CLIENT REFERENCE · UPDATED OCTOBER 2026

Client Service Policies

How CueReach confirms, staffs, delivers and bills Remote Cued Speech Services.

Booked in writing
A request is booked only when CueReach sends written confirmation.

We plan the staffing
CueReach assigns qualified CLTs. Nothing for you to vet or approve.

One hourly rate
1-hour minimum, then 15-minute increments. Rate sheet on request.

Cancellation
No fee at 48+ business hours' notice. 50% or 100% after that (section 6).

01 Our service

CueReach provides Remote Cued Speech Services: Cued Language Transliteration by qualified, human Cued Language Transliterators (CLTs), remote-first, with on-site service by arrangement.

- **Transliteration, not interpreting.** The spoken message is conveyed in Cued Speech, in the same language; nothing is translated into another language.
- **What Cued Speech is.** It shows the sounds of spoken language with handshapes placed near the face, read together with the lips.
- **Scope.** Not ASL interpreting, CART or captioning: CueReach provides Cued Speech transliteration only.
- **Settings:** classes, tutoring and lectures; full school days; workplace meetings and trainings; appointments; conferences and events; agency overflow, substitute and technical coverage; and recurring series.

02 Requests and confirmation

Send a request through the form at cuereach.org or email hello@cuereach.org with these booking basics:

Organization	Date
Start and end time, with time zone	Expected duration
Session type and topic (class, meeting, appointment, event)	Contact details (name and email)

- **Reply.** We aim to reply within one business day.
- **Quote, then confirm.** We send a written quote first. A request is booked only when CueReach sends written confirmation.
- **Your confirmation** states the schedule, rate, estimate, minimum, cancellation terms, payment terms and next steps.
- **Changes.** A change to the date, time or length of a session gets a new written confirmation.

03 How we staff sessions

- **We confirm, then assign.** CueReach confirms in writing, then assigns qualified CLTs.
- **Nothing to vet or approve.** CueReach handles credentials and vendor checks internally.
- **Recurring work** can be confirmed as a series. We aim for continuity but can't promise specific transliterators.
- **Replacements.** If staffing changes, CueReach arranges qualified cover; if not, unserved time is not billed.

04 Billing

- **One hourly rate** for the service, however long the session and however many people attend. CueReach plans the staffing for every session, including long days. The Client Rate Sheet is available on request.
- **One-hour minimum** per session, then 15-minute increments. A started 15-minute increment is billed (an 80-minute session bills as 1 hour 30 minutes).
- **Early end and overtime.** Billing runs to the scheduled end or the 1-hour minimum, whichever is greater. Extra time is billed in 15-minute increments at the same rate.
- **Specialized sessions.** Rarely, a highly technical or specialized session is quoted at a higher rate. If so, we tell you in writing before anything is booked.
- **Travel.** Remote sessions carry no travel charge. On-site work is by arrangement, and any travel is quoted and approved in writing first.

05 Payment

- **First-time, one-off and short-notice direct work** is prepaid at the estimate before CueReach confirms. Actual time is reconciled after service.
- **Established direct clients** pay on receipt of the invoice.
- **Agencies:** Net 15 for approved agency accounts. Net 30 only with a verified purchase order or AP process and written approval.
- **One itemized invoice** per booking, by hour of service.
- **New confirmations** pause while an undisputed invoice is overdue.
- **Each invoice** includes how to pay, including a secure online payment option.

06 Cancellations

Cancellation terms apply once CueReach has sent written confirmation. The fee depends on notice before the scheduled start:

48 or more business hours before start	**0%**
24 to under 48 business hours	**50%**
Under 24 business hours, or a no-show	**100%**

Fees are a percentage of the scheduled fees, including the applicable minimum. To cancel, email hello@cuereach.org. Counting rules, changes, late starts and no-shows are on the Cancellation & Logistics sheet.

07 Preparation materials

- **What to send.** Agendas, slides, scripts, names, key terms and any video or media to be shown.
- **When and where.** Ideally at least 2 business days ahead, by email to hello@cuereach.org.
- **How they are used.** Only the transliteration staff CueReach assigns to your session see them, and only to prepare for and deliver the session.
- **Late or missing materials** don't cancel the session or change confirmed fees, but they can limit preparation. Leave out sensitive records (section 11).

08 Confidentiality, recording and AI

- **Confidential.** CLTs keep session information confidential, including what is said, who attends and any materials shared.
- **No recording, rebroadcast or AI training without written consent.** Consent comes from CueReach, the transliteration staff and anyone else whose consent is required. Tell us in your request if you plan to record.
- **AI note-takers and transcription tools** that capture the session count as recording and need the same consent.

09 Role boundaries

- **CLTs transliterate.** They convey the spoken message faithfully in Cued Speech and stay in that role.
- **They don't** advise, tutor, teach or supervise, or make educational, medical, legal or employment decisions.
- **Keep someone in charge.** A teacher, manager or host stays responsible for the class, meeting or event.
- **No outcome guarantees.** CueReach provides access to communication, not a guaranteed result.

10 Technology

- **Your platform.** For remote sessions, you provide the meeting platform and send the link.
- **Clear audio and video.** Transliteration needs clear audio of every speaker; the Cued Speech user needs a clear, steady view of the transliteration video.
- **If technology fails.** Client-side technology problems remain billable after reasonable troubleshooting; CueReach-side problems are not billed.

11 Privacy

- **What we collect.** The booking basics in section 2, plus anything you choose to add to your request.
- **Why.** To quote, confirm, staff, deliver and invoice your session, and to contact you about it.
- **Who sees it.** The transliteration staff CueReach assigns to your session get only what the session needs. Payments are handled by our payment processor.
- **Sensitive records.** Please do not send student, patient, employee, diagnosis, credential, tax or banking records through ordinary email or forms.
- **We don't sell** or rent your information. To correct or remove it, email hello@cuereach.org.

12 Important notices

- **Not an emergency or 911 service.** In an emergency, call 911, not CueReach.
- **Independent business.** Not affiliated with NCSA, ASHA, TECUnit or any certifying body.

13 Questions and concerns

Email hello@cuereach.org or use the request form at cuereach.org with any question about a booking, an invoice or these policies. If a session did not go as expected, tell us as soon as you can; we will review it and reply in writing.

If a signed agreement, an accepted purchase order or the written confirmation for your session expressly differs from these policies, that document controls. The policies in effect when your session is confirmed apply to it.

See also: the Client Rate Sheet (one clear hourly rate, on request) and the Cancellation & Logistics sheet.