

WORD OF MOUTH

The Last Word in Tape Transcription!

CLIENT GUIDELINES

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WORD OF MOUTH

Transcription Services

GUIDELINES FOR OUR CLIENTS

The following document is an effort to inform you of the various policies and procedures utilized by Word of Mouth. We would like you to be aware of every possible circumstance so that you can feel confident you will always be charged fairly and that your tapes will be processed in a timely manner.

TRANSCRIPTION ORDER FORM

In order to streamline the process of receiving tapes, we have now created a Transcription Order Form that must be submitted prior to receiving the tapes or with the tapes themselves. (If you submit the form with the tapes, please call ahead to let us know the tapes are coming.) These forms will contain the important information of how many tapes have been sent, the total hours of tape on the tapes that are sent, P.O. numbers, deadlines and the like. The form is available to download or to fill out online and email directly to us.

These forms will prevent inaccuracies that may occur as to how many tapes we have actually received from you. When we get the forms, we will match them with the tapes to make sure that the tapes you have described on the form have actually all be sent.

Please note: If you are a regular client with a specific show that we are transcribing for you, it will not be necessary to fill in the last three boxes each time. These last three boxes are primarily only required for new clients and/or new shows that may have different contact names or billing information.

TURN-AROUND TIME

If possible, please fax or email the Transcription Order Form to us at (818) 762-8383 in advance of any tapes arriving at our office. (Please call ahead to let the office manager, Patty Porter, know that you will be faxing the form.) This will ensure that your tapes receive priority over companies that drop off tapes without advance notice. Please make sure that your tapes arrive no later than two hours after you fax us the Transcription Order Form.

- ❖ Standard turn-around time for tapes received between 9:00 AM and 5:00 PM Monday through Friday is 24 hours. (This is not a guarantee as special or unanticipated circumstances may occur as noted below.)
- ❖ Tapes received between 6:00 PM and 8:00 AM, Monday through Wednesday will be scheduled for completion by 9:00 AM two days later.
- ❖ Standard job completion time and day for tapes received after 6:00 PM Thursday and Friday is 9:00 AM Monday. Please note, however, that there is no charge for receiving email copies of your tapes over the weekend, provided the turnaround is 24 hours. This also applies to weekend days. If you send us a tape on Saturday, you may receive it 24 hours later on Sunday at no charge.
- ❖ If have in excess of five tapes with hard deadlines, please call ahead to confirm that transcribers are available to meet those deadlines.

Please note that rush fees will be calculated based on the **arrival time of the tapes**, not on the arrival time of the Transcription Order Form.

RUSH FEES

- Any turn-around required in less than 24 hours: \$25.00 per thirty minutes of tape
- Any turn-around required in less than 12 hours: \$50.00 per thirty minutes of tape

- **No extra charges on weekends** except for less than 24 hour turnaround from when the tape is received or less than 12 hours from when the tape is received. In these cases, the same fees apply as noted above

BASIC RATES AND FEES

Unlike other transcription companies, Word of Mouth charges by the page. We have found, over the years, that this is by far the most fair and accurate method of charging clients for the work we do. When you pay by the page, you know exactly what you're paying for -- and you will never be paying \$65 or \$70 for five pages, because that's all that a thirty-minute tape yielded. Please see the attached sheet for a comprehensive description of our rates and fees.

NOTE: There is NO CHARGE for dubbing VHS tapes to audiotapes for transcription purposes.

UNSCHEDULED TAPES

Please try to call ahead any time you have tapes that need to be transcribed -- *especially* if you know that they will require a quick turnaround. If unscheduled tapes arrive, they will be treated as a lower priority than other tapes that have been scheduled. We will always try to accommodate you -- because we know emergencies do occur. However, a heads-up would be greatly appreciated!

BASIC STANDARDS FOR TAPE TRANSCRIPTION (AUDIO AND VIDEO)

Transcription Rates Are Based On The Following:

- Tapes must contain clearly recorded audio
- Interviewees must not have heavy foreign accents
- Interviewer's questions will be paraphrased
- All tapes must be properly labeled and numbered
- Audio tapes recorded on two sides must be marked and noted as such
- If only certain portions of tapes are to be transcribed, specific timecode ranges must be listed

Extra Fees May Be Charged if Any of the Following Circumstances Occur On Your Tapes

- Poor audio quality
- Multiple interviewees
- Thick accents
- Poorly recorded interviews
- Focus groups, panel discussions, lectures
- Mini- & micro-cassettes and telephone interviews
- Scanning tapes to find interviews that are mixed in with B-ROLL or blank portions of tape

If your tapes contain any of the conditions noted above, we will contact you immediately to discuss the problem. We will follow your instructions whether to continue or discontinue transcribing. The tape will be put on "hold" until we reach you directly. We would never transcribe a tape with any of the above conditions and charge you an extra fee without discussing it with you first.

TRANSCRIPTION ACCURACY

Only the very best transcribers can cut it at Word of Mouth. For example, if 40 people respond to an ad in *The Los Angeles Times*, maybe one or two people will be hired. The standards are rigorous. We know that accuracy is an absolute must. The transcribers understand that they are required to provide you with their 100 percent best effort each and every time, so that you receive an excellent transcript with which you are 100 percent satisfied.

If you are unsatisfied with a transcript for any reason, contact us immediately. We will discuss the problem with you and, if necessary, redo the transcript at **no extra charge** to you.

B-ROLL

We have logged thousands of hours of B-Roll over the past fourteen years. Generally, we provide "one-liners" (one or two lines of description) for a particular shot every thirty seconds. ***If more complex B-Roll logging is desired, a higher rate may apply.***

SPECIAL FEES

- Creating a New Format.. \$100 per programming hour (1 hour minimum)
- Scanning poor audio sources.. \$30 per 30 minute tape
- Un-Archiving and Resending Old Transcripts.. \$25/Transcript (after one calendar year)

BILLING

By Using Word of Mouth, You Are Agreeing To The Following:

- A \$25 fee will be charged for bounced checks (at which time cash or money order is required)
- A 2% monthly late fee will be assessed to any overdue invoices — no exceptions.
- **The person placing the order** is ultimately responsible for non-payment and collection fees — no exceptions.

We hope this answers all your questions. Should you have any others, please contact our office manager. She will be happy to help you with any questions or concerns that you may have.

Please sign off at the bottom of the following page and fax it to us for our records.

Thank you for choosing Word of Mouth Transcription Services!

I have thoroughly read Word of Mouth Transcription Services "Client Policies and Procedures," dated April 1, 2002. My signature below ensures that I understand and agree to all terms and policies (as does the company for which I work) of Word of Mouth Transcription Services.

Specifically, I agree to the following:

- Tapes must contain clearly recorded audio
- Interviewees must not have heavy foreign accents
- Interviewer's questions will be paraphrased
- All tapes must be properly labeled and numbered
- Audio tapes recorded on two sides must be marked and noted as such
- If only certain portions of tapes are to be transcribed, specific timecode ranges must be listed

I agree that extra fees may apply if any of the following occur:

- Poor audio quality
- Multiple interviewees
- Thick accents
- Poorly recorded interviews
- Focus groups, panel discussions, lectures
- Mini- & micro-cassettes and telephone interviews
- Scanning tapes to find interviews that are mixed in with B-ROLL or blank portions of tape

I agree that Rush Fees may apply if any of the following occur:

- Any turn-around required in less than 24 hours: \$25.00
- Any turn-around required in less than 12 hours: \$50.00
- No extra charges on weekends except for less than 24 hours from when the tape is received or less than 12 hours from when the tape is received. In these cases, the same fee applies as noted above

I agree to the following Billing Policies:

- A \$25 fee will be charged for bounced checks (after which cash or money order is required)
- A 2% monthly late fee will be assessed to any overdue invoices — no exceptions.
- **The person placing the order** is ultimately responsible for non-payment and collection fees — no exceptions.

SIGNATURE: _____ PRINTED NAME: _____

COMPANY: _____ DATE: _____