

RNK Productions. LLC  
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## Transcription Information

### What We Do...

RNK Productions is an entertainment-based transcription business, but we offer various levels of service which can be tweaked to accommodate your transcription needs. Our Basic service for a 30 minute tape of a single person interview includes timecode logging (only for video submissions), B-roll notation, if requested, and interviewer paraphrasing, all for the reasonable cost of \$65. Multiple person interviews or reality show type footage is usually a little more entailed, therefore we charge a competitive hourly rate of \$25 per transcription hour; a 30 minute tape should take no longer than 2 to 5 hours, again depending on the degree of difficulty of the job.

### How It Works...

Our standard turnaround time is generally 48 hours from time of tape drop-off, however, we do offer various levels of expedited rates. Please see our rate sheet for complete details.

Deadlines, whether rush or standard, are only guaranteed with an agreement made over the phone or via email, so please don't just drop off tapes and assume your deadline can be met. Our business hours are 9 am to 6 pm Monday through Friday, but we field calls 24/7 and are able to accept tapes at any time with prior notification. For your convenience, we have a 24 hour accessible tape drop located at the rear of our office. If tapes are dropped off after business hours, they will be considered to be received on the next business day and will be processed accordingly.

Should you see a need to cancel or change your order, please let us know as soon as you can.

## Transcription Information

### What We Accept...

We cannot be held liable for your master tapes, be they audio or video, so please submit duplications in the following formats:

VHS

DVD

WMV format (Windows Media Video)

Standard or mini audio cassette

MP3/WAV or other audio formats on CD-ROM

If you have a format other than the ones above, please call beforehand to see if we can accommodate. If audio tapes are supplied with video sources, our Audio transcription rates may apply as opposed to the Basic transcription rate.

Before submitting your tapes, please run through this checklist to avoid possibly incurring extra charges.

- Are tapes numbered or labeled?
- Is there a visible timecode window burned onto your video sources? (if timecoding is required)
- Is the audio clear and professionally recorded?

Ask us about combining your source tapes! It could save your production \$\$\$\$.

### When the Job is Completed...

Transcripts can be delivered in various formats, depending on your requirements. The most common delivery is by email. We can accommodate most word processing programs, but we've found .doc (for PCs) and .rtf (for Macs) to be the most commonly requested. If required, we can supply your entire order in hard copy format OR on a floppy disk for a small additional fee.

If you should require a package service such as UPS or FedEx, just provide us with a pre-paid, pre-addressed shipment form, and we'll see that your tapes get back to you. If you'd rather use USPS delivery, we are more than happy to accommodate. Best of all, you will only be charged for actual shipping costs plus the fee for a "delivery confirmation" form (which is currently 45 to 55 cents). We never charge a handling fee!!

## Transcription Information

### **How We Invoice...**

Unlike a lot of places, we feel it's only fair for companies that hold an account with RNK to receive a full 30 days from the receipt of transcriptions to pay invoices. Companies not on account are given 14 days to pay in full from the time of transcription delivery.

We accept cash, checks or money orders. Credit cards are accepted through PayPal's online money exchange service (<http://www.paypal.com>). Please note that if the PayPal method is used, an additional 3% will be added to the total cost to cover the 3% transaction fee issued by PayPal.

If payment is not received by the due date stated on your invoice, a 2% late fee will be assessed.

### **Mistakes Happen...**

RNK takes pride in the quality of its transcripts, but no one is completely error-proof. If you feel your transcripts received are not up to par, we will make another proofing pass of the transcripts in question at no cost to you. We aim to make our customers happy!

Thank you for taking the time to read over our Transcription Information. On the following pages, you will find an example transcript. Please take a moment to review all of these documents carefully. The example transcript not only gives you an idea of what a transcript looks like, but also explains and illustrates various industry standard transcript-related terminology that we use.

Contact us if you have any questions, and we will be happy to assist you. We hope to be your 1st Choice for all of your transcribing needs!

E-mail address: [Info@RNKproductions.com](mailto:Info@RNKproductions.com)  
Business phone: 818.742.5189

Sincerely,

RNK Productions, LLC

# EXAMPLE

# TRANSCRIPT

SHOW - SEGMENT - INTERVIEWEE/CONTENT - PRODUCTION COMPANY  
TAPE/REEL NUMBER

01:00:30 FOOTAGE BEGINS (OFF-CAMERA DIALOGUE)

*INTERVIEWER:*

*For starters, can you please explain the layout of this page?*

NAME:

Well, first of all, the font type is Courier New, which is the same font that is commonly used for screen plays and scripts. It's 12 point and one and a half spaced to make it easy on the reader's eyes. At the top of this first page is, well it's pretty obvious. All the pertinent information about the transcript. Also, single spacing after periods is used in keeping with a script format, plus it also saves a little space).

*INTERVIEWER:*

*What are the numbers I see on the left of the page?*

01:01:04 NAME:

In the left column are timecodes with the hour, minute and second, separated by colons, which is industry standard. It would be virtually impossible to be able to get them down to the frame! Timecodes are logged every 20 to 40 seconds and are only documented on interviewee answers.

*INTERVIEWER:*

*Say someone stutters or stammers, as we all do from time to time. What would that look like on a transcript?*

01:01:33 NAME:

I-I-I, uh, this would be how a stutter would come across in the written word. The words are separated by hyphens to show that the repetition was intentional and not a mistake on the transcriber's part. Repeated phrases are noted as the same. And th-this for ex, uh, example is what stammering looks like. If the interviewee pauses between thoughts for more than 4 seconds, the pause is denoted (PAUSES).

01:01:58 The transcriber's golden rule is to type what is heard, no matter how poor the grammar. You have to keep in mind that the spoken word isn't nearly as eloquent as the written word. Run-on sentences and dangling prepositions are the norm in the wonderful world of transcription.

*INTERVIEWER:*

*Say a transcriber just can't understand or make out what someone has said. How is that noted?*

01:02:33 NAME:

Well, if an out of the ordinary word is said, say maybe like a, like a medical term. The transcriber will approximate the spelling and type brackets around the word or words. Here, it's easier to show you. [Hypodextrosis]. Don't ask what it is. I made it up. Sometimes the interviewee might have meant to say another word, but it just came out the wrong way. Who knows. Like I said, the transcriber just types what is heard, or in some cases not heard.

01:03:02 If there are words or portions of a tape that just cannot be heard or distinguished no matter how many times it's listened to, the transcriber will type (INDISTINCTIVE). At times, especially when you have two or more people being interviewed at the same time, the interviewees will talk over each other.

This is simply noted as (OVERLAP). If there are multiple conversations going on and nothing said can be distinguished, this is noted as (OVERLAPPING CONVERSATION). A brief interruption is noted...

*INTERVIEWER:*

*(COUGHS)*

NAME:

...with three periods, which is again a standard in scripting. And lastly, a full interruption is illustrated with-

*INTERVIEWER:*

*A dash?*

NAME:

Exactly, a dash.

*INTERVIEWER:*

*How would an audio transcript differ from this standard one on one, on-camera interview?*

01:03:41 NAME:

The page setup would look exactly like this. The only difference would be that the timecode column on the left would not be present. There's no way we can do timecode logging for an audio format.

*INTERVIEWER:*

*What about B-Roll?*

01:04:06 NAME:

B-Roll is logged in all caps. General logging doesn't go into depth but rather gives a basic description of the shot using industry standard shot abbreviations. I'll give you an example.

01:04:23 MS NAME POINTING TO COMPUTER SCREEN

01:04:31 CU COMPUTER SCREEN

01:04:45 MWS NAME AT DESK, TYPING ON COMPUTER

01:04:56 NAME:

The difference with detailed B-Roll is that it involves logging every pan, tilt and zoom, tracking every movement of the camera. If B-Roll logging is not required, the transcriber will note if there is any on a tape with (CUTS TO B-ROLL) but will not actually log the shots.

*INTERVIEWER:*

*Say the phone rang during this interview or a pager went off. Would a transcriber note that?*

01:05:33 NAME:

Definitely. Background noises are logged as whatever the distraction is enclosed by parenthesis. (PHONE RINGS) (DOOR SLAMS) These are noted only during actual interviews, not during off-camera conversations or B-Roll.

*INTERVIEWER:*

*Any other things get noted?*

01:05:59 NAME:

Oh yes. If during an interview, the subject laughs, coughs, sneezes, etcetera, the transcriber will make note of this in the same way as background noises. (LAUGHS) (CLEARS THROAT) (COUGHS) Also, if the tape cuts in and out, maybe because the camera person was trying to save tape, these are logged too. (CUT) If room tone is present on a tape, the transcriber will note when it begins and ends.

*INTERVIEWER:*

*Is there anything else you'd like to add?*

01:06:35 NAME:

I just want to point out one more thing, the information at the top of the pages from page 2 on. The header contains the tape number in case a page or two get separated from the flock in hard copy format.

*INTERVIEWER:*

*Sounds good to me. All right, well thank you for your time.*

NAME:

No problem. Thank you.

(OFF-CAMERA DIALOGUE)

01:07:48 ROOM TONE

01:08:21 ROOM TONE ENDS

01:08:30 TAPE ----- ENDS