



# WebEx Session Captioning

## Overview

During a WebEx online session, participants can view a live, streaming text record of all spoken dialog in a separate viewer window or within the WebEx service (depending on which WebEx service you use). Whether you use WebEx's integrated audio or another service to provide voice conferencing, a captioner can provide realtime, high-quality captioning of spoken dialogue for your session.

## Highlights

- Realtime, online captioned text of the dialogue in your live WebEx session.
- On-demand, short notice service. Use it when you need it.
- Excellent record keeping. Each speaker is identified, if requested.
- Archived records. Up-to-the-minute transcript available during the live session, and a complete transcript available immediately after the session.
- Ideal for supporting the deaf or hard-of-hearing, ADA and Section 508 compliance, English as a second language, or any time that you need immediate access to a transcript of a session.
- Get the most out of your WebEx session. University studies prove that reading text along with hearing the spoken word improves information retention dramatically.
- For Federal Government clients, captioning for conference calls and online meetings can be performed at no charge. Contact Caption Colorado for more details.

## Quality Standards

WebEx's realtime captioning partners use stenocaptioning equipment to keystroke words as they are spoken. This method of stenocaptioning, similar to court reporting, allows a top realtime captioner to caption up to 250 words per minute.

## Confidentiality of Your Information

To ensure the privacy and confidentiality of your information, every realtime captioner has signed a confidentiality agreement and a code of ethics agreement.

## Requirements

Your assigned captioner needs access information for your event's voice conference, whether you use WebEx's integrated audio, or another service to provide voice conferencing. There are no other special requirements.

## About Our Captioning Partners

Rapidtext, Inc.	Caption Colorado
<p>Rapidtext is one of the world's largest captioning and transcription companies, specializing in remote realtime captioning for the television, Internet and education markets. Rapidtext also delivers over 100 million lines of transcription annually to corporate, insurance, law enforcement, medical, educational and entertainment clients. For more information, please visit <a href="http://www.rapidtext.com">www.rapidtext.com</a> and its subsidiary <a href="http://www.transcripts.net">www.transcripts.net</a></p> <p><b>Contact and Scheduling Information</b> Please call Rapidtext at 949 399-9200 for all your captioning or transcription needs.</p> <p>Rapidtext provides realtime captioning and transcription services 24/7, 365 days per year with a team of over 450 captioning and transcription specialists located all over the country.</p> <p>We have specialists to handle your scheduling needs for any type of captioning. We can set up a captionist for a one-time event or on-going services. With our large team available, we have flexibility to meet your goals, including last minute requests.</p> <p>We have a full IT department ready to service your technical requirements. This is the same department that actually develops and supports our captioning software, used by Rapidtext and other captioning companies.</p> <p>Our sales staff will be able to give you additional competitive pricing information that you may need.</p> <p>Our transcription departments cover all types of specialty requirements and customized time coding of transcripts is also available.</p> <p><b>Copy of the Transcript</b></p> <p>Each event includes a transcript created from the realtime captions of the session. At no additional charge, event participants can save a copy of the transcript and the end of the session. This transcript may include some minor errors, a result of the process of realtime captioning at over 200 words per minute. For an additional reasonable fee, a verbatim transcript can be delivered after the conclusion of the session.</p>	<p>Caption Colorado is the nation's leading provider of remote real-time captioning for the television and Internet industries. In addition to a partnership with WebEx, clients include media giants Starz-Encore, National Geographic, Animal Planet, ABC, CBS, NBC, BET, Cox, Belo, Gannett, Tribune, and more. For more information, please visit <a href="http://www.captioncolorado.com">www.captioncolorado.com</a></p> <p><b>Contact and Scheduling Information</b> For an example of streaming text or more program information, please visit <a href="http://www.captionedtext.com">www.captionedtext.com</a>.</p> <p>For preferred WebEx pricing, please identify yourself as a WebEx user.</p> <p>For scheduling real-time captioning for your WebEx session, technical support, and pricing information, please contact Caption Colorado directly at 800-775-7838.</p> <p><b>On-Demand Service</b> Because WebEx session captioning is an on-demand service, you can request captioning for 1 or 100 events. As a WebEx user, you can schedule a single event or arrange for regularly occurring captioned events by calling the captioning scheduling desk at 800-775-7838. Prices are subject to a minimum 30-minute billing.</p> <p><b>Advance Notice</b> With a team of nearly 100 real-time captioners in all U.S. time zones, Caption Colorado can provide real-time captioning services around-the-clock, 7 days a week, 365 days a year, if provided adequate notice. Caption Colorado guarantees coverage for all regularly occurring events that you schedule monthly or single events for which you provide 48 hours notice. For events for which you provide shorter notice, Caption Colorado attempts to cover them using best efforts.</p> <p><b>Receiving a Copy of the Transcript</b> Each event includes a Built-on-the-Fly Transcript that participants can access throughout the real-time captioning session. At no additional charge, participants can save a copy of the entire transcript at the event's conclusion. The saved transcript may include occasional keying and spelling errors as they occurred during the live event. For an additional fee, caption editors can correct the transcript.</p>