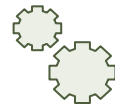


Transcription Terms



Confidentiality – We know that confidentiality is an important issue for clients, therefore we will:

- ✓ Protect the confidentiality of all client information.
- ✓ Not at any time, or in any manner, either directly or indirectly use the client's information for personal or business gain.
- ✓ Not disclose or communicate in any manner any information that is proprietary to the client.



Payment

- ✗ For small projects, payment is due immediately upon delivery of the completed document
- ✗ For 'one-time' projects, payment is due immediately upon delivery of the completed document
- ✗ For long term or continuing, ongoing, more involved projects, payment terms are billed based on an agreed upon schedule.
- ✗ *For extended period of credit to the invoice, please contact us.
- ✗ A one-time deposit is required when the agreement is signed.
- ✗ Payments must be sent via PayPal or Moneybookers to thevirtualassistsolutions@gmail.com

A sample of the client audio and transcript will be required in order to do this.

For a firm quote, please send a sample of your audio file and transcript under the "Quote" tab and complete the requested fields. We will get back to you within 24 hours.

www.thevirtualassistsolutions.com/quote.html



- ❖ **Please note** – if the original specifications change, The Virtual Assist Solutions LLC reserves the right to amend the original project estimate, after consultation with the client.
- ❖ If the audio quality turns out to be less than originally described by the client, the project estimate may need to be adjusted; however, as soon as we realize this, we will stop working until we contact the client and receive approval to continue based on the new estimate.
- ❖ Errors in a completed project are the client's final responsibility. Any errors on our part will be corrected without additional charge within 2 days of project completion, or 7 days for very large projects.

The Virtual Assist Solutions. CONFIDENTIALITY TREATMENT REQUIRED. All Rights Reserved.



THE VIRTUAL ASSIST SOLUTIONS

flexible solutions for
your business needs



Good Quality Audio (per audio hour) Clear recording with no background noise and no strong accents.

Turnaround	1-2 Speakers	3-5 Speakers	6+ Speakers
Express (<1 Day)	\$50USD	\$60USD	\$70USD
Rush (1 Day)	\$35USD	\$40USD	\$45USD
Standard (2-3 Days)	\$15USD	\$20USD	\$30USD
Relaxed (2-4 weeks)	contact us	contact us	contact us
Large volume	contact us	contact us	contact us

Rates & Policy

Since just about every audio and video file is different, rates for transcription projects tend to vary as well. We base our standard transcription rates on the number of speakers, the quality of the audio and/or video file, and the total size of the project (**we offer quantity DISCOUNTS**).

We have provided a rate chart below, with standard prices based on the number of speakers, so you can accurately budget for transcription services.

Rates

All charges for audio recordings are by the hour. Please note, for clearly recorded audios, the industry standard is approximately one (1) hour of professional transcription time for every 15 audio minutes, depending on the variables. It could take anywhere from three (3) to six (6) hours to transcribe a one (1) hour recording. This depends upon the **variables**. (See above)