

A service vendor should not be chosen on price alone. I don't openly advertise my rates on my site because I feel that verbal communication between myself and client and/or perspective client is needed in order to discuss exactly what is needed, and what is expected. With that said, the first query I normally get is "how much do you charge per page?" without first telling me anything about the audio/video.

While many transcription service providers will disagree with me, I honestly feel that a page or line rate is bad news in that someone will come out on the short end of the stick – audio is not created equal and I will not back myself into a corner and quote a "finished price" without first listening to the audio. A typed transcript can only be as good as the audio itself. If the transcript is muddled with [inaudible] throughout, what good is the transcript?

I have seen transcripts with page margins of 1-1/2", fonts of 13 or 14 point and line spacing of 1-1/2 to 2-1/2 – making for a transcript with more pages, but with less text on each page.

I've Googled a few transcription sites and am amazed and appalled with some of the rate formulas – nickel and diming and gouging the client: charging by individual characters, line, or page – while these rates may seem simple enough, you need to continue reading the fine-print:

- **additional charge** for fewer than 5 hours of recording;
- **additional charge** if transcript needs to be turned around in less than 15 days;
- **additional charge** for rush 24-hour/2-day/or 3-4 business day delivery;
- **additional charge** if not clear and audible with native or near-native English speakers;
- **additional charge** for hard-to-hear audio;
- **additional charge** for technical content;
- **additional charge** for verbatim transcripts – ahs, ums, false starts, etc.;
- **additional charge** for something other than a machine spell/grammar check;
- **additional charge** for foreign accents;
- **additional charge** for more than two people;
- **additional charge** for background noise;
- **additional charge** to first digitize video before it can be transcribed;
- **additional charge** for microcassettes or standard-sized tapes;
- **additional charge** for single-spaced transcripts;
- **additional charge** for page numbers, footers/headers, footnotes;
- **additional charge** for a printed hard-copy;
- **additional charge** for a bound copy;
- **additional charge** to return audio/video tapes;
- **additional charge** for e-mail, telephone and fax communications;
- **minimum** \$50 charge;
- **set-up fee** ...

My rates are hourly with no hidden or additional charges. You can expect to pay between 4-8 hours for a one-hour recording. Included in these 4-8 hours you will receive:

- a machine spell check;
- **AND** a thorough word-for-word proofreading against the video/audio recording;
- you will get a certified and bound transcript;
- your transcript is an **EXACT** duplicate of the spoken words;
- with a minimum number of [inaudible] words because I use filters and enhancement equipment;
- no additional charge for digitizing video;
- no additional charge for e-mail, telephone or fax communications;
- no additional charge for number of people on audio;
- no additional charge for formatting – page numbers, headers/footers, etc.;
- no additional charge for rush service;
- you will **NEVER** have to wait 15 or more days for your transcript;
- no additional charge for microcassettes or standard-sized tapes;
- **YOU WILL ALWAYS GET MORE THAN YOU EXPECTED!**

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