



Remote Access Services

Questions for Vendors

One option to offering remote services is contracting with a professional and reputable agency. Selecting a reliable and experienced vendor can positively contribute to the quality and effectiveness of the use of remote services. Consider asking the following questions as you seek a provider:

- What is the hourly or per minute rate for your service? Do you bill in 15-minute increments?
- Do you provide any equipment? If you provide equipment, who pays for shipping? Who owns that equipment and is responsible for repair?
- Is technical support included in your service provision? If so, is there a charge?
- Will you provide training for staff? If so, is there a charge?
- How much advance notice do you need in order to fill a service request?
- Do you provide “on-demand” service? Is there a higher rate for “last-minute” requests?
- What is your cancellation policy?
- What training do your interpreters/captionists go through to familiarize themselves with this delivery model?
- Can you provide three references from agencies/individuals that have used your service?
- What opportunities do consumers have to provide feedback about their experiences?
- Does your state’s licensure law allow for or apply in this situation? Will the agency be responsible for making sure any service provider will comply with state laws?
- Will you schedule the same service providers for the course to maintain consistency?