

Transcript created by DTI

Event: [PI D2 GTIRT17-00680 SECTION 3 999 T FSG 76242 025559 \[REDACTED\] OP](#)

Date:

Interviewer:

Interviewee:

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OPERATOR: Fire Brigade. Hello?

CALLER: Hello. There's a fire (inaudible) Help. (inaudible) (crying)

OPERATOR: Hello?

CALLER: It's on fire. (screaming)

CALLER 2: 22nd floor, please. Can you send (inaudible) helicopter (inaudible) helicopter to 22nd floor. (inaudible) the light is on, our light is on. Please send it because the fire is everywhere.

CALLER: (inaudible)

OPERATOR: (overspeaking) for a second here, okay?

CALLER 2: Please.

OPERATOR: You need to cover everybody's faces with wet towels, wet tea - table cloths (overspeaking)

CALLER 2: We have, already have it, we have it, but now we can't even see each other because the smoke is too heavy. Please send us a helicopter.

OPERATOR: Right (overspeaking) okay? You need to (overspeaking)

CALLER: We have the wet towel.

OPERATOR: - faces with wet towels, wet cloths, anything you can find, and get -

CALLER 2: Yes, we have wet towels, yes.

OPERATOR: - to the stairwell.

CALLER 2: Yes, yes, we all have it, yes, we all have it, but now the fire is just next to us, the fire is, the fire is just next to us, the room next to us.

OPERATOR: Right. Are you on the stairwell?

CALLER 2: Oh, shit. The fire is now -

OPERATOR: (overspeaking) everybody's face, get to the stairwell, that is your only (inaudible)

CALLER 2: We have already had that but now the fire (inaudible) begging you, or we'll, or we'll die here. Please.

OPERATOR: Where exactly are you?

CALLER 2: The fire is everywhere.

OPERATOR: Yeah, I know the fire is everywhere (inaudible) to the stairwell and make your way downstairs as quick as you can.

CALLER 2: Are you sure? We are on 22nd floor, we are going downstairs?

OPERATOR: Yeah, that is what (inaudible)

CALLER 2: (inaudible)

OPERATOR: (overspeaking) for a second here, okay? It's a very bad fire, okay, your only chance of surviving that fire is to get to the stairwell, okay, you need to put wet cloths around your face and get to the stairwell.

CALLER 2: Okay, okay, okay. (inaudible) Bye.

OPERATOR: Do that now.