

Rae Crothers Transcription Rates

	Rush (1-2 Business days)	Standard (3-5 /Business Days)	Extended (6-10 Business Days)
Type 1	\$2.00/audio minute	\$1.75/audio minute	\$1.50/audio minute
Type 2	\$2.50/audio minute	\$2.25/audio minute	\$2.00/audio minute
Type 3	\$3.00/audio minute	\$2.75/audio minute	\$2.50/audio minute

Type 1	One or two speakers (eg. speech, one-on-one interview or deposition)
Type 2	Three speakers (eg. deposition with two attorneys)
Type 3	Four or more speakers (eg. focus groups, most trials and hearings)

Difficult Audio Surcharge
\$0.25 to each of above rates

Applicable to any or all of the following:
background noise, speakers talking over each other, poor quality recordings, thick accents in combination with other issues, timestamping every 2 minutes or more.

Verbatim Surcharge
\$0.15, \$0.20, and \$0.25 per audio minute, depending on type, for all turnaround times

All rates above are based on *cleaned up verbatim* (no ums, uhs, filler phrases, or conversational affirmations).

Transcription + Proofreading Against the Audio

Per audio minute rate (for the transcription) + 50% of the per audio minute rate (for the proofreading) + additional 24 hours of turnaround time/60 minutes.

Extended/Large Volume Order Discount

Subject to a 25% non-refundable retainer, orders of 300 minutes or more with at least a week's notice will be billed at extended rates for 60 minutes of audio turned around per 24 hours or standard rates for 90 minutes per 24 hours. A further discount may be negotiable for large orders where the whole order is due by a certain date and I am not expected to return a certain amount every day. I want to reward clients who give me a long-distance overview and flexibility in my schedule!

rae@raecrothers.ca | raecrothers.ca

All rates current as of 12/01/2019 and are subject to change with notice.

Procedures and Billing

All audio is transcribed by me, a professional full-time transcriptionist with nearly a decade of experience. I specialize in the kinds of audio AIs and overseas transcription mills are unable to provide quality transcripts for -- the ones with multiple speakers, thick accents, poor audio quality, and highly technical language.

When making an inquiry, sending the audio, sample template, and preferences sheet via a shared Dropbox link will help me provide you with an accurate quote and turnaround time for your project.

Turnaround times are based on business days. Weekends and holidays may incur rush charges.

All communication about turnaround time and deadlines is based on my client's time zone. I use an app to track the time in all my clients' time zones so that there is no confusion.

Unless a retainer is paid or there is an established relationship, I do not reserve my time. So availability and turnaround time are only guaranteed from the moment you provide me with the audio.

I do *not* do a second pass of transcripts against the audio unless the rate for that is paid as well as this is an additional service. I do provide a very clean and proofread transcript, but cannot guarantee it is error-free if it was not proofed against the audio.

Work is returned by the promised deadline and given all the time it needs, no exceptions or excuses. If I can get it in earlier, I will, but it depends on what other orders I have in my queue. Returning the work at the deadline does not reflect on the time spent on the job or your importance to me as a client.

I invoice the first business day of the month after the services are completed. Invoices are net 30 days. For new clients, invoices will be sent immediately after the job is completed and are payable upon receipt.

I accept payment via e-Transfer, TransferWise, wire transfer, PayPal, or other agreed upon method of electronic transfer.

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