



2010 Rate Sheet and Holiday Schedule

Rates¹	
<small>Rates are subject to change without prior notice. Downloaded copies of this rate sheet are for reference only. In-effect rates are posted at www.shadowsys.com/rates.htm.</small>	
Transcription (1 hour minimum) 1. Super Rush (Same Day) 2. Priority Turnaround 3. Regular Turnaround <small>See following pages for turnaround descriptions.</small>	1. \$100/ labor hour 2. \$50/ labor hour 3. \$35/ labor hour
Document formatting , e.g., <ul style="list-style-type: none"> • Section Headings • Table of Contents, Index, etc. 	\$50/hour, \$15 minimum
Live Recording	\$50/hour + 15 min. setup
Recording/Dubbing from: <ul style="list-style-type: none"> • Tape media (audio or video) • Streaming web media² • Telephone replay 	Priority Turnaround: \$50/hour, \$25 Minimum Regular Turnaround: \$25/hour, \$15 Minimum
Audio adjustment , e.g., <ul style="list-style-type: none"> • Increasing low audio levels • Noise removal 	\$25 per file or side of tape
Burning program(s) to CD(s)	\$40 per CD Includes label, jewel case, shipping.
Repair a tape received as damaged	\$25

2010 Holiday Schedule			
New Years Day	January 1	Labor Day	September 6
Martin Luther King Day	January 18	Thanksgiving Day	November 25
Presidents Day	February 15	Day after Thanksgiving	November 26
Friday before Memorial Day	May 28	Christmas Eve	December 24
Memorial Day	May 31	Christmas Day	December 25
Independence Day	July 5	New Year's Eve	December 31

¹ Billed in 15-minute increments. Minimum charge as noted.

² There is no dubbing charge for downloadable Web media.



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How we bill

Our transcription services are billed by the number of hours it takes to transcribe a program, i.e., labor hours or transcription hours.

A best-case program—good production, with one person speaking in American English at a moderate rate, with cleaned-up refinement (see below)—that’s 1 hour long takes about 4 hours to transcribe (the FAQ on our Web site explains why this is). A one-on-one interview might take a little longer, e.g., 4:15.

Some factors that increase the job time are:

- Poor production (e.g., room noise, equipment hum, poorly-miked participants)
- Foreign accents (including UK English)
- Multiple speakers at one time (e.g., panel discussions, focus groups)
- Higher refinement

One or a combination of such factors could increase the job time by as much as 50%.

Refinement is the level at which the transcript matches the program.

- “Cleaned-up”—“uhs”, false starts, repeats, throat clearings, etc. are excluded.
- “Medium”—“uhs”, vocal tics, and other non-speech sounds are excluded, but all spoken words, including repeats and self-corrections, are retained.
- “Fine”—a word-for-word, uh-for-uh, exact replication of the program

We bill in 15-minute increments, with a 1-hour minimum charge.

Super Rush (Same Day) Turnaround

For our Super Rush rate, a one- to -two-hour program in transcribable format (i.e., no dubbing required) received by 10 AM on a business day is transcribed and returned to you by the end of that business day.

For example, if we receive your program at 8 AM on a Wednesday, you will have the transcript by 5 PM on that same day.

If a program is received after 10 AM, the clock starts the next business morning. A program received after 10 AM on Thursday, for example, will be transcribed and returned by end of day Friday, or the end of the next business day if Friday is a holiday.

Our Super-Rush Turnaround rate is \$100 per hour. **So a 1-hour best-case program would be \$400.**



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Priority Turnaround

For our Priority-Turnaround rate, a one- to -two-hour program received during the business day is transcribed and returned to you by the next business day at the same time of day as received.

For example, if we receive your program at 3 PM on a Wednesday, you will have the transcript by 3 PM on Thursday, assuming Thursday is a business day. A program received at noon on Friday will be returned by noon on Monday, or the following business day.

If a program is received late in the afternoon, the clock starts the next business morning. A program received after 4 PM on Thursday, for example, will be transcribed and returned by Monday morning (or the following business day, if Monday is a holiday).

Our Priority-Turnaround rate is \$50 per hour. **So a 1-hour best-case program would be \$200.**

Regular Turnaround

This rate is for programs/projects longer than 2 hours, or for shorter programs that don't need to be turned around quickly. For a 1- to 2-hour program, our goal is to return the transcript within 3 business days from receipt of program. For longer programs, we work with you to come up with a schedule that both meets your needs and also allows us the time to do the best possible job for you. For long jobs, we can return transcripts of parts of the job to you as they are completed so you are not held up waiting for the whole job to be finished.

The Regular-Turnaround rate is \$35 per hour. **So that best case 1-hour program would be \$140.**

Tape and Streaming Media

All of our transcription is done using electronic media, i.e., audio and video files such as mp3 and wmv. Tape media, such as audio/VHS/mini-DV cassettes, or media streamed over the Web (e.g., Flash content, YouTube programs) has to be dubbed into the corresponding electronic format and thus incurs a charge as stated in the rate table. Web-resident media that can be downloaded does not require dubbing and therefore incurs no additional charge.



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Delivery of Media

We can receive electronic media via:

- our FTP Server (information available at <http://shadowsys.serveftp.net>)
- our browser-based File Sharing Server <http://shadowsys.serveftp.net:8181>
- your server

Physical media such as tapes, CDs, and DVDs can be shipped via courier, overnight express, or U.S. Mail to:

Shadow Systems
2109 Canterbury Lane
Jamison, PA 18929

Time Code

There is no charge for time-coding of transcripts. The preferred method of providing time code is to place the time code signal on the right-channel of your program, with the audio content on the left-channel (LTC SMPTE time code only). Window burn on video programs is also acceptable, but results may be slightly less accurate. We can also time-stamp the transcripts with the time elapsed from the start of the program.

More Information

Please visit our Web site at www.shadowsys.com, or call our office at 215-491-0997 if you have any questions or would like to schedule a job.