

VRI	Type of Interpreting	CORE HOURS Cost between 8:00 am and 5:00 pm EST	NON-CORE HOURS Cost before 8:00 am and after 5:00 pm EST, weekends, and holidays
1	VRI on-demand service per-minute charges <ul style="list-style-type: none"> For community interpreting 	\$2.00 per minute	\$3.00 per minute
2	VRI on-demand service per-minute charges <ul style="list-style-type: none"> For legal interpreting 	\$3.00 per minute	\$3.50 per minute
3	Minimum minutes charged for on-demand services: 15 minutes		
4	VRI pre-scheduled service per-minute charge <ul style="list-style-type: none"> For community interpreting 	\$2.00 per minute (15-minute minimum)	\$3.00 per minute (15-minute minimum)
5	VRI pre-scheduled service per-minute charge <ul style="list-style-type: none"> For legal interpreting 	\$3.00 per minute (15-minute minimum)	\$3.50 per minute (15-minute minimum)

Billing:

On-Demand

- Services will be billed per minute with a 15-minute minimum.
- Billing will begin the minute the interpreter is connected with the customer and continue until the minute the customer disconnects/ is disconnected.
- In the event the on-demand services are confirmed and upon connection the customer cancels or is otherwise not available, the customer will be billed the 15-minute minimum

Pre-Scheduled

- Services will be billed per minute with a 15-minute minimum
- If assignments continue beyond the confirmed assignment scheduled time, they will be billed, per minute, at the agreed upon rates
- Confirmed assignments cancelled with less than 2 business days' notice will be billed at 100% of scheduled service minutes.
- In the event the requestor asks the interpreters to connect in advance of the meeting start time, the additional time requested will be billed at the per-minute rate.