QMG

LANGUAGE SERVICES

SERVICES & PRICING GUIDE · NOVEMBER 2026

Clear communication. One language partner.

Interpreting, document translation, Qconnect LS on-demand interpreting and multilingual customer service for workplaces, healthcare, legal services, schools, public agencies and community organizations.

Kreyòl Ayisyen | Français | Español | Português | English

TALK NOW
Qconnect LS

CALL
(307) 800-9446

EMAIL
info@qmglanguageservices.com

ONLINE
qmglanguageservices.com

Phone, video and translation across the U.S. and abroad · In person in Central Indiana · Prices effective November 2026

AT A GLANCE

A specialized partner for Haitian Creole, French, Spanish and Portuguese.

QMG Language Services helps organizations communicate clearly with the people they serve and employ. We combine professional interpreting with real operations experience — so we understand both the language barrier and the way your work actually runs.

Languages

Haitian Creole, French, Spanish and Portuguese, with English. Other languages: ask us, and we'll tell you honestly whether we can cover them.

Where

Phone, video, Qconnect LS and translation across the U.S. and abroad. In person where our network has interpreters — today Central Indiana (Indianapolis and nearby).

How

On-site, phone, video on your platform, the Qconnect LS app, online translation orders, and website chat and customer-service support.

Billing

Published prices about 15% under comparable providers. Organizations get one monthly invoice (net 30) and volume pricing for recurring work.

Our standards

- **Accuracy** — everything said is interpreted; nothing added, nothing left out
- **Neutrality** — we interpret; we don't advise or take sides
- **Confidentiality** — what we hear and read stays private; NDAs on request
- **Reliability** — prepared, on time and honest about availability

Why organizations choose QMG

- Language skill plus hands-on workplace, HR and operations experience
- Specialists in the languages many workplaces and clinics need
- One partner for spoken and written communication
- Published prices — no subscriptions, no hidden fees

For public agencies: language access for programs, hearings, notices and community services · NAICS 541930 · PSC R608 · capability statement on request.

In this guide: 3 Services · 4 On-site · 5 Phone, video & Qconnect LS · 6 Translation · 7 Chat, customer service & industries · 8 Price list · 9 How we compare · 10 Policies · 11 Get started

SERVICES

Spoken or written, one partner.

Six ways to work with QMG — use one, or combine them under a single agreement.

On-site interpreting

An interpreter in the room for orientations, safety training, HR meetings, medical and therapy visits, workers' compensation, attorney meetings and immigration appointments.

From $68/hour · 2-hour minimum

Phone & video interpreting

Scheduled or short-notice sessions by phone or conference line, or on your Zoom, Microsoft Teams, Google Meet or Webex meeting.

Phone from $1.05/min · video $1.60/min

Qconnect LS — on demand

Our own app for internet audio and video interpreting. No download: open it on any phone, tablet or computer, see who is available, tap and talk.

Audio from $1.05/min · video from $1.35/min

Document translation

Certified translation for official use, professional translation for business, HR, medical and legal content, and review of existing or AI translations. Ordered online with an instant price.

Certified $21/page · $0.08/word

Live chat & customer service

Bilingual agents who answer your website chat and customer-service calls in English, Spanish, French and Haitian Creole — overflow, after-hours or a dedicated desk.

Chat $0.65/chat min · calls $1.25/min

Recurring support

Weekly or monthly arrangements — therapy series, orientations, shift meetings, translated materials — with agreed rates, one invoice and volume pricing.

Written agreement · volume pricing

ON-SITE INTERPRETING

An interpreter in the room.

Best for hands-on sessions, groups, long or sensitive conversations and anything where body language matters.

Spanish & Portuguese General, business, medical, education	**$68** / hour
French & Haitian Creole General, business, medical, education	**$80** / hour
Legal, court, depositions & USCIS Added to the language rate	**+$9** / hour
Minimum Then billed in 15-minute increments	**2** hours

Where we interpret

- Warehouses and manufacturing: orientation, safety, training, shift and HR meetings
- Healthcare and rehabilitation: clinics, therapy, occupational health
- Workers' compensation: therapy series, evaluations, return-to-work visits
- Legal and immigration: attorney meetings, depositions, appointments
- Schools, government and nonprofits: parent meetings, social services, public programs

Good to know

- Evenings (before 7 am or after 6 pm), weekends & holidays: +25%
- Booked less than 24 hours ahead: +$17 per assignment
- Travel free within 30 miles of downtown Indianapolis for Central Indiana assignments; beyond that, or elsewhere, quoted in advance (IRS mileage)
- Free cancellation with 24 hours' notice; later cancellations and no-shows are billed at the minimum
- Billed from the scheduled start (or arrival, if later) until the interpreter is released

To book, send us

- Date, start time and expected length
- Address and who the interpreter should ask for
- Language and type of setting (e.g., therapy, orientation, deposition)
- Your contact for the day

Please don't send medical records or case details through web forms — we'll arrange a secure way to share what the interpreter needs.

Credentials, honestly

Some settings — such as court proceedings — require specific credentials. We confirm what your assignment needs before booking rather than assume.

PHONE, VIDEO & QCONNECT LS

Remote interpreting, anywhere.

Phone & video interpreting

Scheduled or short-notice sessions. We call in, join your conference line, or join your Zoom, Microsoft Teams, Google Meet or Webex meeting.

Phone · Spanish Over-the-phone interpreting	**$1.05** / min
Phone · French, Haitian Creole, Portuguese Over-the-phone interpreting	**$1.45** / min
Video on your platform Scheduled · 30-minute minimum	**$1.60** / min

- Per minute, rounded up to the next minute
- Phone calls under 30 seconds are free
- Scheduled video is billed from the booked start time
- One monthly invoice with every call listed
- Short-notice requests depend on availability

Qconnect LS — interpreter on demand

QMG's own app for internet audio and video interpreting. Nothing to install — it runs in the browser on any phone, tablet or computer. Same price for every language.

How you pay

	AUDIO	VIDEO
Company agreement Approved account, one monthly invoice	**$1.05**/min	**$1.35**/min
Prepaid minutes 15 to 120 minutes by card	**$1.31**/min	**$1.69**/min
Pay as you go Saved card, one charge after each call	**$1.31**/min	**$1.69**/min

- Calls that never connect are free; then billed per started minute
- Requester, department, reference and LEP name on every session
- Company accounts: invite your team, departments and roles
- Activity, schedule and billing in the My Business dashboard
- Audio and video are never recorded

Qconnect LS needs a reliable internet connection; for a regular phone line, ask about scheduled phone interpreting. Pay as you go: a temporary hold before the call, one charge after it for the minutes used.

DOCUMENT TRANSLATION

Instant price, every language.

English, Haitian Creole, French, Spanish and Portuguese — one price for every language. Upload, see your total, pay securely and download from your account at qmglanguageservices.com/account/order.php.

MOST POPULAR

Certified translation

$21 / page

Up to 250 words per page. Signed certificate of translation accuracy, prepared to USCIS translation requirements, formatted like the original.

Professional translation

$0.08 / word

Business, HR, safety, medical, legal and website content. Native-speaker translator plus a second-linguist check. Minimum $21.

Review & edit

$0.05 / word

We check and correct an existing translation — yours, a colleague's or AI output, which often struggles with Haitian Creole. Minimum $21.

Delivery & add-ons

Standard	**2 business days (up to 10 pages)**
Express · 24 hours	**+20%**
Rush · 12 hours (up to 3 pages)	**+50%**
Notarization (optional)	**$16**
Mailed hard copy (USPS, tracked)	**$13**
Volume discount	**10% off 10+ pages**

Large, technical or handwritten projects get a written quote first.

Our commitments

- **Free corrections** if a receiving office flags an error in our translation
- **Fair page count** — if our final count is lower, we refund the difference
- **Free revisions for 14 days**, including name spellings
- **Private & secure** — encrypted upload, private storage, deleted after one year

A certified translation carries the translator's signed statement of accuracy; it is not a government certification. Acceptance is decided by USCIS or the receiving office. USCIS does not require notarization.

Pay by card, Apple Pay, Google Pay, Cash App Pay, bank (ACH) or pay later on eligible orders. Translation, receipt and certificate stay in your account.

LIVE CHAT & CUSTOMER SERVICE

Bilingual agents for your customers.

We answer your website chat and customer-service calls in English, Spanish, French and Haitian Creole — for overflow, after-hours coverage or a dedicated desk.

Live website chat — **$0.65** / chat min
Per minute an agent is in your chat

Customer-service calls — **$1.25** / min
Per talk minute, rounded up

Dedicated bilingual agent — **from $13** / hour
Scheduled shifts with your scripts and tools

How we set it up

1. **Discovery call** — Volumes, hours, languages and tools
2. **Your playbook** — FAQs, scripts and escalation rules
3. **Pilot month** — No long-term contract to start
4. **Reports** — Daily or weekly volume and topics

INDUSTRIES WE SERVE

Warehouses & manufacturing
New-hire orientation, safety instruction, equipment training, shift meetings, HR conversations and translated SOPs.

Staffing agencies
Onboarding, placement and policy communication for Haitian Creole, French and Spanish speakers.

Healthcare & rehabilitation
Clinics, community health centers, physical and occupational therapy, occupational health and overflow support.

Workers' compensation
Therapy series, evaluations and return-to-work visits — clear for the payer and the worker.

Legal & immigration
Attorney meetings, depositions, immigration appointments and certified document translation.

Government, schools & nonprofits
Language access for public programs, parent meetings, notices, social services, resettlement and community programs.

COMPLETE PRICE LIST

Every service, every fee.

U.S. dollars, effective November 2026. No subscriptions, no setup fees for standard services.

ON-SITE INTERPRETING	
Spanish & Portuguese	**$68 / hour**
French & Haitian Creole	**$80 / hour**
Legal, court, depositions & USCIS	**+$9 / hour**
Minimum · increments	**2 hours · 15 min**
Evenings, weekends & holidays	**+25%**
Booked under 24 hours	**+$17**
Travel	**Free within 30 miles**

PHONE & VIDEO	
Phone · Spanish	**$1.05 / min**
Phone · French, Haitian Creole, Portuguese	**$1.45 / min**
Video on your platform	**$1.60 / min · 30-min minimum**

QCONNECT LS (ON DEMAND) · AUDIO · VIDEO	
Company agreement	**$1.05 · $1.35 / min**
Prepaid minutes	**$1.31 · $1.69 / min**
Pay as you go	**$1.31 · $1.69 / min**

TRANSLATION	
Certified (250 words/page)	**$21 / page**
Professional	**$0.08 / word · min $21**
Review & edit	**$0.05 / word · min $21**
Express 24 h · Rush 12 h	**+20% · +50%**
Notarization · hard copy	**$16 · $13**
Volume	**10% off 10+ pages**

CHAT & CUSTOMER SERVICE	
Live website chat	**$0.65 / chat min**
Customer-service calls	**$1.25 / min**
Dedicated bilingual agent	**from $13 / hour**

Recurring or high-volume needs?

Organizations with regular schedules — therapy series, weekly orientations, monthly translation — receive volume pricing in a simple written agreement with one monthly invoice.

Always current online

Prices can change; the current list is always at qmglanguageservices.com/pricing.html. A signed service agreement or written quote takes priority over this list.

HOW WE COMPARE

Lower than the published market.

We check comparable pay-as-you-go prices that other providers publish, and set ours about 15% lower — lower still for our own Qconnect LS app.

SERVICE	QMG	PUBLISHED ELSEWHERE
Certified translation (page)	**$21**	RushTranslate $24.95 · Rapid Translate $27.99
Professional translation (word)	**$0.08**	RushTranslate $0.10 · Rapid Translate $0.11
Notarization	**$16**	RushTranslate $19.95 · Rapid Translate $19.99
Phone · Spanish (min)	**$1.05**	Day Interpreting $1.25 · Jeenie Plus $1.29
Phone · French / Creole (min)	**$1.45**	Day Interpreting $1.75 · LanguageLine $1.75
Video (min)	**$1.60 · Qconnect LS $1.35**	Day Interpreting $2.00 · LanguageLine $1.85
On-demand app, audio · video (min)	**$1.05 · $1.35**	LanguageLine Personal Interpreter $3.95 · $4.95

Pay-as-you-go prices published on each company's website, checked in October 2026. Their prices may change and contract rates can differ. Company names belong to their owners and are used only to compare published prices; they are not affiliated with QMG. Qconnect LS prices shown are company-agreement rates.

Why Qconnect LS costs less

It runs on our own platform, so there are no phone-carrier fees to pass on — one price for every language.

Same price for Creole

Translation costs the same in every language we offer, including Haitian Creole.

No surprises

Minimums, travel, after-hours and cancellation rules are published — and you see every translation total before you pay.

POLICIES, BILLING & PRIVACY

Clear terms. No surprises.

Booking & confirmation

Request by phone, email, the website, My Business or Qconnect LS. An on-site or scheduled assignment is confirmed when we send written confirmation with the interpreter's first name, date, time and location or link.

Minimums & billable time

On-site: 2-hour minimum, then 15-minute increments from the scheduled start (or arrival, if later) until release. Scheduled video: 30-minute minimum. Phone, Qconnect LS, chat and customer-service calls: per minute, rounded up. Waiting time caused by delays on the client side is billable.

Cancellations & no-shows

Free with 24 hours' notice. Later cancellations, and appointments where the other party doesn't appear, are billed at the minimum. Running late? Reply to your confirmation email.

Invoices & payment

Online translation orders are paid at checkout through Stripe. Interpreting, Qconnect LS and customer-service work are invoiced monthly for organizations (due in 30 days) or per job for individuals, payable online by card or bank transfer.

Confidentiality

Everything our interpreters and translators hear or read is kept confidential. Our linguists follow a professional code of ethics, and we sign confidentiality agreements (NDAs) on request.

Privacy & data

- ✓ Qconnect LS audio and video are never recorded
- ✓ Translation files: encrypted upload, private storage, seen only by the assigned linguist, deleted after one year (sooner on request)
- ✓ Please don't send medical, legal or immigration case details through website forms — we arrange a secure way

Professional standards

Interpreters interpret everything said, accurately and completely, and stay neutral. They don't give advice, perform tasks outside interpreting, or sight-translate long legal or medical documents without prior agreement.

Service agreements

For recurring work we offer a simple agreement: agreed rates and minimums, a clear scheduling process, monthly invoicing, and a confidentiality agreement where needed. Full terms: qmglanguageservices.com/terms.html

GET STARTED

Four ways to start today.

Request an interpreter

On-site, phone or video — send the date, time, place and language. We confirm in writing.

qmglanguageservices.com /request.html

Use Qconnect LS now

Internet audio or video with an interpreter in one tap, from any phone or computer.

qmglanguageservices.com /qconnect

Order a translation

Upload your document, see the price instantly, pay and download from your account.

qmglanguageservices.com /account/order.php

Request a business quote

Recurring interpreting, translation, Qconnect LS company accounts, chat or customer service.

qmglanguageservices.com /contract.html

What to have ready

- Languages and the type of setting
- Dates, times and expected length — or the documents to translate
- Location, platform link or phone number
- Who to invoice, and any reference or PO number

Talk to us

Call (307) 800-9446

Email, website chat or Qconnect LS
info@qmglanguageservices.com
qmglanguageservices.com

Phone, video and translation across the U.S. and abroad · In person in Central Indiana

QMG Language Services is a trade name of Quisqueya Marketing Group LLC, a Wyoming company. Interpreting assignments are subject to interpreter availability. Prices effective November 2026; the current price list is at qmglanguageservices.com/pricing.html.