



Questions, Answers and Real Facts!

Lone Star Interpreters LLC
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1. Who Are We?

- **Lone Star Interpreters LLC is founded and operated by a group of professional linguists. As professional interpreters ourselves formerly working for other “leading” language service providers for so many years, we fully understand the needs of our customers as well as those in need of our services.**
- **We have witnessed the constant threat on the survival of U.S. based professional Over-The-Phone Interpreters jobs being outsourced to foreign countries merely for the sake of generating greater revenue. Ultimately the consequences of these actions lead to more and more US based interpreters losing jobs and in turn contribute to the already sky rocketing unemployment numbers within the United States. Therefore, as a remedy to this ever present threat within the industry, we collectively decided to join forces and launch a language Service company emphasizing our core values of Fair Treatment Practice for All and our Commitment to providing language services at very affordable rates without compromising the quality of our service.**

2. What Are Your Core Values?

- **Quality**

Lone Star Interpreters provides top-notch U.S. based interpreters with years of experience in the subject matter they are specialized in. Since all of us have worked for "leading" Language Service Providers for many years, we have gone through all the rigorous testing, evaluating and screening. In order to maintain these high standards, we require all of our interpreters to also undergo the same rigorous process in order to ensure that Lone Star Interpreters maintains the highest level of quality language services within the industry.

- **Value**

Signing up with Lone Star Interpreters will dramatically reduce your cost resulting in an increase to your bottom line. Since Lone Star Interpreters is privately owned by linguists, signing up with us is equivalent to cutting out "the middle man". We don't have investors to satisfy therefore our main focus is strictly on our customers, which gives us the flexibility to cut down on unnecessary price mark-ups.

3. Core Values, Cont.

- **Fairness**

At Lone Star Interpreters, we strive to apply our Fair Treatment Practice to each person at every level, from our customers to our linguists. We only charge for the actual language services we provide rather than adding unrelated administrative costs that do not add any additional value to the customer.

Our Fair Practice toward our Customers include the following:

No Account Set Up Fee

No Subsequent Client ID Fee

No Custom 1-800 Line Fee

No 1-800 Monthly Line Maintenance Fee

No Monthly Minimum Fee

No Monthly FCC Surcharges and Fees

No Training Session Fee

No Monthly Paper Bill Fee

No Appointment Fee

No Appointment Cancellation Fee

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4. How Do You Manage Risk?

- ***Professional Liability Insurance***

Covering any Error & Omission from our part that may have incurred damage or loss of any kind including bodily injuries and property damages.

- ***Confidentiality Pledge***

Due to the high level of secrecy of our profession, at Lone Star Interpreters, we made Confidentiality top priority in our professional Code of Ethics. All our interpreters and Customer Care Agents abide by our Confidentiality Agreement that is signed and kept on file. Lone Star Interpreter's administrative staff will never disclose a list of our clients to any party and will never discuss the type of assistance we provide to any of our customers with anyone as doing so will automatically result in termination.

- ***Professional Code of Ethics***

All Lone Star Interpreters abide by the ATA Professional Interpreter's Code of Ethics and Professional Conduct. The Professional Interpreter Code of Ethics is an integral part of our interpreters' orientation, which is a mandatory session to all Lone Star Interpreters staff prior to engaging in any interpreting activity. In addition to reading and signing the Code of Ethics, group discussions including case studies and challenging examples are conducted.

5. Why Are Your Rates So Low?

- **New technology Implemented**
 - The new technology being used nowadays is not only more effective, but also more affordable than it was 20 years ago which gives younger companies within the industry a distinct competitive advantage.
 - Contrary to the “old ways” of the “leading” LSP, we work with a custom software that each interpreter has to use as notepad instead of a flying sheet of paper. Our custom software won't allow interpreters to record any confidential information such as SS#, addresses etc. nor can the interpreter access the information in the future.
- **We Strictly Charge for Language Services**
 - While “Leading” Language Service Providers give themselves the luxury of expansive perks at their customer's expense, Lone Star Interpreters' rates are strictly based on the services we render and nothing else.
- **We Are The Interpreters and Translators**
 - It's a known fact that “Buying Direct” saves you money, therefore signing up with us is cutting out the middle man which will result in a significant increase to your bottom line.

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Real Fact #1 You Need To Know

- **Some of you may have been targeted with literature from a well known language service provider that was intended to instill unfounded fear, doubts, and skepticism toward the more innovative Language Service Providers within the industry.**

Lone Star Interpreters, out of Love and Respect for all Language Services users, has taken the time to conduct it's own investigations to present you with Real Facts that you need to know and let you be the judge.

On Independent Contractor (IC) Vs. Employee Status

Most Professional Linguists prefer to work as an IC rather than an Employee for the following reasons:

- 1. It allows them to have full control of their time and the flexibility to only work according to their availability but also allows them to diversify the different linguistic assignments they would like to take on such as document translation, On-Site Interpretation, Voice-Over recording and so on.**
- 2. IC are professionals that are solely responsible to file their own taxes. At the end of the fiscal year the company declares all wages paid to the IRS and sends 1099 forms to all IC who in return would perform their civil duty and worker's obligation which is to file their own federal taxes owed on all wages earned in the current year.**

Real Fact #2 You Need To Know

In addition, there is no known Federal laws allowing employers to declare "Joint-Employer" it simply does not exist therefore, there is no way the Federal government could prosecute your organization on those grounds.

- **Find out Real Facts from the IRS:**
<http://www.irs.gov/businesses/small/article/0,,id=99921,00.html>
<http://www.irs.gov/businesses/small/article/0,,id=179115,00.html>
- **Some of you may have heard about Bill HR 3408 a New legislation that was in the works that purposively would eliminate the corporate 1099 exclusion, intensify scrutiny, and increase liabilities for misclassification. Well, this is the Real Fact about it: This bill is currently Dead and has never become a law.** <http://www.govtrack.us/congress/bill.xpd?bill=h111-3408>
- **Others may have heard about the *Senate Crack Down* by introducing a bill (S.2882) that would make it even more difficult to classify workers as Independent Contractors and add new financial reporting requirements. Well, this is what you were never told: This bill is currently Dead and has never become a law.** <http://www.govtrack.us/congress/bill.xpd?bill=s111-2882>

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Real Fact #3 You Need To Know

- **DID YOU KNOW?**

Did you know that the "Leading" Language Service Provider (LSP) consistently over charges for their Services?

When it's a known fact that all of us worked for "Leading" companies for a minimum wage (for Spanish) and slightly above minimum wage for other languages. It's a deal we gladly took due to the convenience of working from home the position offered until they thought even paying minimum wage was to much for them to afford and took our jobs offshore. So if you are paying more than \$0.75 per minute, you must be paying for some executive incentive compensation packages or other executive bonus packages etc...

Did you know that the "Leading" Language Service Provider (LSP) does not really have Interpreters as employees?

The real fact is that while working for them, we were all employees of well-known staffing agencies such as Kelly Staffing, Oasis Outsourcing while performing work for them. So if there had ever been a leak of proprietary information resulting to a law suit, the issue would have had to be resolved between the staffing agency and that entity and the "Leading" LSP would have been legally protected. None of that ever happened, and won't happen now because we are mostly the same interpreters who cared for you then.

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Real Fact #4 You Need To Know

- **DID YOU KNOW?**

Did you know that all professional Linguists still have to be bonded by a compliance Agreement to Federal mandates and the American Translation Association Professional Code of Ethics in order to work even as an Independent Contractor?

While rumor has it that “Contractors and Compliance Don’t Mix” the Real Fact is every professional linguist (Interpreter, Translator, Editor, Proofreader, Sign Linguists) must read and agree to be in compliance with the following in order to be allowed to perform as a professional linguist:

**The Health Insurance Portability and Accountability Act (HIPAA).
The Gramm-Leach Bliley Act (GLB)**

The Company’s Confidentiality Agreement

The American Translator Association Professional Code of Ethics

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Real Fact #5 You Need To Know

- **DID YOU KNOW?**

Did you know that the "Leading" LSP uses offshore workforce to generate greater revenue?

In early 2000's the "Leading" LSP opened up call centers in the Dominican Republic, Panama and now Peru leaving over 1,000 U.S. Interpreters jobless. They were proudly listing their many call centers in Latin America until very recently when such practices became unpopular in the U.S. This is why the "Leading" LSP has taken down any and all information from their website pertaining to the various call centers they operate around Latin America.

Do you know what our goal is?

Our goal is to save our industry which we cherish so much from going extinct due to the greed driven "Leading" LSP. For many years, the "Leading" LSP has abused our unregulated industry forcing some organizations to have to worry about hiring and setting up an in-house Language Service provider department as a remedy to the outrageousness of their prices. Now that the new era has come with new and innovative strategies of valid competition, the "Leading" LSP has begun to implement scare tactics and slander.

Please know that we are here to help, to be of support and to give you and your organization a well deserve financial break!

Feel free to contact us with any questions or concerns.

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