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Tiverton, Devon, EX16 6SS

Thank you for your recent enquiry into our transcription services. We have put together this document to answer any questions you may have regarding the cost and the procedures involved in obtaining a transcription. If you have any more specific questions please contact us by telephone, email or fax and we shall be happy to help.

Ordering your transcript from the Court

In order for you to obtain the transcription you need to complete and return the Tape Transcription Form or EX107 form to the Court. This form is available for download from our website in PDF format or we are able to send a copy by post or DX. When you have completed the EX107 form you need to return this to the Court in order that they are able to send the tapes to us. If you have received a copy of the form directly from the Court you shall need to fill in our name at the point which states, "Transcription order placed with:" Please enter this as **Mendip Media Group, DX 49013 TIVERTON.**

If you are able please fax or email a copy of this form to us, so that we are aware of your request and we can chase the tapes if they have not been received.

Once we have received your request we shall enter the transcription request details onto our database so that we can check the progress of your order at any stage. At this point we shall send you a copy of our Terms and Conditions of Service. These need to be signed and returned to us as soon as possible. If the Terms and Conditions of Service are not signed and returned to us, we may postpone the completion of the transcription and subsequently there may be delays to your order.

How quickly do you require the transcript?

We have various turnaround periods available for you to choose from, as shown below.

Standard – turnaround within 15 working days

Enhanced – turnaround within 5 working days – 10% uplift is charged for this service

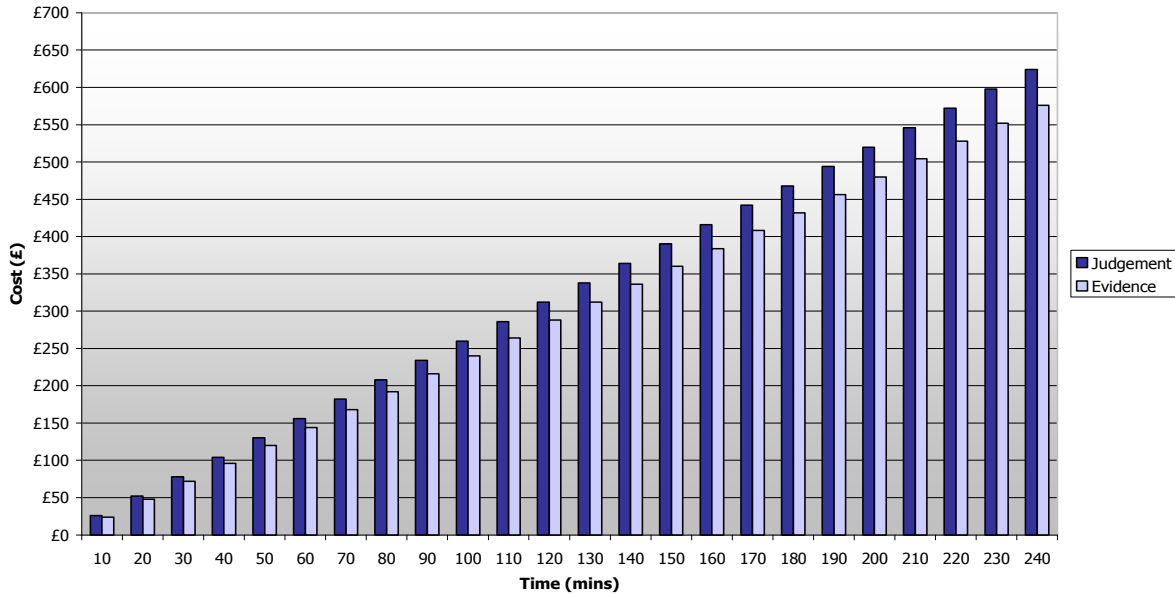
Expedite – turnaround within 48 hours – 20% uplift is charged for this service

Our turnaround times are worked out from the day when we receive the tapes from the Court through to the date we complete the transcription or send the judgment to the Court for approval. We are required to send judgments for approval before they can be sent out to you. Unfortunately we cannot determine how long this is actually going to take, but judgments are chased up on a regular basis from the Court, in order that long delays are avoided as far as possible.

How much is the transcription going to cost?

We charge for transcriptions by the number of folios that we type, a folio being 72 words. Therefore, we are unable to provide an exact cost prior to the completion of the transcription. Based on our experience of completing transcriptions we have produced the graph below shows the approximate costs for transcriptions of proceedings and judgments.

Approximate Pricing for TTP Transcripts



If you require any changes or wish to cancel your order, you shall be required to pay for any transcription that has already been completed.

How will you receive your transcript?

Once we have completed the transcription as per your requirements, we shall send the transcript to you together with our invoice for work completed. If you wish for us to send the transcript to you in electronic format rather than on paper, please supply us with an email address and we will send the transcript to you in PDF format. All invoices need to be sent in paper form either to a postal or a DX address, so please make sure this is entered on the EX107 form.

Paying for your transcript

When you sign the EX107 form you are entering into a contract with us and are liable for all costs associated with the transcription you have requested. Payment is due on all invoices within 28 days of the invoice date. If payment is not received within this period then we shall charge you interest, at the rate of the current Bank of England base rate plus 4%.

We are able to accept payment for your transcript by cheque, BACS, cash or postal order.