

academic research | market research | conferences | court transcripts

All prices are in Australian dollars and are per minute of audio. GST is additional.

AUDIO COMPLEXITY ^{7,8}		NUMBER OF SPEAKERS	TURNAROUND TIME ^{1,2,3,4}				
			Sameday/ Overnight ^{2,3,4}	Express Plus ^{2,3}	Express ^{2,3}	Standard ^{2,3}	Flexible ⁵ - if eligible
BAND ONE	Good quality audio of files from interviews and focus groups, conferences, court hearings, meetings and records of interview. ^{6,8,9,10,11,12}	1-2 speakers	\$5.35	\$4.76	\$4.16	\$2.98	\$2.83
		3 speakers	\$6.32	\$5.62	\$4.91	\$3.51	\$3.34
		4+ speakers ⁶	\$7.12	\$6.34	\$5.54	\$3.97	\$3.76
BAND TWO	Poor quality audio ⁹ , files with accents ⁷ , files less than 15 minutes ¹² , specialised vocabulary/template. ^{8,9}	1-3 speakers	\$7.12	\$6.34	\$5.54	\$3.97	\$3.76
		4+ speakers ⁶	\$8.25	\$7.34	\$6.41	\$4.58	\$4.36

CONDITIONS

1. Our turnarounds vary depending on the volume of files we are processing at any given time. If you require your transcripts back by a certain deadline, please contact us immediately to confirm.

2. Our business days are Monday to Friday, excluding public holidays. Public holiday/weekend work is also available providing sufficient prior notice is given. Surcharges apply.

3. Files uploaded after 5pm AEST weekdays are not considered received until 8:30am the next business day.

4. For Sameday/Overnight turnaround files uploaded before 11am AEST will be returned by close of business that day.

5. Flexible turnaround is longer than standard turnaround, and is available to self-funded students and clients who upload 20+ hours of files in a single batch. Refer to p.3 for details.

6. Speaker identification is available upon request - please advise us before uploading your files. Files with 1-3 speakers are not charged for speaker identification. For files with 4+ speakers, a 25% surcharge applies.

7. Band 2 prices apply for accents that do not fall within the standard classification. Standard accents include Australian, American, New Zealander and English (not including all Indigenous accents).

8. Where a combination of two or more of the following impact on transcription time: low quality audio/accents/interpreter/terminology, the Band 2 rate plus a surcharge applies.

9. NVivo, Leximancer and ATLAS.ti formats may incur additional surcharges. See p.4 for details.

10. Preferred file formats are: .mp3, .wma, .wav, .dct, .dss, .ds2, .dvf, .msv, .ogg, .aiff, .m4a, .mp4, .vox and .aac. Files supplied in a non-preferred format incur a conversion charge. Refer to p.5 & 6 for details.

11. For invoicing purposes, file lengths are rounded up to the next file minute.

12. Band 2 prices apply for files less than 15 minutes in length.



HOW WE WORK

1. Create your secure online account, upload your files, and confirm your transcription requirements via email to operations@pacifictranscription.com.au.
2. We transcribe your files.
3. You are notified by email that your completed transcripts are ready for download. Your files are automatically deleted from your account.
4. An itemised invoice is sent to you by email each fortnight.
5. For security and confidentiality purposes, Pacific Transcription purges all transcripts from your account approximately one month after completion of transcripts. *Note: If you require access to your documents after this time, please consider our Archiving Service p.7.*

ABOUT PACIFIC

Pacific Transcription provides a high quality transcription service that is easily accessible and ready to use immediately.

Our typists have experience in all fields of transcription and we have the flexibility to meet our customers' needs and expectations.

We transcribe a wide variety of recordings, including interviews and focus groups, court hearings, meetings, and records of interview.

FILES

Sending Files

We provide clients with a personalised login account on Pacific Transcription's secure website.

When you have a file ready for transcription, you simply upload the file to your secure login.

Any specific instructions (e.g. correct spelling of unusual names or terms) can also be added at the same time.

To add instructions, click on the "Notes" icon next to each file **after** the upload is complete. We then type your files.

Preferred File Formats

We accept all file formats.

Pacific Transcription is happy to advise how to convert your existing file into one of our preferred formats.

Advice is free or we can convert for you at an additional charge - refer to Audio Support p.5.

Returning Transcripts

Unless otherwise instructed, we upload your transcripts as editable Word documents to your password protected account.

A notification is generated and sent to your email address, advising your transcripts are now ready for download from your secure client account.

We can also attach the transcript to the notification email upon request. This is not as secure as accessing your completed transcripts from your password-protected client account.

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TURNAROUND

All Turnarounds Are Indications Only

All turnaround times are indications only, and may be affected where files are very long or difficult, or where current volumes are exceptionally high.

If you require your transcripts back on a strict deadline please contact us immediately to provide details and to confirm with us.

Urgent Turnaround

Pacific Transcription can fast track your transcription for next business day service and same day, overnight, weekend, or public holiday service.

For weekend or public holiday transcription service an 80% surcharge applies.

OVERNIGHT SERVICE

As part of the global Pacific Solutions network, native English speakers transcribe your file for fast, overnight turnaround.

PREFERRED FORMATS

Files which are under 1000MB in size and in the following formats: mp3, .wma, .wav, .dct, .dss, .ds2, .dvf, .msv, .ogg, aiff, .m4a, .mp4, .vox, and .aac.

Our Business Hours

Our business hours are 8:30am-5pm AEST. Business days constitute Monday to Friday, excluding public holidays.

Files Uploaded Outside Business Hours

If you upload your files outside business hours, the turnaround time begins at the start of the next business day.

If you require a particularly strict turnaround and upload your files outside business hours, we will return your files within your chosen time, provided sufficient prior notice is given during business hours.

Flexible Turnaround

Pacific Transcription offers a discounted flexible turnaround option to self-funded students and clients who upload 20+ hours of files in a single batch.

(Note: Self-funded students are students not using university or third party funding).

This option suits clients who do not have strict deadlines and are happy to wait for a longer period for their transcripts to be returned.

POOR QUALITY AUDIO

Click to listen to examples of poor audio. Poor audio may be *choppy*, *muffled*, *crackly* or contain excessive *static* or *background noise*. Improve your audio quality with these *tips*.

TRANSCRIPTION STYLES EXAMPLES

Intelligent Verbatim (Slightly Edited)	GM1: GG1: GM1: GG1:	So, how are we going to figure this out? We're going to look it up with the funny pictures. Blue is [unclear]. Okay. So have you got any idea what it's called?
Strict Verbatim	GM1: GG1: GM1: GG1:	[Laughs] So how...So how we going to figure this out? We're gonna look it up with the funny pictures, sort of. Blue is [unclear]. Okay. So have you got any idea what it's called?
Conversational Analysis	GM1: GG1: GM1: GG1:	((soft short laughter)) ((turns attention to GG1)) so how (1.0) so how we going to figure this out we're gonna (look it up) ((says laughingly)) ((shared open-mouthed laughter)) (1.0) with the funny pictures sort of ((says laughingly)) blue is ((unclear)) okay (.) so have you got any idea what it's called?



TRANSCRIPTION STYLES

Our standard transcription style, known as “intelligent verbatim”, is requested by 95% of our clients.

Intelligent verbatim involves slight editing for ease of reading.

For orthographic transcripts (strict verbatim) a surcharge of 50% applies.

Conversational analysis style is also available. Our standard conversational analysis style is based on the Jefferson system of transcription notation.

Pricing is calculated per audio minute and can vary depending upon complexity or client-specific requirements.

This style may require compulsory soundchecking, which incurs an additional surcharge.

For pricing please refer to the Other Services table on p.6-7.

High levels of accuracy are maintained through our *quality assurance programme*.

Quality Assurance

Every transcript undergoes a thorough quality assurance process which ensures high levels of accuracy.

Additionally, where accuracy is of the utmost importance, a full soundcheck can be carried out upon request.

This involves a quality assurance manager proofreading the transcript by listening to the entire file and checking every word of the transcript against the file.

A 50% surcharge applies for fully soundchecked transcripts.

We offer four different types of NVivo formatting for interview and focus group transcripts.

Qualitative Analysis Software

Pacific Transcription provides transcripts that are fully compatible with NVivo, Leximancer and ATLAS.ti, upon request.

We offer four different types of NVivo formatting for interview and focus group transcripts.

If you would like your transcripts formatted in accordance with one of these styles, please make a note at the time you upload your file.

For formatting benefits and pricing please refer to the NVivo Formatting Styles table below.

Further details are available via our [website](#).

Non-binary Pronouns

Our default is to use Female/Male. If you prefer non-binary pronouns please let us know your specific preferences.

NVIVO FORMATTING STYLES

Format	Benefits	Ideal for ...	Pricing
NVivo Synchronised	<ul style="list-style-type: none"> • Transcript synchronised to audio/video • Review any section of a recording instantly by clicking on that turn in the transcript • Automatically groups all turns by a speaker when imported 	<ul style="list-style-type: none"> • Semi-structured/unstructured interviews and focus groups 	25% surcharge
NVivo Headings Questions	<ul style="list-style-type: none"> • Transcript can be organised by each interview question if provided • Transcripts allow auto-coding by speaker, and by questions/themes 	<ul style="list-style-type: none"> • Structured interviews, where a list of questions/themes followed can be provided 	15% surcharge
NVivo Headings Simple	<ul style="list-style-type: none"> • Transcripts allow auto-coding by speaker 	<ul style="list-style-type: none"> • Semi-structured/unstructured interviews 	10% surcharge
NVivo Basic	<ul style="list-style-type: none"> • The no-frills option, compatible with all software versions 	<ul style="list-style-type: none"> • Any type of interview speech 	No surcharge



Speaker Identification

Identification means that where a client requests that speakers are identified, either by name, number or code, those identifiers are used in the transcript to identify the speakers.

For information on how Pacific Transcription identifies and differentiates speakers in your interview or focus group transcript, please read our blog article "[What will my research transcripts look like?](#)"

Use The Same Transcriptionist

High levels of accuracy are maintained through our quality assurance programme.

If you have special considerations, such as consistency in research methodology, or specific style requirements, we can arrange for all your file to go to the same typist. Please note that turnaround will be longer.

AUDIO SUPPORT

Pacific requires files to be:

- in a preferred file format,
- under 1000mb in size, and
- of good quality audio.

The following information helps you provide the best quality files, so that we can provide you with the best quality transcripts.

Transcribing Files From Non-preferred Formats & Sources

In order for Pacific Transcription to produce a finished transcript, the file must first be uploaded to a secure client account.

Some clients find that they cannot upload their files because they are:

- too large to be uploaded,
- not in a preferred file format,
- in some other digital format, such as in a video file or saved to USB, CD or DVD.

Depending on the file format and the source of the audio, there can be a number of steps in producing a file suitable for uploading to a secure client account.

Uploading Files To A Client's Secure Account

Upon request Pacific Transcription can upload your files to your secure client account, for you.

Pacific Transcription does not recommend the use of Dropbox or other cloud-based information exchanges as we cannot guarantee safe passage of the information provided. However, if you choose, files can be supplied to Pacific Transcription via a Dropbox link. The files may also be supplied to Pacific Transcription via post (USB, CD, DVD).

For pricing on Pacific uploading files to your secure client account please refer to the Other Services table on p.6-7.

If the files are not in a preferred format they must first be converted.

Converting Files Into A Preferred Format

Files that are in a non-preferred format must first be converted.

Please request a copy of "Pacific Transcription's Guide to Reducing and Converting Files" brochure for instructions, or download the brochure from our [website](#).

Pacific Transcription can convert your files for you.

Pacific Transcription's brochure *Guide to Reducing and Converting Files* is helpful and informative.

The files can be supplied to Pacific Transcription either via post (USB, CD, DVD), via a Dropbox link, or for files which are less than 1000MB in size (and depending on the file format), by uploading to your secure client account.

For pricing on Pacific converting files and uploading your files for you, please refer to the Other Services table on p.6-7.

Re-recording Files - Producing Files In A Preferred Format

Sometimes files first need to be re-recorded to produce a suitable format for transcription.

Pacific Transcription can re-record files from most audio and video formats, including webcast or streaming formats.

For pricing on Pacific re-recording files and uploading your files to your secure client account for you, please refer to the Other Services table on p.6-7.

Returning Recordings/Hard Copies To Clients

By default all hard copies of files are destroyed after a period of time.

If you require your hard copies back after use, please let us know. For your security and convenience, these items are returned by Australia Post Express Post or courier.

For pricing on returning hard copies to you, please refer to Other Services table on p.6-7.



OTHER SERVICES

* ALL PRICES ARE IN AUSTRALIAN DOLLARS, GST IS ADDITIONAL.

Service Type	File Type/ Format	Description	Rate	Turnaround
Speaker Identification	Most file formats	Speaker ID for files with 1-3 speakers	No surcharge	As per rates table, p.1
		Speaker ID for files with 4+ speakers	25% surcharge	
Strict Verbatim Transcription Style	Most file formats	Orthographic transcripts	50% surcharge	As per rates table, p.1
Conversational Analysis Transcription Style	Most file formats	Transcripts for conversational analysis	Starting from \$12.60 per file minute, varies depending on complexity, or client-specific requirements	Determined on a case-by-case basis
Fully Soundchecked Transcript	Most file formats	Any transcript	50% surcharge	As per rates table, p.1
Files With An Interpreter, Deemed Complex	All file types & formats	Any transcript	25% surcharge	As per rates table, p.1
NVivo Formatting	Most file formats	<ul style="list-style-type: none"> NVivo Synchronised NVivo Headings Questions NVivo Headings Simple NVivo Basic 	As per NVivo Formatting Styles table, p.4	As per rates table, p.1
Timestamping/ Timecoding	Most file formats	Intervals of every 5 mins or more	No surcharge	As per rates table, p.1
		Intervals of every 1 min up to 5 mins, including per page	10% surcharge	
		Intervals of every 30 secs up to 1 min, or every speaker change	20% surcharge	
Converting Files **	Most audio & video formats	Large files or files in non-preferred format	\$13.85/file, capped at \$69.25 [#]	Upon request
Uploading Files On Client's behalf **	Most file formats	Pacific Transcription uploads audio sent via USB, CD, DVD, Dropbox and documents (Word, Excel, PDFs, etc.) on client's behalf	\$13.85/file, capped at \$69.25 [#]	Upon request
Re-recording Files **	Most audio & video formats	Audio from analogue or digital recording devices, webcast or streaming format	\$66.15 per audio hour [#]	Upon request

[#] Maximum volumes do apply - please contact us for further details

** Where conversion or re-recording is required PRIOR to uploading files on client's behalf, a conversion and/or re-recording fee also applies.

CONTINUED OVERLEAF...



OTHER SERVICES CON'T

* ALL PRICES ARE IN AUSTRALIAN DOLLARS, GST IS ADDITIONAL.

Service Type	File Type/ Format	Description	Rate	Turnaround
Rapid Transcription Of Media & Finance Briefings	Most audio & video formats	AGMs, investor & analyst briefings, conference calls	Price on application	Rapid
Minute Taking	Most audio & video formats	Most types of meetings, including AGMs, Board meetings and audits	Please request our Minute Taking brochure	Standard
On-site Verbatim Record Of Meetings, Events & Interviews	On-site	Meetings, expert conclaves, roundtables, tribunal hearings and legal matters	Please request our Stenography/Court Reporting brochure	Standard
Live Captioning - On-site & Remote	<ul style="list-style-type: none"> On-site Remote 	University lectures, tutorials, large conferences	Please request our Live Captioning brochure	Standard
Automated File Archiving	Most file formats	Any electronic documents transcribed and completed by Pacific Transcription	\$8.30 per month	Monthly or annual subscription
Hiring Recording Equipment	Hire recorders, dictaphones & micro-phones	Focus groups, interviews, business meetings	Please refer to the Hire Services page on our website for pricing	Fortnightly and monthly hire available
File Recovery/Off-site Backup	Most file formats	Any electronic documents transcribed and completed by Pacific Transcription	\$33.10 for the first file and \$10.55 per each file thereafter	1 working day
Prepaid Transcription	Most file formats	Any transcript	Starting from \$500	As per rates table, p.1
Receiving Invoices Via Post	Printed Invoice	Invoices sent via Australia Post (invoices are emailed free-of-charge)	\$7.25 administration fee	Upon request
On-premises Secure Typing Service	On-site	Confidential records	Price on application	Determined on a case-by-case basis
Affidavits	Affidavit	Certify legal transcripts as true and accurate record, requires full soundcheck of transcript	\$103.65 per item + 50% surcharge of cost of transcript	Upon request
Returning Recordings Via Post	Tapes, CDs, USBs, Video Files, DVDs	Items returned via Australia Post	\$19.85 per package of up to 4 items, & \$6.65 for each additional item	Upon request



OTHER SERVICES

Timestamping/Timecoding

Pacific Transcription provides timestamping or timecoding, upon request.

The most common intervals are intervals of every five minutes or more, intervals of every one minute up to five minutes, and intervals of every 30 seconds up to one minute.

Surcharges apply to intervals of less than five minutes, timestamping at every speaker change, and timestamping per page.

For intervals not listed please contact the [Enquiries Team](#).

Rapid Transcription Of Media & Finance Briefings

Many media and finance companies require transcripts to be publicly available within hours of their important event.

Our typists have many years of experience in providing high profile local and global companies with extremely accurate, rapidly produced transcripts of their AGMs, results presentations and investor and media briefings.

We facilitate this with our rapid, two hour turnaround service.

Contact the [Enquiries Team](#) for further information.

Live Captioning - On-site & Remote

Live captioning provides equitable access and the ability to interact in real-time conversations, to participants who may not hear the spoken word.

Participants attending university lectures and tutorials, large conferences, and other special events benefit from live captioning services.

We provide a highly experienced caption writer to attend the event (on-site), or alternatively, our caption writer accesses the audio and streams a transcript back in real-time (remote).

Please request our Live Captioning brochure for further information.

Minute Taking

Minute taking is the production of a brief and accurate summary of a meeting.

Pacific Transcription provides minute taking services to a range of businesses, government departments, community and not-for-profit organisations, clubs and associations.

Pacific's minute taking services include on-site attendance, remote attendance, and minute taking from recorded audio.

Please request our Minute Taking brochure for further information.

Stenography/Court Reporting

Pacific Transcription provides stenographers (also referred to as court reporters) to produce accurate transcripts of a range of meetings and other events where digital recording is not possible, and speaker identification is critical.

Please request our Stenography/Court Reporting brochure for further information.

Hiring & Buying Recording Equipment

Recorders and microphones are available for weekly or monthly hire from Pacific Transcription.

Pacific recommends a number of digital recorders for recording interviews and focus groups.

Our online shop stocks:

- digital recorders,
- dictaphones,
- microphones,
- software, and
- dictation apps.

Please contact one of our helpful [Products Team](#) to discuss your individual needs, or visit our [online shop](#) and [news blog](#) to view recommended products.

Document Deletion & File Recovery

For quality assurance and invoicing purposes, and unless deletion is requested, Pacific Transcription backs up all transcripts and files for a period of time.

Pacific Transcription maintains a secure, offsite backup, should you require a copy of an older or misplaced transcript.

A small retrieval fee is applicable should we be able to locate your transcripts.

For pricing please refer to the Other Services table on p.6-7.



On-premises Secure Typing Service For Confidential Records

Pacific Transcription also offers an on-premises transcription service (either our premises or your premises), ensuring all hard copy, confidential records remain at our security alarmed offices, or at your premises, until completion by our in-house team.

For pricing please contact the [Enquiries Team](#).

Automated File Archiving Service

For security and confidentiality purposes Pacific Transcription purges all transcripts from each client's secure account approximately one month after completion of transcript.

If you wish to preserve your transcripts in your account, Pacific Transcription provides an automated file archiving service.

This service gives you peace of mind and immediate access to all of your Pacific Transcription documents.

For more information refer to Section 7 of our Terms and Conditions document, which is accessible via your login.

For pricing please refer to the Other Services table on p.6-7.

DO YOU NEED A QUOTE?

Take advantage of Pacific's *Quote Calculator Tool*, available via your secure client login.

Prepaid Transcription

Pacific Transcription offers a prepaid transcription service, if required.

This service assists academics and researchers who need to acquit research grants prior to completing their transcription requirements.

Prepaid transcription also gives new clients flexibility when working with Pacific Transcription for the first time.

Email our [Accounts Team](#) to request an invoice for a specific prepaid transcription amount.

Prepaid transcription can also be purchased in lots of \$500 from our [online shop](#).

Before purchasing prepaid transcription you must already have created a [secure client account](#) with Pacific Transcription.

Please note that prepaid credit must be used within two years of the purchase date.



INVOICING

Your invoice is itemised per file and emailed to you. We kindly request payment within ten days.

Our preferred payment method is direct deposit via electronic funds transfer (EFT).

We also accept cheques in Australian dollars payable to Pacific Solutions Pty Ltd or payment by credit card (Mastercard, Visa or American Express) via our secure website.

Please email our [Accounts Team](#) if you have any invoice-related queries.

Discounts

As per our rates table, Pacific Transcription offers a lower rate with flexible turnaround exclusively to students paying for transcription out of private funds (self-funded students), and to all clients uploading greater than 20 hours of files in a single batch.

Discounts may also be provided for large and ongoing projects, at the discretion of the manager.

Other Costs

Miscellaneous charges may also apply where the job parameters or requirements fall outside our standard process.

Examples include but are not limited to: posting invoices via Australia Post, and uploading files on behalf of clients.

For pricing please refer to the Other Services table on p.6-7.



CONFIDENTIALITY, PRIVACY, ETHICS & INSURANCES

Confidentiality

Pacific Transcription is compliant with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) as well as the Guidelines on Privacy in the Private Health Sector issued by the Federal Privacy Commissioner under the National Health Act 1953 (Cth).

Ethical Requirements

Your ethical requirements are important to us. A Typist Confidentiality Agreement and Customised Service Agreement can be arranged.

For on-site reporting or minute taking we can also provide contractors who have satisfied the Working with Children (or state equivalent) check. A surcharge may apply for unusual conditions.

OTHER SERVICES

- [Timestamping/Timecoding](#)
- [Rapid Transcription Of Finance & Media Briefings](#)
- [Live Captioning - On-site & Remote](#)
- [Minute Taking](#)
- [Stenography/Court Reporting](#)
- [Hiring & Buying Recording Equipment](#)
- [Prepaid Transcription](#)

FURTHER QUERIES?

CALL US NOW

1300 662 173

OR EMAIL OUR

ENQUIRIES TEAM

[enquiries@
pacifctranscription.com.au](mailto:enquiries@pacifctranscription.com.au)

Privacy

Click here to view our [Privacy Policy](#) via the brochures page on our website, or download a copy by logging into your [secure client account](#) with Pacific Transcription.

All personnel sign a confidentiality agreement to this effect before commencing with Pacific.

Terms & Conditions

Click here to view our [Terms and Conditions](#) via the brochures page on our website, or download a copy by logging into your [secure client account](#) with Pacific Transcription.

Affidavits

To certify a legal transcript as a true and accurate record, a signed affidavit can be provided upon request.

For pricing please refer to the Other Services table on p.6-7.

Please note that to produce an affidavit we must also fully soundcheck the file. This incurs a 50% surcharge on the cost of producing the transcript.

Insurances

As per our legal obligations, Pacific Transcription holds Workers' Compensation, Public Liability, Professional Indemnity, and other applicable insurances.

Certificates of Currency are available upon request.

ISO 9001 CERTIFICATION

Pacific Transcription is proud to be [ISO 9001 certified](#).

ISO 9001 is an internationally recognised quality management system (QMS) standard which outlines the requirements an organisation must maintain in their quality management system.

Pacific Transcription delivers quality services and products to clients through a **continual improvement process**.



Pacific Transcription and the Pacific Transcription logo are registered trademarks of Pacific Solutions Pty Ltd. Pacific Transcription is the Australian branch of the global Pacific Solutions network, and is ISO 9001 certified.

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