

# TranscriptionWing™

Transcription service that soars above the rest.

## Turnaround

Our turnaround time is setting a new standard. Whether you need your documents back in 2 days or just 4-hours, we've got you covered!

RUSH	9 AM DELIVERY	ONE DAY	REGULAR	ECONOMY
<b>4-hour</b> Same Day	<b>9 AM</b> Next Business Morning	<b>1 Day</b> Next Business Day	<b>2 Days</b> Two Business Days	<b>5 Days</b> Five Business Days
Get your file back the same day!	Your file delivered by 9 AM the next business morning!	Your file delivered by 5 PM the next business day!	Your file delivered by 5 PM in <u>two</u> business days!	Your file delivered by 5 PM in <u>five</u> business days!

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!

Files uploaded after 7 PM ET will be processed the following business day (except 4-hour requests).



## Price

Most transcription companies don't post all of their rates on their website so later they can tack on additional fees. We are so confident that our prices are competitively matched that we don't mind sharing! Take advantage of our pricing calculator found in our web site for a detailed quote.



TURNAROUND BASE PRICES

ECONOMY	REGULAR	ONE DAY	9 AM DELIVERY	RUSH (4-hours)
Starts at <b>\$129</b>	Starts at <b>\$149</b>	Starts at <b>\$199</b>	Starts at <b>\$299</b>	Starts at <b>\$399</b>
Your file delivered by 5 PM in five business days!	Your file delivered by 5 PM in two business days!	Your file delivered by 5 PM the next business day!	Your file delivered by 9 AM the next business morning!	Get your file back same day!

The following pricing will be added if applicable:

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

**PRICING CALCULATOR**

Number of Participants: 1-4  
 Length of Recording (minutes): 0  
 Number of Recordings: 0

**Turnaround Time**  
☒ ECONOMY (5 business days)  
☐ REGULAR (2 business days)  
☐ ONE DAY (next day)  
☐ 9 AM DELIVERY (next morning)  
☐ RUSH (4-hour delivery)

**Accents**  
☐ Yes ☒ No

**Audio Challenges**  
☐ Yes ☒ No

**Time Stamps**  
☐ Yes ☒ No

**KnowWho™**  
☐ Yes ☒ No

Calculate Clear

Est. cost per Transcript: \$ 0  
 Estimated Project TOTAL: \$ 0

Use the **Pricing Calculus**

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](http://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™:** Ever seen an [unintelligible], [inaudible], or [crosstalk] in your document and really want to listen to that part of the audio, but don't want to take the time to fine segment? Listen Link enables you to do just that with a click of a mouse!



• **Easy Upload:** No FTPs required! Upload up to 10 files at a time (800 megabytes per upload).

**Upload New Recordings**  
 Choose the recording files to upload. 2

File	Transcribe
Browse...	<input checked="" type="checkbox"/>

• **Flexible Turnaround:** A simple drop down menu allows you to select the desired turnaround time for each file! Prioritize each document using our easy-to-use website.

**Delivery Preference (EST)**

- 2nd Business Day (6PM 1/7, \$1.49/min.)
- 5 Business Days (6PM 1/12, \$1.49/min.)
- 2nd Business Day (6PM 1/7, \$1.49/min.)
- Next Business Day (6PM 1/6, \$1.99/min.)
- Rush\* (6PM 1/5, \$3.99/min.)

• **Project Details:** A comments section allows you to give specific direction to the transcription team for each file. Use it to request unique formatting or to give the team a heads up.

**Notes for Transcriptionist**

There are heavy British accents!

A service of

**Civicom**  
 Ask Why We're Better



- **Discussion Guides (optional):** No FTPs required! Upload up to 10 files at a time (800 megabytes per upload).

- **Convenient Delivery:** Completed documents are emailed to you as soon as they are complete and posted to your online account.

- **Feedback:** We love feedback! Each transcript includes a way for you to tell us how we are doing with a simple click. Give us a rating and we'll connect with you in thanks and to see what more we can do for you!

Rate this transcript (CTRL + click):  
poor 1 2 3 4 5 excellent

- **Digital Recording:** The quality of any transcript is limited to the quality of the audio we receive. As a result, we do whatever it takes to ensure you have the right tools to successfully record. Check out the Audio Formats section to see some of the recording options we offer.

## Audio Formats

Digital Media: If you don't see your file format listed, contact us. We may be able to accept other files and we'd be happy to test out the format in question on our software or simply convert your audio to the .wav format.

WAV • MP3 • AIF • SND • AU  
PCM • WMA • DSS • WMV • DVF  
MPG • AVI

Digital audio is easy to upload using our online features. Hard Copy Media: All media will be converted into a digital copy and made accessible for you to download. There is a small converting fee of \$35 per recording. Please include one business day for audio processing when selecting your desired turn around time.



Cassette tapes • DVDs • Mini DVDs • CDs • Microcassettes



Send Your Hard Copies to:  
Civicom, Inc.  
16 King Street, 3rd Floor  
Port Chester, NY 10573  
ATTN: Audio Dept.

## About Us



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 is 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

Toll Free: 888-223-9488 | International: +1-203-413-2423 | [transcripts@civi.com](mailto:transcripts@civi.com)  
[TranscriptionWing.com](http://TranscriptionWing.com)

## 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:

### Processes

- Oath of confidentiality
- Password protected and limited access accounts
- Limited file storage time
- Confidentiality process oversight manager -- A Chief Confidentiality Officer is responsible for ensuring company-wide adherence to confidentiality processes and measures

### Technology

- Secure file deletion
- Abnormality alerts
- Biometric, card-swipe, security door

### Legal measures

- All employees sign and email confidentiality/non-disclosure agreements at the start of their employment
- Agreements promise criminal litigation in cases where a violation is intentional or the result of gross negligence

### Independent Compliance Audit

An independent accounting firm audits the company's adherence to confidentiality procedures annually, and provides a report. This is a self-imposed discipline which is designed to keep us on track and reassure our clients that these measures are more than just words.



## Testimonials

"I am pleased and impressed at the thoroughness of your staff. John has noticed on numerous occasions. You have always been responsive to any issues."

**Belinda**

"Oh my! I am so impressed! It was just a comment [suggestion] in passing and you picked up the ball and ran with it! What great customer service."

**Roland**

"We appreciate the always quick response which gives us comfort. Keep up the great communication because this is what makes Civicom different than the others."

**Amanda**

"Thank you for, as always, being so on top of everything and so professional!"

**Karen**

"Super fast, nice people and great work - thanks!"

**William**

"Quality of transcription and speed of turnaround are both outstanding. Thanks very much."

**Rhea**

"Thank you - fabulous service, personal and friendly staff and no matter when I have ever called there is a smile on the other end of the line. Thanks again, you saved me."

**Warren**

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