



## **RATES & TURNAROUND**

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eScribe reserves the right to decline audio request if it is determined audio file is of less than fair quality on receipt

### **TURNAROUND**

Our turnaround is from 24 hours, depending on the size and complexity of your project.

### **PRICING**

You can count on full transparency with eScribe. Our pricing system is simple and there will never be unexpected surprises. You will always be aware of the costs of your transcription assignment from the outset.

#### **Per audio minute charges only**

To keep things simple and to assist you with your budgeting, eScribe's audio transcription rates are charged on a per-recorded minute basis. You won't have to pay any setup fees, ongoing administration costs or other hidden charges.

eScribe's rates are determined by one or a combination of the following factors:

- Required turnaround time
- The quality of the audio recording
- The quality of the voice/s of the speaker/s
- The number of participants
- Whether each participant is required to be identified
- Whether any of the participants have strong accents
- The presence or absence of background noise
- The level of verbatim required
- The level of technical jargon used regarding the subject of the content

#### **High priority and after hours services**

When you have high priority transcription requirements, we are available to assist you. Please contact us to discuss your timeframe and volume and we will provide you with a quote based on our priority rates.

Weekend and public holiday services are available by way of pre-arrangement.

#### **Terms**

Terms of payment will be determined when discussing your transcription requirements.

#### **Invoicing**

Tax invoices are sent via your secured online eScribe account for security and tracking purposes. They are issued either at the end of a job, a project or on an interim basis, depending on the project.

#### **ePayment**

Our preferred method of payment is by Internet transfer, EFT or direct deposit. We do accept payment via PayPal, Visa and Mastercard however these methods do incur a merchant fee.

Cheques are only acceptable from organisations who are yet to transfer their method of payment by EFT.

For clients with approved grants, we can bill your University or organisation directly.

Standard Business Hours: 8:30am – 5:00pm Monday to Friday Aust. eastern standard time (excl Public Holidays) – After Hour service available on request  
All prices are in Australian Dollars (excluding GST)

A receipt will be issued upon request

Rates are current from 1 July 2011 and are subject to change with notice

On receipt of audio, eScribe reserves the right to decline if, at that time, there is disruption to the Internet and/or the audio is of less than fair quality