

# How to Read Your LanguageLine Invoice

**1 ACCOUNT NUMBER**

Please reference this number on all correspondence and payments to Language Line Services, Inc.

**2 BALANCE BROUGHT FORWARD**

Your prior balance less payments received and any adjustments.

**3 NEW CHARGES**

Itemized services charges for the billing period. Details shown on subsequent pages.

**4 NEW BALANCE**


Sum total of balance forward and new charges.

**5 PAST DUE BALANCE HISTORY**

Account aging by months.

**6 MISCELLANEOUS**

Charges detail



1 Lower Ragsdale Drive, Bldg. 2, Monterey, CA 93940

ORGANIZATION NAME  
ATTN: JOHN DOE  
1234 MAIN STREET  
ANY TOWN, STATE 12345

**Thank you for using Language Line Services**  
**This invoice reflects usage for July of 2018.**  
**Please visit us at [www.LanguageLine.com](http://www.LanguageLine.com)**

**PURCHASE ORDER NUMBER: 8092**

**1 ACCOUNT NUMBER: 1234567890**  
**INVOICE DATE: JULY 31, 2018**  
**TERMS: N30**  
**FOR BILLING INQUIRIES: 800-752-6096 OPT. 2**  
**INVOICE NUMBER: 1234567**  
**OUR TIN: 12-3456789**

<b>2 BALANCE BROUGHT FORWARD</b>	PRIOR BALANCE	\$15,098.57
	PAYMENTS	\$0.00
	ADJUSTMENTS	\$0.00
	BALANCE FORWARD	\$15,098.57
<b>3 NEW CHARGES</b>	OVER-THE-PHONE INTERPRETATION	\$10,388.85
	INSIGHT VIDEO INTERPRETATION	\$4,190.10
	ON-SITE INTERPRETATION	\$0.00
	DOCUMENT TRANSLATION	\$0.00
	EQUIPMENT MAINTENANCE	\$190.50
	OTHER	\$71.50
	STATE/LOCAL TAX	\$0.00
	<b>TOTAL NEW CHARGES</b>	\$14,840.95
	<b>4 NEW BALANCE</b>	\$29,939.52
	<b>AMOUNT DUE</b>	\$29,939.52

Language Line Services must receive any invoice inquiries or disputes prior to the end of the month. Click on the "Customer Service" tab on our website, then select "Billing Question" to complete your request.

You may not have noticed... but your account is now past due. Please correct this by paying the amount indicated above. If you have already submitted payment, please disregard this notice.

**5 PAST DUE BALANCE HISTORY**

TOTAL	CURRENT	1-30 Days	31-60 Days	61-90 Days	91+ Days
\$29,939.52	\$14,840.95	\$15,098.57	\$0.00	\$0.00	\$0.00

---

**PAYMENT COUPON**  
PLEASE DETACH AND RETURN THIS PORTION WITH YOUR REMITTANCE FOR PROPER AND TIMELY CREDIT  
**PLEASE INCLUDE YOUR INVOICE NUMBER, AMOUNT PAID PER INVOICE, AND YOUR ACCOUNT NUMBER WITH YOUR REMITTANCE**

ACCOUNT NUMBER 1234567890  
INVOICE DATE: Jul 31, 2018  
TERMS: N30  
INVOICE NUMBER: 1234567

AMOUNT DUE: \$29,939.52

MAKE CHECK PAYABLE TO:  
Language Line Services  
PO Box 202564  
Dallas, TX 75320-2564

ORGANIZATION NAME  
ATTN: JOHN DOE  
1234 MAIN STREET  
ANY TOWN, STATE 12345

**6**

**ACCOUNT NUMBER: 1234567890**  
**INVOICE DATE: Jul 31, 2018**

ITEM	DATE	CLIENT ID	DESCRIPTION	QUANTITY	CHARGE(+)	CREDIT(-)	COMMENTS
<b>EQUIPMENT MAINTENANCE</b>							
1	07/31/2018	201168	Equipment Maintenance Fee - 3 6.0		\$31.50		
2	07/31/2018	201168	Panasonic KX-TG8232B		\$18.00		
3	07/31/2018	201168	Equipment Maintenance Fee - 4 LL		\$36.00		
4	07/31/2018	201168	Phone Med Pat - Blue/W		\$105.00		
			Equipment Maintenance Fee - 8 LL				
			Phone - Beige 2100s				
			Equipment Maintenance Fee - 35				
			Language Line Phones		\$190.50	\$0.00	
<b>OTHER</b>							
1	07/31/2018	201168	Dial Out Fee - Domestic		\$30.00		5 calls
2	07/31/2018		Telecommunication surcharge, taxes and fees		\$41.50		
					\$71.50	\$0.00	

# How to Read Your LanguageLine Invoice

**7 INSIGHT (VIDEO) INTERPRETATION CALL DETAIL**

**ACCOUNT NUMBER: 1234567890**  
**INVOICE DATE: Jul 31, 2018**

DATE	TIME(PST)	LANGUAGE	INTERP NUMBER	DEVICE ID	MINUTES	CHARGES INSIGHT ONLY - NO OPT
<b>277676 YOUR ORGANIZATION NAME - INSIGHT</b>						
07/01/2018	00:21	SPANISH	55352	3C 3-TWFA	6	\$11.10
07/01/2018	10:14	MANDARIN	5180	ED2-TWFA	1	\$1.95
07/01/2018	11:39	SPANISH	55765	ED2-TWFA	7	\$12.95
07/01/2018	11:52	SPANISH	53496	2C-TWFA	10	\$18.50
07/01/2018	14:17	SPANISH	15773	ED2-TWFA	3	\$5.55
07/02/2018	11:38	PORTUGUESE	55575	L13REHABLG-TWFA	4	\$7.80
07/02/2018	11:46	SPANISH	52783	2C-TWFA	6	\$11.10
07/02/2018	13:16	ASL	48662	ptreg-TWFA	1	\$2.95
07/02/2018	14:45	SPANISH	52923	ED2-TWFA	6	\$11.10

**8 ONSITE INTERPRETATION CHARGES DETAIL**

**ACCOUNT NUMBER: 1234567890**  
**INVOICE DATE: July 1, 2018**

BOOKING NUMBER 123456  
 CLIENT ID: 654321  
 REFERENCE NAME: Jane Doe  
 REQUESTOR: John Hancock  
 DATE OF SERVICE: 8/10/2018

Consumer Names: John Doe 23456789A  
 Appointment Details: Doctor Appointment  
 Appointment Type: Physical  
 Can I have your "restricted" 1234 / ABC access code?

CHARGE TYPE	DESCRIPTION	RATE	AMOUNT	CHARGE
Incidentals	Mileage (Ref. # 654321)	\$0.55	92 Miles	\$50.14
Onsite Interpretation	American Sign Language Interpretation	\$127.50	0.75 Hours	\$95.63
Onsite Interpretation	American Sign Language Interpretation	\$85.00	1.25 Hours	\$106.25

BOOKING NUMBER 438243

**9 CALL DETAIL**

**10 CALL DETAIL SUMMARY REPORT**

**ACCOUNT NUMBER: 1234567890**  
**July 31, 2018**

	SUMMARY	MINUTES	CHARGES
	Over-the-phone Interpretation:	7,103	\$10,388.85
	Discount:		\$0.00
	Minimum Usage:		\$0.00
	<b>TOTAL CHARGES:</b>		<b>\$10,388.85</b>

**SORT ON:**

ITEM	CLIENT ID	CLIENT NAME	DATE	TIME(PST)	LANGUAGE	NUMBER	CAMPUS NAME	DURATION	CHARGE	OUT	ANI
1		Organization Name	7/1/18	12:13 AM	Spanish	868	Monterey	5	\$6.75		6509887770
2		Organization Name	7/1/18	12:47 AM	Russian	60248	Las Vegas	7	\$10.75		6509887770
3		Organization Name	7/1/18	07:43 AM	Japanese	9695	Tacoma	7	\$10.75		6509887770
4		Organization Name	7/1/18	08:41 AM	Spanish	52849	Salinas	20	\$26.25		6509887770
5		Organization Name	7/1/18	08:48 AM	Hindi	59140	Seattle	7	\$10.75		PCU-TWFA
6		Organization Name	7/1/18	09:05 AM	Spanish	57234	Seattle	17	\$22.35		NICU 2-TWFA
7		Organization Name	7/1/18	09:42 AM	Spanish	55212	Atlanta	20	\$26.25		NICU 2-TWFA
8		Organization Name	7/1/18	12:07 PM	Japanese	16494	Pittsburgh	16	\$24.25		NICU 1-TWFA
9		Organization Name	7/1/18	12:29 PM	Spanish	54967	Colorado Springs	10	\$13.25		6509887770

**ACCOUNT NUMBER: 1234567890**  
**INVOICE DATE: Jul 31, 2018**

Language	Minutes	Calls	Avg Length of Call	% Total	Avg Interpreter Connect Time (Seconds)	Charges
SPANISH	2,162	196	11.0	30.4%	7.9	\$2,859.60
MANDARIN	1,641	158	10.4	23.1%	15.4	\$2,501.00
RUSSIAN	1,618	132	12.3	22.8%	13.8	\$2,460.00
JAPANESE	447	38	11.8	6.3%	41.9	\$680.00
VIETNAMESE	446	46	9.7	6.3%	19.0	\$680.50
CANTONESE	132	21	6.3	1.9%	17.1	\$203.25
KOREAN	132	12	11.0	1.9%	4.5	\$203.00
NEPALI	113	13	8.7	1.6%	21.8	\$172.75
HINDI	95	10	9.5	1.3%	21.1	\$145.00
ARABIC	92	10	9.2	1.3%	4.2	\$140.50
PORTUGUESE	58	3	19.3	0.8%	0.3	\$87.75
PUNJABI	42	4	10.5	0.6%	62.3	\$64.00
SERBIAN	39	2	19.5	0.5%	16.5	\$59.00
ITALIAN	29	2	14.5	0.4%	119.0	\$44.00
FARSI	16	3	5.3	0.2%	12.7	\$24.75
TAGALOG	14	3	4.7	0.2%	8.0	\$21.75
THAI	12	2	6.0	0.2%	8.5	\$18.50
CZECH	8	1	8.0	0.1%	0.0	\$12.25
TELUGU	4	1	4.0	0.1%	11.0	\$6.25
KURMANJI	2	1	2.0	0.0%	14.0	\$3.25
FRENCH	1	1	1.0	0.0%	1.0	\$1.75
<b>TOTAL</b>	<b>7,103</b>	<b>659</b>	<b>10.8</b>	<b>100%</b>	<b>14.9</b>	<b>\$10,388.85</b>