

TERMS OF BUSINESS

TERMINOLOGY

When referred to **Aus@** will mean Anglo-American Court Reporters Ltd. When referred to **Ayou@**, **Ayour@** or **Arequesting party/firm@** will mean the contracting client or his/her representative.

QUOTATIONS AND ACCEPTANCE

We will accept a contract once we have had notice from you regarding the service you require, and we have provided an emailed or faxed quotation. You will be known as the requesting party or attorney.

A contract is in place when we receive an email, fax or a phone call from you accepting our quotation, and asking us to fulfil the requested assignment(s), **AND a fax of this document signed by you**, agreeing to these terms of business.

We will then either email, fax or phone you to confirm our agreement to satisfy the contract according to our quote to you. Our quote to you will be the defining document that will be the reference when billing your company upon completion of the assignment(s).

STANDARD OF SERVICE

The service we provide will be according to your request when agreeing to contract us to provide court reporting and/or videography services. The only change will be where a lawyer at the location of the assignment requests a different or additional service (from that originally requested) to satisfy an assignment. (This is typically the provision of overnight disks, rough drafts, expedited transcript(s) or compressed versions of transcripts with word indexes). Our reporters and videographers will be aware of the requirements that are requested in your firm's original request to us. We will only provide qualified reporters and fully experienced videographers who will adhere to our high standards of service.

Video productions will be mastered on high quality DV tapes in the PAL format and will at the conclusion of the assignment be up/down loaded on to the requested media and format, which will be individually identifiable by labels or printing. Printed transcripts will be produced on US three-hole-punched letter-size paper with our corporate logo or embossing, and provided in a binder/folder with paper retaining clips. If transcripts are not to be printed and only emailed to you, we will provide these without any corporate logos excepting the identification of our reporter and her business association and address. Other documents, such as exhibits will be reproduced as requested at our normal copy rates for exhibits. These will be charged at the same rate to all parties requesting copies and delivered with the transcripts. All materials will be manufactured within the time scale relevant to the service requested in the quotation.

ADDITIONAL COPIES REQUESTED BY OPPOSING COUNSEL

Should opposing counsel(s) at the assignment location order copies of the materials produced by us, we will charge these to their company/firm at: for transcript copies, approximately half the price of the original transcript ordered by the requesting party or firm; for other materials (video disks, data disks or compressed transcripts with word indexes) we will charge the opposing counsel (or his/her representative) at the same rate as quoted on our proposal to the requesting party or firm. We will request confirmation of order by fax or email if there is any doubt about a production request.

BILLING AND SHIPPING

Billing: We will bill all parties (including those parties requesting copies) upon completion of the production runs (manufacture) of the materials. Unless by prior agreement, we will retain the materials and only ship them upon receipt of payment in full. We will demand that our invoices are strictly settled within 30 days of the date on the invoice and will attract a 2% (two percent) interest charge (compounded) for every thirty-day delay of the invoiced amount.

Shipping: Unless by prior agreement, shipping of any materials will be at your expense. It is usual to provide us with a courier (FedEx/UPS or similar) account number to which we will charge the shipment. We will not ship any materials on the provided account number that are not your materials. Your account number will be kept confidential. Where there is a requirement to provide extra services for transcript shipping (Read and Sign delivery) we will, except by prior agreement, charge for delivery/shipping costs.

PAYMENT AND COMPLETION OF THE CONTRACT

The contract is complete when we have received your payment in full, and the materials have been shipped and received by the paying party (or his/her representative). To make a payment to Anglo-American Court Reporters Ltd, you can either send us your firm's check or preferably transfer funds directly into our business bank account using the invoice number as the reference. Our bank details are: HSBC Bank. Sort code (bank's code): 40-20-09. Account name and number: Anglo-American Court Reporters Ltd. 71425994. IBAN number GB42 MIDL 402009 71425994.

I agree to the above terms of business.

Signed :.....

Print your name.....

Date:.....

Firm.....