

1 1 Q. Good morning. Could you please state your name  
2 for the record.

3 A. My full legal name is Robert McRobertson, but  
4 you can call me Bob.

5 2 Q. Bob, are you here today as a representative of  
6 22Keys?

7 A. Indeed I am.

8 3 Q. Please provide a brief description of your role  
9 within the company.

10 A. I'm a fictional person who answers questions in  
11 a sample transcript.

12 4 Q. Oh, goodness. Does that mean that I'm --

13 A. Yes.

14 5 Q. -- a fictional character --

15 A. Yeah.

16 6 Q. -- too?

17 A. It sure does.

18 7 Q. Remind me to have an existential crisis on the  
19 break.

20 A. I can do that.

21 8 Q. Moving on. The transcripts from 22Keys look  
22 like they're formatted differently.

23 A. Yes. They have smaller margins, and they are  
24 40 lines per page instead of 25 lines per page.

25 9 Q. And the transcripts appear to have less white

1 space overall.

2 A. Yes. That was the goal.

3 10 Q. What's the reasoning behind that?

4 A. We wanted to reduce our carbon footprint in a  
5 paper-heavy industry. And esthetics is another  
6 reason, I suppose.

7 11 Q. All right. Well, regarding billing practices,  
8 I've heard 22Keys charges per character instead  
9 of per page. Is that the case?

10 A. Yes, that's the case: 22Keys bills per  
11 character as opposed to per page.

12 12 Q. That strikes me as unusual for a court reporting  
13 firm. What would be the reasoning behind that?

14 A. Are you asking for the reasoning behind it  
15 striking you as unusual or the reasoning behind  
16 billing per character instead of per page?

17 13 Q. Please tell me why 22Keys bills a transcript by  
18 character count and not by the transcript's  
19 number of pages.

20 A. Well, I suppose there are three main reasons  
21 that I can think of right off the top of my  
22 head.

23 I've already mentioned this one: By billing  
24 per character, we can revise the format of the  
25 transcript in a more eco-friendly manner. Our

1 narrow margins and increased lines per page  
2 allow us to fit more in a page with less white  
3 space -- while retaining readability, of course.  
4 Less white space results in less pages which  
5 then results in less trees used for a printed  
6 transcript.

7 Another reason is that billing per character  
8 as opposed to per page more accurately  
9 represents the work a reporter is doing. A  
10 30-page transcript of simple yes-no questions  
11 and answers is more straightforward than  
12 30 pages of expert witness testimony in a  
13 specialized field that results in a painstaking  
14 amount of time in research of the field and  
15 relevant terms to ensure accuracy, in addition  
16 to a transcript's regular production of scoping  
17 and proofing. With long, convoluted questions  
18 and answers, text-fuelled transcripts are  
19 considerably more work. By charging per  
20 character, we're distinguishing our work by word  
21 density as opposed to transcript length.

22 The third reason is that reporters often  
23 noticed lawyers bringing in the condensed  
24 version of a transcript to a discovery, the  
25 condensed version being four transcript pages

1 per printed page. We understand this is because  
2 lawyers want to reduce the amount of paperwork  
3 carried to and fro. By billing per character,  
4 we could condense the transcript overall and  
5 reduce the amount of pages printed so that  
6 lawyers can worry less of what they can fit in  
7 their briefcase.

8 14 Q. Interesting. But what's the overall price  
9 difference? Would an individual pay more or  
10 less for a transcript if you're billing per  
11 character instead of per page?

12 A. That fully depends on the transcript density,  
13 and I will happily provide sample transcripts  
14 for your reference.

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