



Transcription FAQs

What do you charge?

Verbatim Format:	\$2.50 per audio minute
Notes Format:	\$1.25 per audio minute
Verbatim with Speaker ID:	\$3.10 per audio minute
5-Minute Timestamps:	Add \$.25 per audio minute
Next Day Rush:	Add \$.75 per audio minute

How soon will I receive the transcripts?

Transcription turnaround begins after audio receipt and payment approval. For Verbatim and Verbatim with Speaker ID, turnaround is based off the audio length.

- Audio lengths of 60 minutes or less: 24-36 hours
- Audio lengths of 90 minutes: 36-48 hours
- Audio lengths of 2 hours: 48-60 hours

All Notes transcripts have the same turnaround and do not get affected by audio length.

- 24 hours

How will I receive the transcripts?

Transcripts are emailed as Word documents from Transcript@FreeConference.com.

Can you describe the ordering process?

You will first send the initial transcription request through email or through your Free Conference account. We will then send you an email with a link to the order form, where you can choose your preferred transcription format and paste in your audio link. After we receive the completed form, we will send you an invoice via PayPal. You can then pay for your audio file, which will alert us to begin processing your conversation for transcription.

This entire process can take anywhere from 30-60 minutes allowing the transcription process to begin quickly.

When can I order transcripts?

You can order transcripts at any point by emailing Transcript@FreeConference.com or by checking off the transcription request button in your conference call scheduler.

When are you available to work on my files?

All new transcription projects begin Monday – Friday between the hours of 9am – 6pm EST. We deliver transcripts 7 days week, which of course, includes the weekend.

How do you ensure quality?

Each transcript is reviewed by an in-house proofreader to ensure accuracy and consistency throughout each transcript. All of our proofreaders hold advanced degrees in English.