

New prices from 24 April 2023

Service	GBP per audio minute	GBP per audio hour	Approx. USD per audio minute	Approx. USD per audio hour
TRANSCRIPTION				
Transcription only (basic)	£ 1.47	£ 88.27	\$ 1.75	\$ 105.08
Edited transcripts (basic)	£ 2.05	£ 122.86	\$ 2.44	\$ 146.26
Full service transcripts (basic)	£ 2.43	£ 145.79	\$ 2.89	\$ 173.55
Transcription only (complex)	£ 1.89	£ 113.20	\$ 2.25	\$ 134.77
Edited transcripts (complex)	£ 2.65	£ 158.81	\$ 3.15	\$ 189.06
Full service transcripts (complex)	£ 3.19	£ 191.60	\$ 3.80	\$ 228.10
Discount transcription-only (basic)	£ 0.92	£ 55.40	\$ 1.12	\$ 67.24
Discount transcription-only (complex)	£ 1.14	£ 68.42	\$ 1.38	\$ 83.03
CAPTIONING				
Caption only	£ 3.26	£ 195.38	\$ 3.88	\$ 232.60
Caption + transcript	£ 5.78	£ 346.59	\$ 6.88	\$ 412.60
EDIT-ONLY SERVICES				
Edit-only: Transcript (basic)	£ 1.68	£ 100.64	\$ 2.00	\$ 119.81
Edit-only: Transcript (complex)	£ 2.15	£ 129.21	\$ 2.56	\$ 153.82
Edit-only + QC: transcript (basic)	£ 2.20	£ 131.91	\$ 2.62	\$ 157.03
Edit-only + QC: transcript (complex)	£ 2.87	£ 171.97	\$ 3.41	\$ 204.72
Edit-only: Captions (basic)	£ 3.36	£ 201.89	\$ 4.01	\$ 240.35
Edit-only: Captions (complex)	£ 4.11	£ 246.43	\$ 4.89	\$ 293.37
STRICT VERBATIM TRANSCRIPTS (SV)				
SV transcription only (basic)	£ 1.99	£ 119.53	\$ 2.37	\$ 142.30
SV transcription only (complex)	£ 2.37	£ 142.33	\$ 2.82	\$ 169.44
SV edited (basic)	£ 2.88	£ 172.97	\$ 3.43	\$ 205.92
SV edited (complex)	£ 3.48	£ 208.70	\$ 4.14	\$ 248.45
SV QC (basic)	£ 3.65	£ 218.78	\$ 4.34	\$ 260.46
SV QC (complex)	£ 4.57	£ 274.29	\$ 5.44	\$ 326.54

Terms & Conditions

For a full outline of our terms and conditions of service, please refer to our Terms of Service document. For more information on our privacy policies and data security and storage policies, please refer to our Privacy Policy.

All quotations are based on approximate total audio minutes; exact totals including part-minutes and any complex uplift fees will be updated upon receipt of audio/video files.

All prices are quoted without VAT; we do not currently charge VAT as our annual turnover is less than the UK VAT threshold of £85,000 per annum.

We aim to process all files within 7 to 14 working days from confirmation of receipt of files unless otherwise specified. Due to our fluctuating work queue, at times it may take several days to get files into processing, and as such the 7 to 14 working day timescale will apply from the date processing begins.

While we endeavour to capture speech and audio information as accurately as possible, we cannot guarantee 100% accuracy, but we will always endeavour to provide a comprehensive mark-up of unclear or inaudible text/audio as appropriate across all levels of service.

We accept payment via bank transfer, PayPal or credit card (via Stripe), and operate a flexible billing policy to suit client needs, including up-front payment, payment in arrears, or part-payment especially for discounted projects.

Basic versus Complex Rate Guide

Each service has a basic rate and a complex rate. Please be aware that until we have files in hand, we can only offer guidance on which rate will apply. Files previously estimated at the basic rate may occasionally be invoiced at the complex rate if there are additional speakers and/or poorer audio, e.g., background noise. If this applies, it will be highlighted.

1. Basic rate: for files with 3 or fewer speakers and good audio
2. Complex rate: for files with 4 or more speakers and/or poorer audio

*Standard versus Strict Verbatim Transcription Styles Guide

1. Standard Transcripts: we clean it up a little (aka 'loose' verbatim) (our default transcript)

The transcript captures the natural flow of speech but cleans it up a little to improve readability and flow. This includes:

- Exact (or near exact as possible) word capture, including false starts, pivots, interruptions, etc.
- Verbal fillers ('like', 'you know', 'so', 'as I said', etc.).
- Only those vocal filler or non-verbal sounds (hmm..., [sighs], etc.) essential to preserving the meaning of what's said.

- Laughter ([laughs], [snorts], [chuckles], etc.).
- Pauses (for 1+ seconds but less than 5 seconds, '...'; for 5+ seconds, [pause]).

2. Strict Verbatim Transcripts: we transcribe everything (aka 'true,' 'strict' or just verbatim transcription)

The transcript captures as much audible information about what is said as possible. This includes:

- Exact (or near exact as possible) words capture including false starts, pivots, interruptions, etc.
- Stutters ("I-I-I thought that we were running late. Wh-where have you been?")
- Verbal fillers ('like', 'you know', 'so', 'as I said')
- Vocal filler sounds (uh, ah, um, uhm, huh, hah, hmph, mm, uhum, uhuh, etc.)
- Non-verbal sounds ([coughs], [sighs], [inhales], [tapping], [rubs hands], [sniffs], [smacks lips] etc.)
- Laughter ([laughs], [snorts], [chuckles], etc.)
- Environmental sounds ([knock at door], [phone rings], [shuffles papers]).
- Pauses (for 1+ seconds but less than 5 seconds, '...'; for 5+ seconds, [pause]).

† Our edit-only prices reflect the fact that transcripts not produced by our in-house transcription team tend to require significantly more edits per line and per page than transcripts we've produced ourselves. For comparison, this averages at about 10-20 edits per page for in-house transcripts versus 2-5 edits per line for non-AAT transcripts. We also regularly have to re-transcribe sections of non-AAT transcripts, unlike our in-house transcripts. This increases further for closed-captions given syncing requirements.

‡ Caption prices listed assume reasonable-to-good quality audio and acknowledge there are often more speakers than in transcribed audio content but that those speakers are easily identifiable; as such these constitute 'basic' prices. We reserve the right to charge increased fees for 'complex' caption projects with poor quality audio, large numbers of speakers and tricky speaker identification, or other complicating features increasing time required to produce high quality closed-captions.