

- 1 1 Q Good morning. Could you please state your name for the record.
2 A My full legal name is Robert McRobertson, but you can call me Bob.
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- 4 2 Q Bob, are you here today as a representative of 22Keys?
5 A Indeed I am.
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- 7 3 Q Please provide a brief description of your role within the company.
8 A I'm a fictional person who answers questions in a sample transcript.
9
- 10 4 Q Oh, goodness. Does that mean that I'm --
11 A Yes.
12
- 13 5 Q -- a fictional character --
14 A Yeah.
15
- 16 6 Q -- too?
17 A It sure does.
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- 19 7 Q Remind me to have an existential crisis on the break.
20 A I can do that.
21
- 22 8 Q Moving on. The transcripts from 22Keys look like they're formatted differently.
23 A Yes. They have smaller margins, and they are 40 lines per page instead of
24 25 lines per page.
25
- 26 9 Q And the transcripts appear to have less white space overall.
27 A Yes. That was the goal.
28
- 29 10 Q What's the reasoning behind that?
30 A We wanted to reduce our carbon footprint in a paper-heavy industry. And
31 esthetics is another reason, I suppose.
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- 33 11 Q All right. Well, regarding billing practices, I've heard 22Keys charges per
34 character instead of per page. Is that the case?
35 A Yes, that's the case: 22Keys bills per character as opposed to per page.
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- 37 12 Q That strikes me as unusual for a court reporting firm. What would be the
38 reasoning behind that?
39 A Are you asking for the reasoning behind it striking you as unusual or the
40 reasoning behind billing per character instead of per page?

1 13 Q Please tell me why 22Keys bills a transcript by character count and not by the
2 transcript's number of pages.

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

5
6 I've already mentioned this one: By billing per character, we can revise the
7 format of the transcript in a more eco-friendly manner. Our narrow margins and
8 increased lines per page allow us to fit more in a page with less white space --
9 while retaining readability, of course. Less white space results in less pages
10 which then results in less trees used for a printed transcript.

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

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22 The third reason is that reporters often noticed lawyers bringing in the condensed
23 version of a transcript to a discovery, the condensed version being four transcript
24 pages per printed page. We understand this is because lawyers want to reduce the
25 amount of paperwork carried to and fro. By billing per character, we could
26 condense the transcript overall and reduce the amount of pages printed so that
27 lawyers can worry less of what they can fit in their briefcase.

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29 14 Q Interesting. But what's the overall price difference? Would an individual pay
30 more or less for a transcript if you're billing per character instead of per page?

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

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