



Policies and Procedures

❖ **PROJECT REQUEST FORMS**

To ensure we meet each of your specific needs, we ask that you submit a Project Request Form with each individual order. This includes each batch of source materials that may be submitted on subsequent days. Please note we are unable to process your order until this form is received.

The [Project Request Form](#) is available on our website and enables you to place your order quickly and with ease. You'll also have the option to upload your source material here or opt to provide a link for us to download your source material through a site or service of your choosing.

❖ **DESCRIPTION OF SERVICE**

Telly Transcriptions provides a number of options for your production and entertainment transcripts.

INTERVIEWS AND NATURAL SOUND

- **One-on-One Interview (Audio Only)**

This transcript is produced from a professional recording, audio or video, in which one interviewee is asked various questions by one interviewer. Typically, the interviewer and their questions are off-camera. Therefore, the questions are summarized, while the answers are verbatim. Verbatim questions are available as an additional service. This transcript does not include timecodes.

- **One-on-One Interview (Timecoded)**

This transcript is produced from the same single-person audio or video material as described above. However, this transcript does include the timecode for the interviewee's answers only. Timecode is noted at the beginning of each answer using the burnt-in timecode, BITC, from the window of your digital file. For long answers, we break the paragraph up by timecoding approximately every 30 seconds. Because the questions are summarized, they are not timecoded unless requested as an additional service.

If your material does not contain a BITC, we will be happy to use the reference timestamp on our media playback's digital counter. This normally starts at 00:00:00, but we can certainly synchronize the source material with any timecode you specify.

- **Natural Sound - "Nat"**

Natural Sound, or Nat, is essentially everything else that's not considered a simple one-on-one interview. This includes group interviews, reality footage, field tapes, walk-and-talks, OTF, SOT, production meetings, panel discussions and so on. This is basically any material that is conversational in nature and all spoken dialogue must be transcribed verbatim. Dialogue is timecoded approximately every 30 seconds.

FINISHED SHOW MATERIAL

- **Dialogue List**
This transcript is exactly as it sounds: a verbatim list of all dialogue spoken, including all utterances. This includes all overlaps, voice-overs and off-camera, or off-screen, dialogue. We use an industry-standard three-column format and timecode to the second at every change of speaker. Clearly defined act or scene breaks are noted as well as opening and closing credits. Because this is primarily used for translation and voice dubbing, this transcript does not include on-screen text, sound effects, special effects, or action.

- **Basic As-Broadcast**
This transcript is designed with your budget in mind. Though it is not as thorough as our Detailed As-Broadcast, it is a definite viable solution in that it's still a verbatim replica of your final show. Using an industry-standard three-column table format, all dialogue is transcribed verbatim: overlaps, voice-overs and off-camera, or off-screen, dialogue. All superimposed text, chyrons, and captions are transcribed. Act or scene breaks are indicated. Timecode is logged approximately every 30 seconds. This format does not include musical cues, sound effects, special effects, action, or camera shots.
- **Detailed As-Broadcast**
The Detailed As-Broadcast transcript is all-encompassing. We use the same industry-standard three-column table format as above. All dialogue is transcribed verbatim: overlaps, voice-overs and off-camera, or off-screen, dialogue. All superimposed text, chyrons, and captions are transcribed. Act or scene breaks are indicated. Music cues and sound effects are noted. Brief descriptions of action, special effects, and basic camera shots are also included. Timecode is logged approximately every 30 seconds.

B-ROLL

- **Light B-Roll**
This type of transcription is generally for documentaries and television productions where the raw footage is completely unstructured. All B-roll is typically logged light. Using just one or two lines to provide you with basic shot descriptions, we're able to offer you a visual summary of your video footage. It's timecoded approximately every 30 seconds. Our standard transcription rate covers light B-roll or transcription of dialogue; however, it does not cover both simultaneously.
- **Detailed B-Roll**
We can also provide you with a detailed B-roll transcript capturing any natural sounds or conversation outside of the main interview upon your request as an additional service. This would be a separate transcript and would include timecode notation of all cuts, pans, pulls, etc.

GENERAL ENTERTAINMENT TRANSCRIPTION

In this digital age, social media and video-sharing platforms make media production available for all to share their content with the world. Thus, Telly Transcriptions' services are designed for the individual and business alike. Using your audio or video content, we provide a transcribed version of your virtual presentations, podcasts, educational videos, panel discussions, tutorials, skits, vlogs, etc. These transcripts are beneficial when used as research or as a reference, and they can also aid in completing your final project.

Whether your source material contains a single person or multiple speakers, every vocalized sound is transcribed verbatim. This includes every utterance, stutter, stumble,

repeated word, laugh, cough, etc. We can, however, exclude these items if you prefer at no additional cost to you. Simply select the option to “Clean Transcripts” on your Project Request Form. Also, to make referencing your content much easier, we can add timecode to your transcripts as an additional service.

❖ ***TRANSCRIPTION RATES***

Telly Transcriptions’ rates are black and white. There are no fine lines or in-betweens. We charge a flat per-minute rate and always round to the next minute. You know exactly what you will be charged before we even begin to transcribe. This allows you to make the most of your budget! Any source material under 5 minutes in length will be billed at the 5-minute rate. Rates for each of the additional services are listed on our rate sheet under the “Additional Services” section.

❖ ***DEADLINES AND TURNAROUND TIME***

Our normal business hours are 9 a.m. to 6 p.m. (EST) Monday through Friday. We offer two options for delivery of your final transcript: 2-Day or 4-Day turnaround by 4 p.m. (EST).

- **Production and General Entertainment Transcription**

All submitted orders must be complete with required materials and received in our office by 4 p.m. **Any materials received after the 4 p.m. (EST) deadline will not be processed until the following business day and delivered accordingly.** Please note that this excludes weekends and holidays. If you submit a partial order or fail to submit any necessary information or materials required to process your order (i.e., payment, Credit Card Authorization, title of files and running times, speaker identification, etc.), your order will not be processed until all files and materials have been received, which could alter your desired turnaround time.

- **Volume Transcription**

For large orders, the turnaround is based upon your individual needs and our availability. Delivery time will be provided at the time your order is placed.

- **Rush Orders**

We certainly understand that occasionally there’s a sense of urgency and you need your orders delivered as quickly as possible. In those cases, we do have rush services available to you any day, excluding Sundays, for an additional fee. Your rush order must be prescheduled, and turnaround time is subject to our availability. Please note rush fees will be calculated based on the arrival time of your source material, not on the arrival time of the Project Request Form.

Telly Transcriptions will gladly process any order you place with us at any given time. However, to ensure we are able to accommodate your desired delivery date, we need to **preschedule all orders** as well as our transcribers. **Without prior notice, we are unable to guarantee a delivery time.** Please contact us via [email](#) or phone to schedule your order.

❖ ***SUBMITTING YOUR SOURCE MATERIAL***

Telly Transcriptions has a few options available for you to submit your source material for transcription.

- **Option 1:** Upload directly through our website while submitting your order.
- **Option 2:** Use a secure file-sharing service to submit your source material to Telly Transcriptions. A few of the most common services are Box, Hightail, and WeTransfer.
- **Option 3:** Provide a link for us to download your files directly from your private FTP, Dropbox, Vimeo, Google Drive, etc. Please ensure Telly Transcriptions has permission to download the source material.

❖ ***TRANSCRIBING YOUR SOURCE MATERIAL***

Telly Transcriptions will transcribe all of your digital source material in its entirety. Please review each file before submitting it for transcription to ensure it only contains the material you wish to have transcribed. If the source material contains any portion you choose to omit, these sections must be excluded from the digital file before submitting the source material for transcription. However, if those sections are at the beginning and end of a file, you may provide us with one specific start and stop timecode (“in” and “out”) per file.

❖ ***ACCURACY***

Although absolutely nothing is entirely perfect, we come pretty close! With clear audio along with the information you provide (i.e., names, show titles, locations, etc.), our transcripts are typically 98% accurate the first time!

Because the content of your material is open to interpretation (i.e., slang, incorrect grammar, colloquialisms, run-on sentences, etc.), we are never able to guarantee 100% accuracy in terms of grammar and punctuation. However, we do offer a “Precise Precision” service where we will review the transcript and source material a second time, upon your request, in an attempt to provide you with that added assurance of “near perfect” accuracy.

❖ ***TRANSCRIPT FORMAT***

Our premium transcript templates are industry standard, clear-cut, and extremely easy to read and navigate! Should you desire a different format, we will honor those requests in regard to font type, size, and line spacing at no additional charge. More extensive formatting requests are available as an additional service at a per-minute rate.

❖ ***DELIVERY OF YOUR TRANSCRIPT***

You will receive one transcript per file of source material submitted. As an additional service, we do offer the option of combining multiple source materials into a single transcript or splitting a single file of source material into multiple transcripts. We email your transcripts to any and as many email addresses you desire. Because we know that change is inevitable, we do not maintain a listing of your company’s email addresses. To preserve the confidentiality of our clients’ materials, we will only send the final transcript to the address(es) listed on the Project Request Form.

We deliver our transcripts in Microsoft Office Word (.docx) format. If you prefer, we will be happy to deliver your transcripts in Adobe Acrobat (.pdf) format. Simply note this in the “Additional Information” portion of your Project Request Form. We can also provide hard copies of your transcript as an additional service.

❖ ***BILLING***

Invoices are delivered via email. There is a \$50 minimum payment per order. We accept all major credit cards and electronic bank transfers. All new clients are required to submit a Credit Authorization Form authorizing payment for the first order before commencement of any work. This form will also be held on file to be charged only in the event of late payment, unless requested. Without this form on file, we are unable to process any orders for transcription. A 50% deposit is required with each subsequent order, unless otherwise established, with the balance due before delivery.

For your convenience, we have a Deferred Payment Account available to existing clients and established businesses with exceptional credit references. You may complete a Deferred Payment Account Application to apply. Please allow a minimum of three (3) business days to establish your account. All invoices are on a Net 15 cycle; payments are due within 15 days of the invoice date. A \$35 fee will be assessed for any payment returned due to insufficient funds. Any unpaid invoice 30 days overdue will accrue a 1.5% monthly finance fee until paid in full as well as an additional \$25 late fee per month per past due invoice until paid in full.

❖ **QUALITY CONTROL**

Our standard price and accuracy rates are established on a number of factors. Below is a list of requirements that enable us to provide you with our superior quality transcripts. From time to time, the material is laborious. In these cases we do have to assume extra hours and work that much harder in an attempt to supply you with our absolute best. As a result, if your source material does not meet any one of these standards, additional fees may apply.

Premium Transcripts

- Source material contains clear, professionally recorded audio
 - * Source material participants are recorded using professional-standard cameras, microphones, and other recording devices
- Source material recorded in a controlled environment
 - * One interviewer asking questions and one subject answering
 - * Minimal overlapping (multiple speakers)
 - * Minimal background noise interference
 - * No media noise or defects
- All source material is labeled and/or numbered clearly
- Native English-speaking participants (i.e., without heavy accents)

Additional Fees

- Difficult Audio, including but not limited to the following:
 - * Poor recording quality or sound level
 - * Telephone or web recordings
 - * Excessive background noise
 - * Simultaneous speaking
 - * Speakers with heavy accents
- Source Review (i.e., incorrect file/material, no audio, canceled, etc.)
- Compress Large Files
 - * Media should not exceed 180 MB per 60-minute section

If there is an issue with your source material, including but not limited to those previously mentioned, we will notify you immediately. Telly Transcriptions will never charge any fees without your prior authorization. In the event you are unavailable, your order will be placed in a pending status awaiting approval. Please view our website for our [rates](#) and a complete list of our [Terms of Service](#).

❖ **TRANSCRIPT STORAGE**

As a courtesy to our clients, Telly Transcriptions does offer to store your files for 90 days. If you need an additional copy during that time, we'll be happy to email it at no additional cost to you. After 90 days, your files will be expunged and unable to be recovered. If you prefer we not store your files, just note this on your Project Request Form in the "Additional Information" section and your files will be deleted within two business days of order completion.

❖ **CANCELLATION POLICY**

If you wish to cancel your order once it has been submitted and it is already being processed by our office, you will be charged 50% of the billable total of your order, which includes any rush fees.

❖ **CUSTOMER SATISFACTION**

Telly Transcriptions will always do its best to honor any request as it relates to your transcription order. In situations where an issue may arise, we will work with and for you to the very best of our ability to achieve a positive resolution you are content with.

“Tell us what you want on the telly!”