

Terms and Charges – From 1 July, 2018

The smarter choice in Australian transcription and captioning services since 2001!

Uniquely Australian owned & operated, we have been a quality transcription provider to government, academia, media, medical, legal and the private sector worldwide since 2001. We are proud to be growing our team of 80+ dedicated Australian professionals every year. We provide transcription, dictation, video captioning, special formatting, court reporting, strict verbatim and more.

We guarantee our work. If, on a rare occasion of an unsatisfactory transcript, we will always fix it at our cost, check all your other jobs, and return to you as soon as possible. *This guarantee applies to errors made by us, not misinformation and/or poor quality audio supplied to us.*

The following rates table is for “Clean” (No um’s, y’know, sorta) style transcripts; *per audio minute*, in Australian dollars and exclusive of GST.

Audio Type / Turnaround	Long 7+ days 15% Discount	Medium 3-7 day 10% Discount	Short (1-2 business days)	Urgent (<24 hrs) Must Request in Job Comments	Poor Quality Heavy Accent
Lecture/Presentation - 1 speaker (Student questions included)	15% Discount!	10% Discount!	2.50	3.00 (Same-Day 3.50)	10%
“Clean” Interview 2-3 speaker	15% Discount!	10% Discount!	2.9	3.5 (Same-Day 3.90)	10-20%
“Clean” Panel/Meeting 4-6 speaker	15% Discount!	10% Discount!	3.5	4.00	10-20%
“Clean” Focus Group 7+ speaker (Male/Female ID only)	15% Discount!	10% Discount!	4.00	4.5	20-30%
Strict Verbatim (all ums/ahs/sounds)	Add 1.00	Add 1.00	Add 1.00	Add 2.00	N/A
Nvivo / Timestamps (Request on upload)	Add 20c	Add 20c	Add 20c	Add 20c	N/A
Video Captioning (SRT, VTT, etc)	5.00	6.00 / Trint	7.00 / Trint	N/A	N/A

**We will beat ANY Australian competitor. Further discounts may be available by special arrangement. Please email to request a quote at any time.*

Lexical Ventures Pty Ltd
ACN 70 607 906 338

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Hours of Operation:

Your transcription team works 24/7 on your transcripts. Our system administrators are available in Australian business hours and have limited availability to attend to urgent requests over weekends, Australian public holidays, Easter holidays and Christmas Day. Short and 5-7 day turnaround that cross a public holiday(s) may extend by an extra day(s). Urgent transcription requests can be guaranteed up to 60min if requested *by email confirmation at time of upload.*

Confidentiality

We understand the confidential nature of your files and uses 256 bit SSL encryption, providing maximum security for your files and transcripts. All work is treated in strict confidence and all staff sign confidentiality agreements. Simply email your confidentiality agreement if desired. We adhere to the Australian Privacy Principles as set out in the Privacy Act 1988.

System Information

Our workflow platform is very simple and efficient for clients to use. The system allows you to log on 24/7 to upload audio files and download completed transcripts. You can also login to check the progress of your files. Audio files are automatically deleted after 90 days. All files (audio and transcripts) can be deleted on request after invoices have been paid. Once files have been deleted from the system they cannot be retrieved. Parts of a minute are rounded up to the next minute.

Files and Documents

We can transcribe most digital file formats. We also accept files on CD and DVD - please confirm with us prior to sending via post. All files are transcribed in Word, unless otherwise advised (eg, as PDF). You can supply your own templates or we will provide a simple layout and formatting. Any specific instructions for the typist must be advised in the notes box when uploading files (e.g. speaker names, jargon). It is the responsibility of the client not to upload the same audio file more than once. We take all care to check that your files are not duplicates, but cannot guarantee catching it. If a file is uploaded twice so both are transcribed, the client will be charged for both files.

Payment terms:

Every university has differing payment terms, we know! Please let us know the point of contact for your department when setting up your account, so that the correct purchase orders/supplier information can be sorted out ahead of time. We invoice fortnightly but can adapt this to monthly, weekly or by project as you prefer. Payment options include EFT, cheque, credit/debit card.

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