

TranscriptionWing

Transcription service that soars above the rest.

A service of

Civicom
Ask Why We're Better

TRANSCRIPTION RATES

RUSH	9 AM DELIVERY	ONE DAY	REGULAR	ECONOMY
\$3⁹⁹ Same Day Get your file back the same day!	\$2⁹⁹ Next Business Morning Your file delivered by 9 AM the next business morning!	\$1⁹⁹ Next Business Day Your file delivered by 5 PM the next business day!	\$1⁴⁹ Two Business Days Your file delivered by 5 PM in two business days!	\$1²⁹ Five Business Days Your file delivered by 5 PM in five business days!

Deadlines can be daunting, but with TranscriptionWing, it doesn't have to be! We offer several turnaround options that can meet any deadline or budget needs. Whether it be **4-hour same day**, **9 AM next business day**, 1-day, 2-day, or 5-day turnaround, our team of professional and highly skilled typists are ready to work on any project you may have. And just to be extra sure, our team of dedicated proof readers will review your transcript to ensure that everything you receive is as accurate as can be.



TranscriptionWing gives you the flexibility to prioritize each document using our easy-to-use uploading tool. You can select your desired turnaround time for each file, making it easy to meet your deadline and maintain your budget!

RUSH files must be uploaded by 2 PM ET for same-day delivery. All other files must be uploaded by 7 PM ET. Any file uploaded after 7 PM ET will be considered a next-day request.

The following pricing will be added if applicable:

Accents	+\$0.50
Audio Challenges	+\$0.50
5-8 Parties	+\$0.50
8+ Parties	+\$1.00
Time Stamps	+\$0.25
KnowWho™	+\$0.50
Video Captioning	+\$1.25

Use the Pricing Calculus

Number of Participants	Length of Recording (minutes)	Number of Recordings
1 - 4	0	0
Accents	Time Stamps	Audio Challenges
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
KnowWho™	Video Captioning w/ Transcript	Video Captioning w/ No Transcript
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Turnaround Time		
<input checked="" type="radio"/> ECONOMY (5 business days) <input type="radio"/> REGULAR (2 business days)		
<input type="radio"/> ONE DAY (next day)		
<input type="radio"/> 9 AM DELIVERY (next morning)		
<input type="radio"/> RUSH (4-hour delivery)		
Calculate		Clear
Est. cost per Transcript	\$ 0	
Estimated Project TOTAL	\$ 0	

Get an estimate of your transcription before you even place your order. See our website to take advantage of this online feature!

TranscriptionWing
www.TranscriptionWing.com

TRANSCRIPTION FEATURES

We build tools to make your transcription experience seamless. Each feature was designed so that a few quick-clicks are all you need to upload your audio and inform our transcribers of any special requests or instructions. Looking for a feature not listed here? Contact Us!

ListenLink™

ListenLink is a unique software that inserts audio links into your transcripts. With just a click of the mouse, the feature will allow you to listen to a particular part of the audio marked with [unintelligible], [inaudible], or [cross-talk] in your transcripts.



Easy Upload

Upload up to 10 audio files at a time into your online TranscriptionWing account! (1.6 gigabytes per upload)

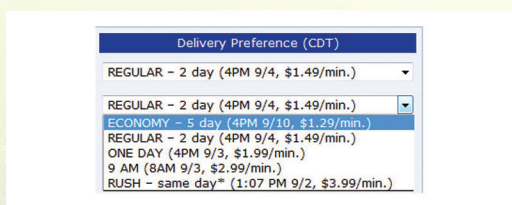
Upload New Recordings

Choose the recording files to upload. 2

File	Transcribe	Notes for
<input type="button" value="Browse..."/> No file selected.	<input checked="" type="checkbox"/>	
<input type="button" value="Browse..."/> No file selected.	<input checked="" type="checkbox"/>	

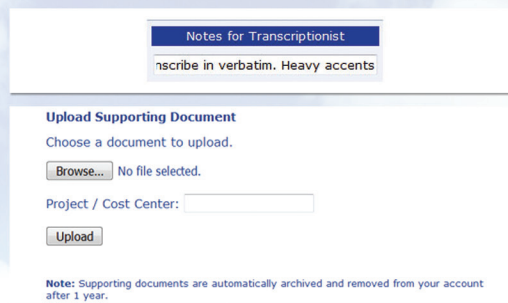
Flexible Turnaround

Prioritize each transcription request based on your deadline and budget. A simple drop down menu allows you to select the desired turnaround time and transcription fee for each file!



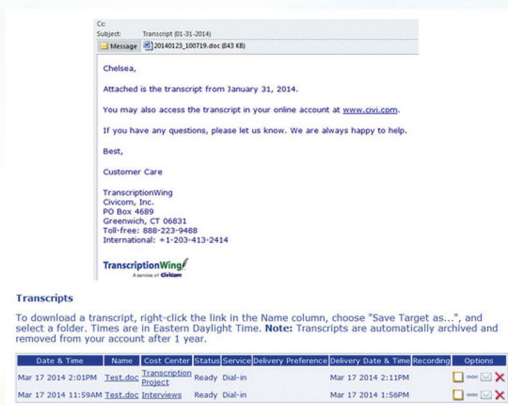
Customizable Transcripts

We accept unique transcription formats and templates! Just let us know and we will personalize your transcripts. A comments section is available in your account which allows you to give directions to the transcription team for each file. Use it to give the team a heads up. Upload a discussion guide or a list of terms specific to your recording. This helps us ensure proper nouns in your transcript are identified properly.



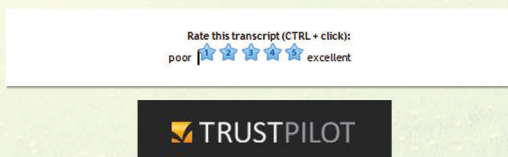
Convenient Delivery

Transcripts are emailed to you as soon as they are completed and stored to your secured online account as well.



Feedback

We love feedback! Each transcript includes a way for you to tell us how we are doing with a simple click.



AUDIO FORMATS

We love digital audio! It allows us to tweak and adjust the sound to deliver a more accurate transcript. In fact, we love it so much we offer our clients two **free digital recording options** if they are living in the hard copy age!

Our preferred digital audio file types are **.mp3** and **.wav** files, but we accept virtually any digital audio file type. Here's the list of other acceptable audio transcription formats:

.aif • .dwd • .smp • .pcm • .m4a • .mpg • .aiff • .iff • .vce • .wma • .dss • .avi • .snd • .svx • .voc • .m3u • .wmv • .mov • .au • .sam • .vox • .ogg • .dvf • .mp4 • .trm • .amr • .flv

SECURITY

Safeguarding the confidence of your information is as serious to us as a heartbeat. It is a lifeline of our business. Our "culture of confidentiality" has four components:

1. Processes
2. Technology
3. Legal measures
4. Independent Compliance Audit

ABOUT US

TranscriptionWing was born!

TranscriptionWing is a service of Civicom. In 2005 Civicom embarked on a new territory — transcriptions! This was primarily a function to serve the needs of our existing conferencing clients, but word spread and we began to deliver transcripts to marketing research groups and many other business sectors outside of the audio conferencing industry.

TranscriptionWing was built on the premise that Civicom strives to go above and beyond. We understand that you need your documents fast. Our approach to take precise measures to ensure this immediate need is met. We value the relationships we have built with our clients who depend on our ability to provide exceptional delivery and outstanding quality. We take pride in our work, which is backed by our friendly customer service that meets the unique needs of those we serve.

Please call us with any questions or suggestions on how we can best better serve you!

— The TranscriptionWing Team

TranscriptionWing
Transcription service that soars above the rest.

Toll Free: 888-223-9488
International: +1-203-413-2423
www.TranscriptionWing.com
transcripts@civi.com