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**Exhibit 1
to the TTE Services Agreement**

Rate Sheet for Transcription and Captioning Services¹

Version/Date: _____

Transcription Services:

Pricing is by audio minute, based on turnaround time and target quality level.

Multi-Proofed Document (Target Minimum Accuracy 99.5%)

<u>Turnaround Time</u>	<u>Pricing</u>
72 hours	\$2.45 per audio minute
48 hours	\$2.70 per audio minute
24 hours	\$2.95 per audio minute
12 hours or less	\$3.35 per audio minute
6-8 hours	\$3.70 per audio minute
3-4 hours	\$4.45 per audio minute

Our Minimum Percentage Accuracy is 99.5%, which means less than 5 errors per 1,000 words typed. All transcripts are proofread twice for accuracy prior to delivery. For ASAP requests (less than 24-hour turnaround time), this Minimum Percentage Accuracy is only guaranteed for jobs 60 minutes or under.

Draft Document (Target Minimum Accuracy 99%)

<u>Turnaround Time</u>	<u>Pricing</u>
3-5 business days	\$2.20 per audio minute
48 hours	\$2.55 per audio minute
24 hours	\$2.70 per audio minute
12 hours or less	\$2.85 per audio minute
6-8 hours	\$3.20 per audio minute
3-4 hours	\$4.20 per audio minute

Our draft service targets a Minimum Percentage Accuracy of 99%, which means less than 10 errors per 1,000 words typed. All transcripts are proofed by the typist before delivery. For ASAP requests (less than 24-hour turnaround time), this Minimum Percentage Accuracy is only guaranteed for jobs 60 minutes or under.

Timestamping per paragraph/new speaker	\$0.25 per audio minute additional
Poor audio quality or heavily accented speakers	\$0.50 per audio minute additional

Client's sole remedy for TTE's failure to meet the applicable Minimum Percentage Accuracy (also referred to in the T&C as quality standards) shall be to notify TTE within 7 days of receiving the transcript, in which case TTE shall prepare a revised transcript which meets the applicable Minimum Percentage Accuracy requirement or, at its election, issue a refund for the applicable Service. If Client does not notify TTE within this 7-day period, TTE shall have no obligation to revise the transcript or issue a refund.

Audio and video uploaded after 5:00 p.m. CST is considered next day's work.

¹. Subject to change upon notice to Client.

Pricing for translation, interpreting, and other captioning Services not listed above: available upon request, is given on a per-job basis, and varies depending on translated language.

Use of TTE's recording service at no charge:

Only available for Clients and their customers who dial into a live conference call from within the United States.

This service is not available for customers outside of the United States.

GDPR compliance:

If the Data Protection Addendum is a part of the Services Agreement (as indicated on the Services Agreement), then (1) the Data Protection Addendum governs any Services which are subject to the EU General Data Protection Regulation 2016/679, and (2) due to the increased costs of maintaining the technical systems and processes required to meet GDPR requirements, Client shall pay a surcharge of 10% on each invoice.