

Transcript created by DTI

Event: [PI D2 GTIRT17-00558 SECTION 3 999 T FSG 76637 014800 ESSEX](#)

Date:

Interviewer:

Interviewee:

OPERATOR: Hello, fire rescue service?

CALLER: Please help us, we're in 193 Grenfell Tower.

OPERATOR: Lovely, thank you.

OPERATOR 2: (inaudible) mobile 078 [REDACTED] 93, the call's originally for London Fire but all their lines are busy.

OPERATOR: Yeah, not a problem, thank you. Hello caller.

CALLER: Yeah, hello. We live on the 22nd floor.

OPERATOR: Right, okay.

CALLER: And it's getting very smoky inside the house.

OPERATOR: Okay, bear with me just a moment. The fire service, they are in attendance there.

CALLER: Yeah, but it's getting a lot on the 22nd floor.

OPERATOR: You're on the 22nd floor, okay. Not a problem. We'll go back through to London for you, okay?

CALLER: Okay.

OPERATOR: All right?

CALLER: Yes.

OPERATOR: Okay, thank you caller. What's – oh, can you just confirm the actual address of the block of flats?

CALLER: 193 Grenfell Tower.

OPERATOR: 193?

CALLER: Grenfell Tower.

OPERATOR: Dansell?

CALLER: Grenfell Tower.

OPERATOR: Oh, B-R?

CALLER: G-R-E-N-F-E-L-L.

OPERATOR: Oh, Grenfell Tower, okay. No problem, all right?

CALLER: Okay.

OPERATOR: Okay, thank you, bye.