



REMOTE REALTIMECLASSROOM CAPTIONING

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PLEASE NOTE: We prefer one to two weeks lead time to complete the processes detailed below and to give our captioners time to prepare for best accuracy, however we know students' requests often come at the last minute and we will do our best to fill any last-minute requests.

CLASSROOM CAPTIONING RATE: \$62 per hour

- 1.) Each class is billed a one-hour minimum with additional class time rounded up to the next quarter-hour increment.
- 2.) No additional charge for prep-time or for copies of unedited notes.
- 3.) Detailed invoices are sent twice per month. Payments by credit card or purchase order are preferred.
- 4.) Cancellation Policy: We require a minimum of 24 hours' (business days) notice for holidays and cancelled or re-scheduled classes, or the class is billed as scheduled. If a student drops a scheduled class there is no obligation beyond the 24-hour rule.

ADMINISTRATIVE:

- 1.) We will need the following in order to begin services each semester:
 - a. Completed New Class Information order form (see next page)
 - b. A purchase order or credit card number

TECHNICAL:

- 1.) Regular Classes: You will need a computer (PC not Mac) with Internet access, and a microphone system to facilitate Voice-over-Internet
 - Don't have a microphone system? Our technical support team can help make recommendations
- 2.) Distance Education and ITV Classes: We have thousands of hours of experience captioning live distance ed classes. We will customize our captioning setup to match the technology and delivery method used at your college or university.
- 3.) Technical Support and Demos: Our 24/7 Technical Support Team will work with you on setup, provide demos, and schedule testing for connectivity prior to the onset of captioning. We have developed a simple log-on procedure for your students.

A NOTE ABOUT QUALITY

The quality of captioning is greatly enhanced when the captioner has good preparation tools. To that end, for each class please provide the syllabus, a copy of the textbook glossary, class handouts, links to class information posted online, PowerPoints, etc. Failure to provide this information may compromise the quality of captioning. Email to realtime@peoplesupport.com

OTHER LIVE EVENTS

Ask for rates to caption other events; meetings, seminars, teleconferences, broadcasts, webinars, graduations, sporting events, etc.



CLASSROOM CAPTIONING REQUEST

DATE:

PRIMARY CONTACT INFORMATION:

College:

Name:

Phone:

Fax:

E-mail:

Address:

TECHNICAL CONTACT:

Name:

Phone:

Email:

What kind of microphone system are you using? _____

INVOICE WILL BE EMAILED TO:

College:

Billing Contact:

Phone:

Address:

Purchase Order#:

Email (Required):

Fax:

City/State/Zip

Payments preferred by Credit card. (See page 4)

CANCELLATION POLICY:

Any no-shows, holidays or classes cancelled or rescheduled with less than 24-hours (business days) notice of the scheduled start-time will be billed at full price.

TERM: Spring 2012 **CAPTIONING MODE:** WebEx Elluminate Other

APPLI-026-7041	1/21/12-5/25/12	Monday	11:00-11:50am	LCC3-505	1
	1/21/12-5/25/12	Tuesday	11:00-11:50am	LCC3-505	1
	1/21/12-5/25/12	Wednesday	11:00-11:50am	LCC3-505	1
	1/21/12-5/25/12	Thursday	11:00-11:50am	LCC3-505	1
	1/21/12-5/25/12	Friday	11:00-11:50am	LCC3-505	1

HOLIDAYS (Please list all known holidays, Midterms & finals):

Other Special Requests or Instructions:



Your Aegis Rapidtext Contacts

By selecting Aegis RapidText as your captioning service, you have access to an entire team of dedicated professionals.

Aegis RapidText – Main Address and Phone numbers:

Mailing Address: 111 North First Street, Suite 201, Burbank, CA 91502
Phone and Fax: 1-800-234-0304 Fax: 818-556-4150

Realtime Captioning Department:

Our Realtime Department schedules your captioners and sets up your classes in WebEx. They are your best contact for testing, schedule changes and any concerns about your service. Please send all email correspondence to realtime@peoplesupport.com. These are your primary contacts:

Lynda Parets - Manager lparets@peoplesupport.com
1 800 234-0304 ext. 46895 Cell phone 323-203-7175

Technical Support Department

For Technical Support, call our Customer Care line: 1-800-234-0323

Angela McManus-Hilig (4a-12:30p) ext 46927 realtime@peoplesupport.com
Ramiro (Ray) Pena (10a-6:30p) ext 46814 realtime@peoplesupport.com
Imelda (Imee) Goyal (3p-12m) ext 11701 realtime@peoplesupport.com

In case you are unable to connect to any of the contacts above, please call
Christopher Keveny ext 46802 realtime@peoplesupport.com

Invoice or payment questions:

Denise Brackeen: 972-868-0238 denise.brackeen@aegisglobal.com
Remit-to Address: 8201 Ridgepoint Drive, Irving, TX 75063

Your Account Executive for contract:

Kathy Furlan ext 47124 Kathy.Furlan@aegisglobal.com

Thank you again for choosing Aegis RapidText. It is our mission to provide you and your students with the highest quality service.

Sincerely,

Kathy Furlan

Aegis RapidText, Inc.

PeopleSupport Rapidtext, Inc., an Aegis company



Customer Credit Card Information

Personal and Confidential

For your security, do not email this page.

Please FAX this form to Christina Aboyte: 818-556-4150

Filled Out By:	Date:
Customer Name:	
Authorized Person:	
Phone:	Fax:
Email:	
Name as Appears on Card:	
Credit Card Billing Address:	
Credit Card Number:	
<input type="checkbox"/> Visa <input type="checkbox"/> Master Card <input type="checkbox"/> Amex <input type="checkbox"/> Discover	Expiration Date:
Special Instructions:	
* To Be Completed by Accounting/ Finance	
Customer Code:	Received by: