

## MASTER SERVICES AGREEMENT (MSA)

This Master Services Agreement (“MSA”) stipulates our standard terms applicable to all translations provided by Transletters<sup>2</sup> unless otherwise agreed in writing.

SERVICES: Transletters<sup>2</sup> shall perform Translation Services (EN to CanFR) in accordance with our Workflow Process for Translations.

---

### CLIENT ROLE AND RESPONSIBILITIES

Transletters<sup>2</sup> requires that all projects for translation be in a format compatible with our systems and procedures. The formats that we are capable of working with are Word, Excel, PowerPoint, Adobe and Google Docs. Transletters may request clarification of a portion of the source-language text or additional material that may better enable our translations to match the tone of a campaign or align with previously released material. The clarification or support material requested is to be made available to Transletters by the CLIENT in a timely manner, as to permit project timeline delivery.

### TRANSLATOR AND REVISER QUALIFICATIONS

All translators, revisers and proofreaders at Transletters<sup>2</sup> hold a bachelor’s degree in Translation or a related field in addition to a minimum of 3 years working experience in the position held.

### DESCRIPTION OF SOURCE TEXT(S)

Transletters<sup>2</sup> specializes in translating English into Canadian French. We are proficient in Word, Excel, PowerPoint, Adobe and Google Docs. Transletters will ensure that the target text is formatted in accordance with the source text.

### TRANSLATION TARGET AUDIENCE

Should the intended tone or audience not be immediately clear to the translator assigned to the project, Transletters will inform the CLIENT, who will provide the necessary clarifications to allow Transletters to ensure our translations align with the tone for the intended audience.

### QUALITY ASSURANCE

All translations from Transletters<sup>2</sup> are translated and revised in accordance with our Workflow Process for Translation. This process is designed to better ensure that all translations delivered are accurate and complete. All translation projects aim to meet the tone of the intended audience and be free from spelling, grammar and punctuation errors. Transletters ensures that all translations have been reviewed against the source document by a reviser, that a final reading and spell check have been performed. Transletters builds and maintains a client-specific memory in our Translation Memory Software (TMS). This better allows Transletters to track previously translated material to provide consistency of terminology and to catalogue client specific or preferred terms.

## CONFIDENTIALITY

All translators, revisers, proofreaders and support staff at Transletters<sup>2</sup> operate in accordance with our Non-Disclosure Agreement. These agreements are renewed annually and are a condition of employment.

## DEADLINES

Transletters<sup>2</sup> utilizes a measurable tracking system for all translation projects. Each stage of our process from logging the initial client request and delivery target date to the final delivery of the project is documented. This system allows us to identify any obstacle that may prevent us from meeting our delivery timeline, to make appropriate adjustments to our schedule, and to communicate and coordinate with our clients.

## DELIVERABLES

Transletters is committed to delivering a target text in correct and idiomatic Canadian French. The style of the text will be appropriate for the target audience and will approximate the tone of the source text.

## PRICING AND PAYMENT TERMS

Translation rates are derived from the target language word count. The fees for revision and proofreading are hourly rates. Transletters<sup>2</sup> offers appropriate discounts for repetitive copy as well as for “high volume” clients. A tailored rate sheet will be prepared and included in each MSA to be signed, as “Schedule A”. Invoices are prepared mid-month and end of month and are payable net 30 days.

Special invoicing procedures are available and are to be detailed in each MSA to be signed.

## TERMINATION OF AGREEMENT

Termination of a MSA for any reason may be at the discretion of the CLIENT or CONTRACTOR and will require a 30-day notice unless otherwise stipulated in this agreement.

## ADDITIONAL SERVICES

Transletters<sup>2</sup> can, if requested, tailor our Workflow Procedure to accommodate special needs or requirements of a CLIENT. Such deviations may include an additional revision stage, proofreading, desktop publishing or a declaration or notarization of translation accuracy. Additional services to be detailed in each MSA to be signed.