
Captioning Agency Sample Interview Form

Name of captioning agency: _____

Name of contact person: _____

Date contacted: _____

Phone #: _____ Email: _____

1. Do you create the transcript?
2. What is the cost per minute to create a transcript?
3. How is the transcript created?
 - a. Live transcriber
 - b. Automatic Speech Recognition
4. Do you have a guaranteed accuracy rate for the transcript?
5. What is the cost per minute to create captions?
 - a. Roll-on
 - b. Pop-up
6. Is there a discount if I provide you with the transcript?
7. How are the captioned time synced?
 - a. Live person
 - b. automated process
8. Is there a guaranteed accuracy rate for the time coding?
9. Is the final produce proofed?
10. If I find mistakes in the captions once I receive the media back will you correct it?
11. Is there an additional fee for making corrections?
12. If the video is commercially produced do you require me to provide proof of a copyright waiver?
13. What is your standard turnaround time for 30 minutes of video?
14. Can you accommodate rush jobs? If so what is the additional fee?
15. What is your standard process for me sending you the media?
16. What is your standard process for returning the caption file to me?
17. Can you provide
 - a. Open Captions
 - b. Closed Captions
 - c. Embedded Captions
18. Does your agency provide technical support?