreting services. Schedulers will document the assignment information including the name of the client, the location of the assignment, the requested time, and any necessary contact information. Schedulers will also fill any specific requests for interpreters as stipulated by the authorized requestor.

Last Minute/Emergency Requests

Frequently, clients contact ASL Communication requesting interpreting services immediately. This often occurs due to last minute scheduling changes within the client's organization. Because of the large number of interpreters and the scheduling software used by ASL Communication, our schedulers accept these requests and fill the assignments promptly.

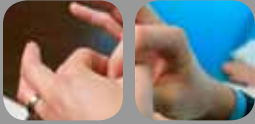
Technological Advantage

ASL Communication uses state-of-the-art scheduling software that allows our staff to clearly communicate with our clients and interpreters.

Customers and clients schedule interpreters by phone, email or automatically through our website at www.ASLComm.com. Confirmation emails are sent both to the client and the interpreters. This ensures clients are up to date on their requests and qualified interpreters are sent to their assignments in a timely manner.

Training Seminars/ Mentor Program

Maintaining qualified staff is a priority of ASL Communication. Monthly skill training seminars are offered to each interpreter. These seminars are taught by experienced professionals and interpreter peers. This, coupled with the mentor program sponsored by ASL Communication, contributes to the professional quality and success of the interpreting assignment.





Business Practices and Policies

Minimum Charges

- A minimum of two hours is required for each assignment and each interpreter
- All partial hours will be rounded to the nearest half hour.

Multiple/Team Interpreting Guidelines

- Requests lasting more than 60 minutes may require two interpreters depending on the content and lecture style of the presenter.

Cancellations

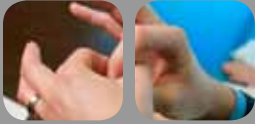
- All assignments with more than 24 hours notice from the start of the assignment will result in no charge to the responsible paying entity.
- All assignments cancelled with less than 24 hours notice from the start of the assignment will be charged the full requested time.

Reduced Time

- If the initial time of the request is reduced with more than 24 hours notice, the assignment will not be charged at the initial requested time.
- If the initial time of the request request is reduced with less than 24 hours notice, the assignment will be charged at the initial requested time.

Client “No Shows”

- When an interpreter arrives at an assignment and the deaf consumer is absent, the entity responsible for the payment will be charged for the requested time of services.





Requesting an Interpreter

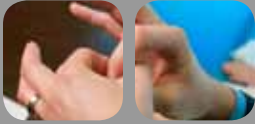
Requesting Procedure

An interpreter request can be made via telephone, email, or logging into our website at www.ASLComm.com.

- **Phone** - An authorized requestor will call (702) 610-4722 or (801) 403-6606 and speak with a scheduler to request an interpreter.
- **E-mail** - An authorized requestor will email the request to service@aslcomm.com
- **Website** - An authorized requestor will go to www.ASLComm.com, click "Request an Interpreter", and complete the online form.

Scheduling Process

1. The requestor will provide the location of the appointment, time, authorized contact person, name of the client and any specific details pertinent to the assignment.
2. The scheduler then matches the appropriate interpreter with the assignment by using ASL Communication's scheduling software.
3. The assignment is sent to the interpreter's email and their personal virtual office system provided by ASL Communication.
4. The requestor is notified by email and/or phone the name of the assigned interpreters.





References/Testimonials

WEBER STATE UNIVERSITY

AMELIA WILLIAMS, DISABILITY SPECIALIST

"The quality of employees at ASL Communication is remarkable. Whether I am speaking with the owner, the scheduler, the billing department, or the interpreters, I am always treated with the utmost respect and care, and I know that I am a valuable client. The interpreters are all highly skilled, professional, and wonderful to work with. I never worry about the quality of service our University is receiving."

CLARK COUNTY SCHOOL DISTRICT

CYNTHIA MCCRAY, DIRECTOR LOW INCIDENCE DISABILITIES

"ASL Communication provides interpreting services in our classrooms and extra curricular events. Their company and staff have consistently been professional and flexible. On those all too often occasions when called upon to provide last minute coverage, ASL Communication has been willing and able. American Sign Language Communication has an attitude of, "we are here to serve you". Due to this philosophy, we will continue to make American Sign Language Communication our first choice."

SALT LAKE COMMUNITY COLLEGE

JULIE SMITH, INTERPRETER COORDINATOR

"ASL Communication provides prompt and professional services. We regularly utilize this agency when we are unable to cover all of our interpreting needs with our in-house staff. Some of our needs are ongoing while others are last minute in nature. In both instances, ASL Communication is always prompt to respond to our needs. Additionally, the interpreters who work for ASL Communication are top notch. We are constantly impressed by the skill level of the interpreters who cover our requests."

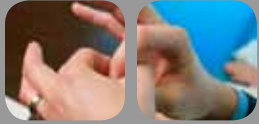
UTAH SCHOOL FOR THE DEAF AND THE BLIND

CYNTHIA MCMILLEN, LEAD INTERPRETER

"ASL Communication has been able to consistently fill my request for interpreters. One of the highlights I have noticed with ASL Communication is their ability to provide interpreters at the last minute. I have particularly noticed that even when I call late in the evening or early in the morning, their friendly staff answers the phone promptly and assures me the request will be filled. In all, I am very pleased with this company and would recommend their services for any professional entity."



Cost Analysis Worksheet



Current Costs

Employees (Payroll + Benefits)

Interpreters

\$ _____

Admin Staff

\$ _____

Management

\$ _____

Total Employee Costs

\$ _____

Overhead Expenses

Technology

\$ _____

Building, Utilities

\$ _____

Office Supplies

\$ _____

HR & Legal

\$ _____

Total Overhead Expenses

\$ _____

Agency Expenses

Interpreting

\$ _____

Late or Emergency Fees

\$ _____

Total Agency Expenses

\$ _____

Total Current Costs

\$ _____

Outsourcing Solution

Outsourced Scheduling

\$ _____

Outsourced Interpreting

\$ _____

Total Outsourcing Costs

\$ _____

Net Savings

\$ _____