PARTICIPATING ADDENDUM
WSCA-NASPO COOPERATIVE PURCHASING ORGANIZATION
Telephone Based Interpreter Services
Administered by the State of Washington (hereinafter "Lead State")

MASTER AGREEMENT
Language Line Services, Inc.
Master Agreement No: 03508
(hereinafter "Contractor")
And
State of Maine, Division of Purchases
(hereinafter "Participating State/Entity")
Maine Contract Number: MA 18P 12110600000000000137
Effective Date of Services: January 1, 2013 through June 30, 2015

1. Scope: This addendum covers the *Telephone Based Interpreter Services* led by the State of Washington for use by state agencies and other entities located in the Participating **State/Entity** authorized by that state's statutes to utilize **state/entity** contracts with the prior approval of the state's chief procurement official.

2. Participation: Use of specific WSCA-NASPO cooperative contracts by agencies, political subdivisions and other entities (including cooperatives) authorized by an individual state's statutes to use **state/entity** contracts are subject to the prior approval of the respective State Chief Procurement Official. Issues of interpretation and eligibility for participation are solely within the authority of the State Chief Procurement Official.

3. Participating State Modifications or Additions to Master Agreement:
New Expiration Date: June 30, 2015. All remaining terms remain the same.

4. Lease Agreements: Leasing is NOT authorized or permitted under this Master Price Agreement or Participating Addendum.

5. Primary Contacts: The primary contact individuals for this Participating Addendum are as follows (or their named successors):

Contractor

Name	Alisa Smith
Address	Language Line Services, Inc., 1 Lower Ragsdale Dr., Building 2 Monterey, CA 93940
Telephone	(831) 648-7174
Fax	831-402-5127
E-mail	asmith@languageline.com

Participating Entity

Name	Kathy Paquette, Procurement Manager
Address	Burton M. Cross Building, 4th Floor, 111 Sewall Street, 9 State House Station, Augusta, ME 04333-0009
Telephone	207-624-7877
Fax	207-287-6578
E-mail	Kathy.L.Paquette@maine.gov

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6. Subcontractors: All Language Line Services, Inc. dealers and resellers authorized in the State of Participating Entity, as shown on the dedicated Language Line Services, Inc. (cooperative contract) website, are approved to provide sales and service support to participants in the WSCA-NASPO Master Price Agreement. The Language Line Services, Inc. dealer's participation will be in accordance with the terms and conditions set forth in the aforementioned Master Agreement.

7. Orders: Any Order placed by a Participating Entity or Purchasing Entity for a Product and/or Service available from this Master Agreement shall be deemed to be a sale under (and governed by the prices and other terms and conditions) of the Master Agreement unless the parties to the Order agree in writing that another contract or agreement applies to such Order.

IN WITNESS WHEREOF, the parties have executed this Addendum as of the date of execution by both parties below.

Participating State: State of Maine Department of Administrative & Financial Services, Bureau of General Services, Division of Purchases	Contractor: Language Line Services, Inc
By: Mark W. Lutte	By: DocuSigned by: Michael F. Schmidt C4899DFDED494D7...
Name: Mark W. Lutte	Name: Michael Schmidt
Title: Director	Title: Chief Financial Officer
Date: 1/13/2015	Date: 1/12/2015

For questions on executing a participating addendum, please contact:

WSCA-NASPO

Cooperative Development Coordinator	Tim Hay
Telephone	503-428-5705
E-mail	thay@wsca-naspo.org

LanguageLine Solutions℠

State of Maine

How to access an Over-the-Phone Interpreter

When Receiving a Call:

1. Use your phone's conference feature to place the Limited English Proficient **(LEP)** speaker on hold.
2. Dial **1-866-874-3972**
3. Provide your 6 Digit Client ID # _ _ _ _ _ _
4. Select the language you need
   a. Press 1 for Spanish
   b. Press 2 for all other languages and state the name of the language you need
   *** Press 0 for agent assistance if you do not know the language*
5. Provide Additional Information as needed per Department/Agency requirements
6. *You will be connected to an interpreter who will provide his/her name and ID number.*
7. Brief the interpreter. *Summarize what you wish to accomplish an provide any special instructions.*
8. Add the LEP onto the call.
9. Say "End of Call" to the interpreter when your call is completed.

How to establish or questions regarding an account

Contact your State of Maine Account Rep:

Alisa Smith
Desk: (831) 648-7174
Cell: (831) 402-5127
Email: alsmith@languageline.com

Language Line Links

Website: http://www.languageline.com/

Provide Feedback: https://www.languageline.com/customer-service/feedback/

Billing issue: https://www.languageline.com/customer-service/billing/

Order Support Materials: https://www.languageline.com/customer-service/support-tools/

Reporting Portal: https://my.languageline.com/portal/go/home/