



Terms and Charges – From 1 October, 2023

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

SMARTdocs, uniquely 100% Australian owned & operated, has 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 dedicated Australian professionals every year. We provide transcription, dictation, video captioning, special formatting, investigation transcripts, strict verbatim and more.

We guarantee our work. If, on a rare occasion, there is an unsatisfactory transcript and it is our fault, we will always fix it at our cost, check all your other jobs, and return to you as soon as possible.

Our rates for “Clean” transcripts (*No ums, y’know, sorta but every meaningful utterance captured*) per audio minute, in Australian dollars and exclusive of GST:

Number of Speakers	Turnaround Time			Urgent Transcription		Surcharge for difficulty quality, background noise, heavy accents
	Relaxed 7-14 Business Days	Saver 3-7 Business Days	Standard (Base Rate) 1-2 Business Days Ex GST	Less than 24 hours Files < 60 min Rec’d by 11 am Ex GST	Same Day Ex GST	
1 (eg. Letters and presentations)	15% Discount	10% Discount	\$2.75	\$3.30	\$4.00	Add 10%
2-3 (eg. Interviews and surveys)	15% Discount	10% Discount	\$3.20	\$4.00	\$4.50	Add 10-20%
4-6 (eg. Panels and meetings speaker ID)	15% Discount	10% Discount	\$4.00	\$4.50	N/A	Add 10-20%
7+ (meetings, focus groups no speaker ID)	15% Discount	10% Discount	\$4.50	\$5.00	N/A	Add 20-30%
Additional Options						
Strict Verbatim (all ums/ahs/external noises)	Add \$1.00 per audio minute			Add \$2.00		
NVivo Formatting	Add \$0.20 per audio minute					
Video Captioning (SRT, VTT, etc.)	\$5.00	\$6.00	\$7.00			
Timestamps (hh:mm:ss)	Two per page No Charge More (eg on every speaker) add \$0.30 per audio minute					

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

Lexical Ventures Pty Ltd

Trading as SMARTdocs

ACN 70 607 906 338

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October 2023



Hours of Operation:

Your **SMARTdocs** 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

SMARTdocs understands 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. **SMARTdocs** can sign your confidentiality agreement or provide our own, on request. We adhere to the Australian Privacy Principles as set out in the Privacy Act 1988.

System Information

Our workflow platform at <http://smartdocs.transcription-online.com> 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 templates or **SMARTdocs** will provide the appropriate 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. **SMARTdocs** takes 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 organisation has different 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.