

Customer Care Questionnaire

Questions? Oasis Clients Call (888)296-2747



Frankford Wayne
mastering labs

NAME:

QUOTE OR CUSTOMER NUMBER

PROJECT TITLE:

ARTIST/BAND/COMPANY NAME:

TYPE OF MASTER YOU ARE PROVIDING:

☐ CD Audio ☐ Data Disc (CD or DVD) ☐ DAT ☐ Analog ☐ Other _____

IS YOUR MASTER CORRECTLY SEQUENCED (IN ORDER) ALREADY OR
SHOULD WE CHANGE THE SONG ORDER FOR YOU?

☐ Already in order. ☐ Please put in correct order (*List correct order on p.2 "Anything else we should know?"*)

BETWEEN EACH TRACK: WHAT SPACING WOULD YOU LIKE ON YOUR PROJECT?

- ☐ As provided on master.
☐ As mastering engineer sees fit.
☐ See my instructions on log sheet.
☐ Put a consistent _____ seconds between every track.
☐ Keep tracks "continuous" (no space between tracks)

ARE REQUIRED FADES (IF ANY) ALREADY COMPLETED ON YOUR SONGS?

- ☐ I've taken care of the fades, or I don't need any fades.
☐ I need you to do some fading for me.

If you answered "I need you to do fading," please let us know which song(s) need to be faded,
and give us any input you have on where/how they should be faded.

HOW HAPPY ARE YOU WITH THE EQ (TONE/TONAL BALANCE) OF YOUR MIX?

- ☐ Mostly ☐ Not so much

Please explain your answer below:

ANY POPS, CLICKS, HISS, OR OTHER NOISES THAT YOU WANT US TO ATTEMPT TO REMOVE?

If so, please note where they occur. Conversely, if there are sound you want us to keep that you think we might be tempted to delete (countoffs, for example), let us know that. (Extensive noise removal may incur additional charges; we'll let you know first if it is coming to that.)

HOW IMPORTANT IS “CRANKING THE LEVEL” TO YOU?

___ I want it to be really loud, even if it means a limited dynamic range

___ Please give preference to a broader dynamic range over extreme perceived loudness

Comments:

ANY RECORDINGS OR TYPES OF RECORDINGS YOU WOULD LIKE YOUR PROJECT TO BE COMPETITIVE WITH/COMPARED TO?

WHAT’S WORRYING YOU MOST ABOUT THE MIXES YOU PROVIDED?

Remember: We can’t access individual tracks. We can, however, sometimes bring a new emphasis within what you have provided, using the mastering tools in our setup.

ANYTHING ELSE WE SHOULD KNOW?

GENERAL SUGGESTIONS TO AVOID LAST-MINUTE MISTAKES:

Avoid damaging the quality of your recording through:

- Normalization
- Sample rate conversions and codec conversions (mp3, WMA, etc.)

Keep a verified (listened to) backup of your master.

Send your completed form to us via mail, email, or fax when you submit your master.

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Our phone: (888)296-2747

Our fax: (866)229-1465

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