

The Transcription & Translation Agency

How do I place a booking with The Transcription Agency (TTA)?

You simply need to complete the EX107 form that was supplied to you and you will need to send this to the court. We recommend that you always use the EX107 guidance notes to complete your EX107 form to ensure that no delays are incurred as a result of segments of the form being incorrectly completed.

I've sent my EX107 form into the court, now what happens?

We now need to wait until we receive the relevant recordings from the court. Recordings are normally dispatched by a court within 10 days of receipt of receiving an EX107, although no guarantee is given by TTA on these timescales. Sometimes, if a court is busy, it is not uncommon to receive recordings up to 4 weeks later. We recommend that when you submit the EX107 form to the court, you ask for a date-stamped copy to be given to you so that you have a proven record of when you submitted the form to the court. We also recommend that you chase the court up after 2 -3 weeks of you submitting the EX107 form if TTA has not contacted you to advise you that we have received recordings. We do not chase up recordings with the court on behalf of Requestors.

What happens when the recordings arrive with you?

Once the permission has been received from the court and the relevant recordings have arrived at TTA's offices, we will email you to advise this.

We require full payment of the estimated cost of the transcription to be paid before work is undertaken and it is at this point that we will need to take the estimated payment (as outlined in the estimate provided to you) from you. No transcription will be started until the estimated payment has been received and cleared (see our Terms & Conditions for further details). By making any form of payment to TTA, you are stating that you agree to our rates and terms. Please note that for any split requests, transcription begins once payment has been received by all parties.

PLEASE NOTE, if you have not received an email from court@thetranscriptionagency.com advising that we are in receipt of the recordings, we recommend you contact the court to discuss this further as it is most likely we have not received the recordings from the court and the court will be best placed to advise further.

I've made my payment to you, when will I get my transcription?

Our standard turnaround for transcribing court proceedings is 12 working days from receipt of relevant recordings and the estimated payment. All orders received are placed on a 12 working day turnaround as standard. If you have advised that you require a quicker turnaround on your EX107 form, we will be in touch to advise you of the options available to you once we have received the recordings from the court.

All transcripts of judgments have to be approved by the judge who delivered the judgment before we are able to return it to you. We are unable to notify Requestors if a judgment was delivered in a whole hearing transcription request prior to the transcription being completed.

A court may request that a transcript of proceedings be returned to the court for approval prior to distribution to Requestors. If this is a requirement of the court, you will be notified by TTA by email as soon as we are aware of this requirement.

We have no control over the time a judge takes to approve and return transcripts to us. Once we have received an approved transcript, any alterations are made as instructed by the judge and the document is then sent to the contact specified on the EX107 via the delivery method selected. We are not permitted to send you transcripts requested for approval before they are approved.

Are there any times when it takes longer than 12 working days from receiving the recordings and my payment?

Occasionally there are times when it can take longer than 12 working days to complete the transcript. This may be due either to us receiving an incorrect or incomplete recording from the court (which will only be realised once transcription has commenced) or due to additional payment being required before we can continue with the transcription.

Why might you need additional payment from me to continue transcription?

The estimated cost that we have provided you with is based on the approximate hearing duration that you have given to us. Sometimes, hearing durations are longer than people remember as time does go quickly when you're in the courtroom. Sometimes, if people are all talking at once, talking over each other or talking inherently quickly this can mean that the number of words per minute is greater than our average estimate. As the above cost is only an estimated amount, if we reach the amount of folios that your payment covers and the transcription has not yet finished, we will contact you to take additional payment.

If my payment hasn't covered the full transcription, can I just have what you've already transcribed?

We can transcribe any sections of a hearing that can be requested as per the EX107 guidance notes. Any partially completed transcription requests of this nature can be released but the transcript will be flagged as a partial transcript. As a rule, judgments will be transcribed in full only and never partially transcribed.

Can I ask you to transcribe one section, ie the witness evidence and then if I need another section transcribing ie the judgment, ask you to complete this at a later date?

Yes, you can instruct us to complete additional sections at a later date. You will simply need to submit a new EX107 request to the court with your additional request and ensure that the court completes Part E of the EX107 and forwards the EX107 request to us, along with the recordings if TTA has returned them to the court at this point.

How is the completed transcript sent to me?

We return transcripts to clients as a PDF document by email. Completed transcripts are not sent to the court by TTA.