

# Transcript created by DTI

Event: [PI D2 GTIRT17-00609 SECTION 3 999 T FSG 76167 021507 34059R](#)

Date:

Interviewer:

Interviewee:



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OPERATOR: Hello, fire brigade.

CALLER: Hello. Sorry I kept calling you, but we're really scared, and we don't know what to do.

OPERATOR: What floor are you on?

CALLER: (Several inaudible words) the 12<sup>th</sup> floor.

OPERATOR: The 12<sup>th</sup> floor?

CALLER: yeah.

OPERATOR: Okay. I mean, is it that there's a lot of smoke outside your place as well?

CALLER: (Several inaudible words) when you go outside the door, you can see just smoke (Inaudible) and outside (Several inaudible words).

OPERATOR: I mean, is it -- I can't advise you -- if you think it's safe to try and leave, it's up to you, but I would --

CALLER: (Overspeaking)

OPERATOR: Normally we say block up the -- where the smoke's coming in.

CALLER: Yeah, but are the firemen going to come?

OPERATOR: Yes, they -- the firemen are there. They know you're there. They're going to come and find you, okay? There's just lots of floors, isn't there. That's the trouble.

CALLER: Is it all all right?

OPERATOR: Pardon?

CALLER: Is it all going well?

OPERATOR: I can't hear what you're saying.

CALLER: Is the fire being (Overspeaking)

OPERATOR: Yeah, they're putting the fire out. They're trying to put the fire out, okay?

CALLER: Okay.

OPERATOR: I mean, you say you can't get out?

CALLER: Yeah.

OPERATOR: Hello?

CALLER: Hello, I'm still here.

OPERATOR: Hello. Is it too many -- too much smoke for you to get out? I mean, if you're on the 12<sup>th</sup> floor I don't think --

CALLER: Yeah, there is too much smoke. We're -- it's (Inaudible) our lungs. We can't breathe.

OPERATOR: It's what, sorry?

CALLER: We couldn't breathe.

OPERATOR: Yeah, can you block up the smoke coming in a bit more?

CALLER: Yeah, we have.

OPERATOR: Yeah? Can you -- is there any window you've got that would open onto fresh air?

CALLER: (Several inaudible words) smoke.

OPERATOR: What, every window you open is giving (Overspeaking)

CALLER: Yeah, not (Inaudible) I have one in my room which let us fresh air, but I'm just too scared --

OPERATOR: What --

CALLER: -- to (Inaudible) (Overspeaking)

OPERATOR: Well, if you can get near a window with fresh air, then that'd be better, okay?

CALLER: (Several inaudible words)

OPERATOR: Sorry, you'll have to say that again. There's a lot of noise in here.

CALLER: (Overspeaking) fireballs falling (Inaudible).

OPERATOR: Sorry?

CALLER: Fireballs, fireballs. There's fireballs (Several inaudible words) they're falling down on us.

OPERATOR: What's falling down?

CALLER: Fireballs.

OPERATOR: Fireballs are falling down, what, past your window?

CALLER: Yeah.

OPERATOR: Oh, you'll have to keep away from that. You did say that you had a window that did open onto fresh air, didn't you?

CALLER: Yeah. Yeah.

OPERATOR: Yeah? So, how many of you in there?

CALLER: Three.

OPERATOR: Three? Are you all able to get near that window with the fresh air?

CALLER: Yes.

OPERATOR: Yes? Okay. That's the best thing --

CALLER: Yeah.

OPERATOR: Are you -- can you block it up any more?

CALLER: (Inaudible) we'll try, but ...

OPERATOR: You don't what?

CALLER: We'll try to, but I don't know ...

OPERATOR: Yeah, I think that's the best thing. Block it up a bit more. All keep near that window with the fresh air.

CALLER: Yeah. Yeah.

OPERATOR: That is the really best thing you -- if you can't get out, you know, if it's too smoky outside, then that is the best thing to do. Block it all up, and it --

CALLER: And then the firemen will come?

OPERATOR: Yes, the firemen will come, okay? And they're on the 12<sup>th</sup> -- they're -- they know you're on the 12<sup>th</sup> floor.

CALLER: Okay. Thank you.

OPERATOR: Okay? You take care, all right?

CALLER: Thank you.

OPERATOR: Thank you.

CALLER: Bye.

OPERATOR: Bye.