

Appendix B

Definitions of Primary Industry Unit of Measures

65-Character Line

The 65-character line characters include all letters, numbers, symbols, and/or formatting codes to maintain and reproduce a document, counting characters such as the space bar, shift key, bold, underscore, and all characters in the header and footer. A 65-character line is typically calculated by counting all defined characters and keystrokes and simply dividing the total number of characters by 65 to arrive at the number of defined lines.

65-Character ASCII Line with Headers and Footers

ASCII characters 0–255 within the formatted document, including Microsoft® Word-defined headers and footers, which are areas in the top and bottom margins of each page in a document, divided by 65. No more than two consecutive spaces or tabs are counted.

65-Character ASCII Line without Headers and Footers

ASCII characters 0–255 within the formatted document, excluding Microsoft Word-defined headers and footers, which are areas in the top and bottom margins of each page in a document, divided by 65. No more than two consecutive spaces or tabs are counted.

ASCII

ASCII characters are those printed and visible as part of the completed transcription document and include, without limitation, the space bar, all header and footer information necessary to derive the final appearance, content of the document, and format of the electronic data process. Formatting such as bolding, underlining, text boxes, printer configurations, and spell checking are not included as additional billable characters in the final character count. An ASCII line is typically calculated by counting all ASCII characters and simply dividing the total number of characters by 65 to arrive at the number of defined lines.

ASCII Characters with Headers and Footers

ASCII characters 0–255 within the formatted document, including Microsoft Word-defined headers and footers, which are areas in the top and bottom margins of each page in a document. No more than two consecutive spaces or tabs are counted.

ASCII Characters without Headers and Footers

ASCII characters 0–255 within the formatted document, excluding Microsoft Word-defined headers and footers, which are areas in the top and bottom margins of each page in a document. No more than two consecutive spaces or tabs are counted.

Black Characters with Headers and Footers

Visible ASCII characters 33–255 (excluding characters 127 and 255), within the formatted document including Microsoft Word-defined headers and footers, which are areas in the top and bottom margins of each page in a document.

Black Characters without Headers and Footers

Visible ASCII characters 33–255 (excluding characters 127 and 255) within the formatted document, excluding Microsoft Word-defined headers and footers, which are areas in the top and bottom margins of each page in a document.

Gross Line—No Blank Lines

A gross line is defined as any line containing one or more characters and includes, without limitation, all header and footer information necessary to derive the final appearance and content of the document. A character is defined as any letter, number, symbol and space. A blank line with no visible characters is not counted as a gross line.

Report

A fully transcribed document formatted to client specifications.

Seconds of Dictation

One second of recorded dictation as measured by the dictation capture system, including silence. It does not measure connection time or use of the pause button.

Visible Black Character or ASCII No Spaces

A visible black character (VBC) is defined as the total number of characters you can see with the naked eye. It includes any character contained within a header or footer. Spaces, carriage returns, and hidden formatting instructions such as bolding, underlining, text boxes, printer configurations, or spell checking are not counted in the total character count. A VBC line is typically calculated by counting all visual characters and simply dividing the total number of characters by 65 to arrive at the number of defined lines.*

Billing Method Principles

| Unit of Measure | Verifiability | Definability | Measurability | Consistency | Integrity | Reconciliation |
|------------------------|----------------------|---------------------|----------------------|--------------------|------------------|-----------------------|
| ASCII Line | X | X | X | X | X | |
| VBC Line | X | X | X | X | X | X |
| 65-Character Line | | X | | | | |
| Gross Line | | X | | | | |

* Note the difference between an ASCII line and VBC line is the specific limitation of spaces.