

C-4D

S: hello |syn| this is southwestern bell's phone service |syn| can I help you |syn| |ques|  
 {short}

U: hhh yes |syn| operator |syn| I'd like to set up my call forwarding schedule |syn| for  
 the {short} >um {short} coming w::eek |syn|

S: o::k |syn| |grn| {short}

U: hhh um {long} I would like my calls forwarded |syn| hhh from my home number  
 |syn| to my office number |syn| monday through friday |syn| from 7 30 am |syn| to  
 6 p::m |syn| {short}

S: o::k |syn| |grn|

U: hhh um {long} my home number is 2 2 2 2 4:: {short} 0 0 >9 >9 |syn| {short}

S: 2 2 4 {short} 0 0 >9 >9 |syn| |grn|

U: right= |syn| |grn| =now however on m::onday hhh I have a meeting |syn| from 2  
 pm |syn| to 4 pm |syn| {short}

S: hhh ok |syn| |grn| {short}

U: hhh and I would like my calls to reach me |syn| at 7 7 6:: {short} 1 2 3 4:: |syn|  
 {short}

S: 7 7 6 {short} 1 2 3 4 |syn| |grn|

U: right= |syn| |grn| =and that's from 2 pm |syn| to 4 >pm |syn| {short}

S: o::k |syn| |grn| {short}

U: hhh um on a monday {short} um on f::riday hhh um {short} I would like my calls to  
 reach me |syn| at the sheraton h::otel |syn| hhh at 3 5 6 {short} 4 9 3 0 |syn|  
 {short}

S: 3 5 6 {short} 4 9 3 >0 |syn| |grn|

U: right= |syn| |grn| =and that will b::e {short} I would like my calls to reach me |syn|  
 there from 7 30 >am= |syn| =hhh to 12 >noon |syn| {short}

S: o::k |syn| |grn| {short}

U: and that is on friday |syn| {short}

S: o::k |syn| |grn| {short}

U: hhh um after I leave the sheraton on that friday um I would like my calls to reach  
 me |syn| at hhh 3 3 9 {short} 2 3 2 3 |syn| till 8 pm |syn| >and that's on friday |syn|  
 {short}

S: o::k= |syn| |grn| =that's 3 3 9 {short} 2 3 2 3 |syn| |grn|

U: right |syn| |grn| {short}

S: o::k |syn| |grn| {short}

U: a::nd that is i::t |syn| {short} my schedule |syn|  
 [ ]

S: that that's fine= |syn| |grn| =well thank you=  
 |syn| |thn| =for using the service |syn| |thn| {short}

U: thank you= |syn| |thn| =ma'am |syn| |thn| {short}

S: byebye |syn| |bye| {short}

U: bye |syn| |bye|  
 {hang up}

C-5A

S: hello |syn| this is southwestern bell's phone service |syn| >can I help you |syn|  
 |ques| {short}

U: hhh yes |syn| I'm interested in adding an individual |syn| to my speed call  
 d::irectory |syn| {short}

S: hhh certainly |syn| |grn| {short} what would you like to a::dd |syn| |ques| {short}  
 U: hhh ok= |syn| |grn| =um his name is m::ike |syn| hhh and I would like to add his  
 telephone number |syn| at 7 2 7 {short} 7 5 {short} 0 >7 |syn| {short}  
 S: 7 2 7 {short} 7 5 0 >7 |syn| |grn| {short}  
 U: that's correct |syn| |grn|  
 S: o::k= |syn| |grn| =I have that |syn| |grn| {short}  
 U: ok= |syn| |grn| =thank you= |syn| |thn| =very much |syn| |thn|  
 S: thank you |syn| |thn|  
 U: byebye |syn| |bye|  
 {hang up}

C-5B

S: hello |syn| this is southwestern bell's phone service |syn| can I help you |syn| |ques|  
 {short}  
 U: hhh y::es= |syn| =I presently have call waiting |syn| on my p::hone= |syn| =and I'm  
 concerned |syn| because I'm going |syn| to be placing a long distance phone c::all=  
 |syn| =which I don't want |syn| to be i::nterrupted= |syn| =is there a way I can  
 avoid being i::nterrupted |syn| |ques|  
 S: yeah |syn| all you have to do is ask us to cancel call waiting |syn| {short}  
 whenever you want to make a call |syn| like that |syn| >and we'll do >that |syn|  
 {short}  
 U: o::k |syn| |grn| {short}  
 S: so I'll cancel call waiting |syn| for >you |syn|  
 U: hhh ok= |syn| |grn| =thank you= |syn| |thn| =very much |syn| |thn|  
 S: thank you |syn| |thn| {short}  
 U: byebye |syn| |bye|  
 {hang up}

C-5C

S: hello |syn| this is southwestern bell's phone service |syn| can I help you |syn| |ques|  
 {short}  
 U: hhh y::es= |syn| =I presently have made arrangements for my call forwarding  
 s::chedule= |syn| =but I need to make a few little um {short} added details |syn| to  
 t::hat |syn| {short}  
 S: o::k |syn| |grn| {short}  
 U: hhh um {short} presently I have it set it up |syn| so that I'll be able to get my home  
 phone calls at my work number |syn| monday through friday |syn| during my  
 working h::ours= |syn| =hhh however on monday there will be a partial time of the  
 day |syn| that I would like those calls |syn| to be at a different number |syn| is there  
 a way I can make arrangements to have that d::one |syn| |ques| {short}  
 S: certainly |syn| {short}  
 U: hhh ok= |syn| |grn| =on monday between 2 o'clock and 4 o'clock I wish to have  
 my calls forwarded |syn| to a different phone >number |syn|  
 S: o::k |syn| |grn| {short}  
 U: hhh that phone number is 7 7 6 hhh 1 2 3 4::: |syn| {short}  
 S: 7 7 6 {short} 1 2 3 4 |syn| |grn|  
 U: that's correct |syn| |grn|  
 S: ok |syn| |grn| {short}  
 U: hhh now also I have a few other little d::eviations |syn| {short}

S: um hmm |syn| |grn|  
 U: hhh on friday I also won't be at work |syn| during the hours from 7 30 till 12  
 n::oon |syn| {short}  
 S: o::k |syn| |grn| {short}  
 U: hhh and I need my calls at that point to be forwarded |syn| to a number of 3 5 6::  
 {short} 4 9 {short} 3 0 |syn| {short}  
 S: 3 5 6 {short} 4 9 {short} 3 >0 |syn| |grn| {short}  
 U: hhh and then I have one other problem |syn| hhh I will be also at a different phone  
 number |syn| until 8 o'clock |syn| on f::riday= |syn| =hhh at from n::oon =|syn|  
 =until 8 o::clock |syn|  
 S: o::k |syn| |grn|  
 U: hhh normally I have it set up that I will be forwarding the calls |syn| to my office  
 |syn| until 6 |syn| and then back at home |syn| u::ntil after >6 |syn| {short}  
 S: um hmm |syn| |grn|  
 U: hhh and instead I would like those calls to be forwarded |syn| between 12 noon  
 |syn| and 8 o'clock pm |syn| hhh at 3 3 9::: {short} 2 3 2 3 |syn| {short}  
 S: ok= |syn| |grn| =that's 3 3 9 {short} 2 3 2 3 |syn| |grn|  
 U: that's correct |syn| |grn|  
 S: o::k |syn| |grn| {short}  
 U: hhh and that's all the deviations |syn| I h::ave |syn|  
 S: ok= |syn| |grn| =I have all those changes |syn| >down |syn|  
 U: thank you= |syn| |thn| =very much |syn| |thn|  
 S: thank you |syn| |thn| {short}  
 U: byebye |syn| |bye|  
 S: byebye |syn| |bye|  
 {hang up}

C-5D

S: hello |syn| this is southwestern bell's phone service |syn| can I help you |syn| |ques|  
 {short}  
 U: hhh y::es= |syn| =I need to make some changes |syn| in my speed calling  
 d::irectory |syn| {short}  
 S: o::k |syn| |grn| {short}  
 U: hhh um the first change I need to make is I have had an entry under the name of  
 p::opplestein |syn| hhh and I would like to change that entry |syn| so that the  
 {short} individual's name is now going to be under p::oopsie |syn| {short}  
 S: o::k |syn| |grn| {short} that {short} fine= |syn| |grn| =we have that |syn| |grn|  
 {short}  
 U: hhh o::k= |syn| |grn| =hhh and then I:: also have a speed calling number |syn| in  
 there |syn| for joe's a::utobody |syn| {short}  
 S: y::es |syn| |grn| {short}  
 U: hhh and it needs to b::e changed |syn| to a different >number |syn| {short}  
 S: ok |syn| |grn| {short}  
 U: hhh 2 2 5 {short} 13 20 |syn| {short}  
 S: ok= |syn| |grn| =so that's 2 2 5 {short} 1 3 2 >0 |syn| |grn|  
 U: that's correct |syn| |grn|  
 S: o::k |syn| |grn| {short}

U: hhh and then I have an entry in there that I no longer need |syn| my neighbor has moved |syn| and I don't need her |syn| on speed calling |syn| any l::onger |syn| hhh this would be under the name of j::ane |syn| {short} and I'd just like to delete [ ]  
 S: um hmm |syn| |grn| >that |syn|  
 S: o::k= |syn| |grn| =we'll delete jane |syn| |grn| {short}  
 U: thank you= |syn| |thn| =very much |syn| |thn|  
 S: thank you |syn| |thn| {short}  
 U: byebye |syn| |bye|  
 S: bye |syn| |bye|  
 {hang up}

C-6A

S: hello |syn| this is southwestern bell's phone service |syn| can I help you |syn| |ques| {short}  
 U: yes |syn| I'd like to place a {short} a long distance call |syn| p::lease |syn| {short}  
 S: ok |syn| |grn| {short}  
 U: I don't know which would be >the {short} easiest way |syn| of reaching um {short} my p::arty |syn| {short}  
 S: hhh who is it that you want |syn| to >call |syn| |ques| {long}  
 U: {mumble} um {short} pardon/ |syn| {short}  
 S: hello/ |syn| {short}  
 U: yes |syn| hhh um {short} I want to place a long distance c::all |syn| {short}  
 S: o::k |syn| |grn| {short}  
 U: and um I'm not sure |syn| about {short} um how to place the c::all |syn| {short}  
 S: o::k= |syn| |grn| =who is it that you want |syn| to >c::all |syn| |ques|  
 U: um I want to call my m::other |syn| {short}  
 S: fine |syn| |grn| we can make that call for y::ou= |syn| =hhh um do you want t::o um {short} be interrupted |syn| at all |syn| by >other c::alls |syn| |ques| while >you [ ]  
 U: no// |syn| I do not |syn| {short}  
 S: hhh o::k= |syn| |grn| =whenever you want to do that just ask us ask us to cancel call waiting |syn| >for >you |syn| {short}  
 U: alright= |syn| |grn| =I I >would like that >cancelled |syn|  
 S: we'll do that |syn| {short} ringing now |syn| {short} {ring} {ring} ok= |syn| |grn| =you can hang up now |syn| {short} thank you |syn| |thn|  
 U: I thank you |syn| |thn|  
 {hang up}

C-6B

S: hello |syn| this is southwestern bell's phone service |syn| can I help you |syn| |ques| {short}  
 U: yes |syn| I have um call forwarding |syn| {short} and I want to change some of my schedules |syn| a::round |syn| {short}  
 S: ok= |syn| |grn| =>certainly |syn| {short}  
 U: hhh um {long} um monday through friday um {long} I will receive my calls |syn| at 2 2 4 {short} double 0 {short} double 9:: |syn| {short}

S: o::k= |syn| |grn| =2 2 4 double 0 double >9 |syn| |grn|  
 U: y::es |syn| |grn|  
 S: o::k |syn| |grn| {short}  
 U: that's from 7 30 am |syn| to 6 p::m |syn| {short}  
 S: fine |syn| |grn| {short}  
 U: hhh and um {short} on monday {short} um {short} I want my calls transferred  
     [        ]  
           S: yes |syn| |grn|  
     |syn| {short} from 2 pm |syn| to 4 pm |syn| {short}  
 S: o::k |syn| |grn|  
 U: to 7 7 6 {short} 1 2 3 4:: |syn| {short}  
 S: ok= |syn| |grn| =that's 7 7 6 {short} 1 2 3 4:: |syn| |grn|  
 U: yes= |syn| |grn| =ma'am |syn| |grn| {short}  
 S: o::k |syn| |grn| {short}  
 U: on friday hhh um {long} I will be at {short} 3 5 6:: {short} 4 9 3 0 |syn| {short}  
 S: o::k= |syn| |grn| =3 5 6 {short} 4 9 3 0 |syn| |grn|  
 U: yes= |syn| |grn| =hhh at the that's the sheraton h::otel |syn| hhh um I will be there  
     from 7 am |syn| um 7 30 am |syn| till n::oon |syn| {short}  
 S: ok= |syn| |grn| =7 30 |syn| till noon |syn| on f::riday |syn| |grn|  
 U: yes= |syn| |grn| =ma'am |syn| |grn| {short} and like I say that will be hhh probably  
     [        ]  
           S: (     )  
     a hotel operator |syn| that will answer >there |syn| {short}  
 S: ok |syn| |grn| {short}  
 U: hhh and then um {long} so 8 p::m {long} hhh um {short} on friday {short} I will  
     be able to be reached |syn| at 3 3 9 {short} 2 3 2 3 |syn| {short}  
 S: 3 3 9 {short} 2 3 2 3= |syn| |grn| =o::k |syn| |grn| {short}  
 U: yes= |syn| |grn| =ma'am |syn| |grn|  
 S: and that's um after you leave the sheraton= |syn| |grn| =until 8= |syn| |grn| =in the  
     >evening |syn| |grn|  
 U: y::es |syn| |grn| {short}  
 S: o::k |syn| |grn| {long}  
 U: and that will {short} take care >of >it |syn|  
 S: that's all the changes/ |syn|  
 U: yes |syn|  
 S: ok= |syn| |grn| =well thank you |syn| |thn| {short}  
 U: I do thank you |syn| |thn|  
 S: byebye |syn| |bye|  
     [        ]  
 U: bye= |syn| |bye| =now |syn| |bye|  
 {hang up}

C-6C

S: hello |syn| this is southwestern bell's phone service |syn| can I help you |syn| |ques|  
     {short}  
 U: well I'm gonna {short} disturb you |syn| for just a minute here |syn| I wanna  
     {short} update my um hhh speed calls {short} >directory |syn|  
 S: o::k |syn| |grn| speed call >directory= |syn| |grn| =ok= |syn| |grn| =I have that |syn|  
     |grn| {short}

U: alright= |syn| |grn| =I want to change um p::opplestein |syn| hhh to p::oopsie |syn| {short}  
 S: o::k |syn| |grn| {long} I've made that c::hange |syn| {short}  
 U: yes |syn| |grn| {long} um joe's a::utobody {long} ha {short} has c::hanged |syn| {short}  
 S: um hmm |syn| |grn|  
 U: to 2 2 5:: {short} 13 >20 |syn| {short}  
 S: 2 2 5:: {short} 1 3 2 >0 |syn| |grn|  
 U: y::es |syn| |grn| {short}  
 S: o::k= |syn| |grn| =I have that |syn| |grn| {short}  
 U: hhh and um a friend of mine {short} j::ane has moved |syn| um hhh and I want her to be um number to be removed |syn| from my speed call >directory |syn| {short}  
 S: ok |syn| |grn| we'll delete that |syn| from >your >directory |syn| {short}  
 U: and I do thank you= |syn| |thn| very much |syn| |thn|  
 S: thank you |syn| |thn| {short} byebye |syn| |byel| {short}  
 U: bye= |syn| |byel| =now |syn| |byel|  
 {hang up}

C-6D

S: hello |syn| this is southwestern bell's phone service |syn| can I help you |syn| |ques| {short}  
 U: y::es= |syn| =I want to um add a {short} a friend of mine |syn| to my speed call >directory |syn| {short}  
 S: o::k |syn| |grn| {short}  
 U: the number is um 7 2 7 {short} 7 5 0 7 |syn| {short}  
 S: 7 2 7 {short} 7 5 0 7 |syn| |grn|  
 U: yes= |syn| |grn| =hhh um I would like to um {short} have his name um entered |syn| um his name is m::ike |syn|  
 S: alright= |syn| |grn| =o::k |syn| |grn| {short}  
 U: and um {long} {long}  
 S: ok= |syn| |grn| =that we have that entry made |syn| >for >you |syn|  
 U: alright= |syn| |grn| =I I'd like to um {short} have the voice activated um {long} phone um {long} to go ahead |syn| and and make my call |syn| for >me |syn| and so you just want us to call mike |syn| >now |syn|  
 S: y::es |syn|  
 U: y::es |syn|  
 S: o::k |syn| |grn| {short}  
 {ring} {ring}  
 S: ok= |syn| |grn| =thank you |syn| |thn| you can hang up |syn| now |syn| {short}  
 U: thank you |syn| |thn| {short} bye= |syn| |byel| =now |syn| |byel|  
 S: [ ]  
 bye |syn| |byel|  
 {hang up}

C-7A

U: from 6 o'clock at night |syn| monday |syn| through friday |syn| {short}  
 S: o::k |syn| |grn| {short}  
 U: and um {short} um {long}  
 S: what changes would you like |syn| to >make |syn| |ques| {short}

U: well on monday >I have a meeting |synl| um from 2 |synl| to 4 |synl| in the  
a::fternoon |synl| {short}

S: ok |synl| |grnl|

U: and at that particular t::ime >if you could forward the calls |synl| to this number  
|synl| {short} 7 7 6 {short} 1 2 3 4:: |synl| {short}  
[ ]

S: um hmm |synl| |grnl|

S: 7 7 6 {short} 1 2 3 4 |synl| |grnl|

U: yes |synl| |grnl|

S: o::k |synl| |grnl| {short}

U: and then on friday {short} I won't be coming into my office |synl| >at a::ll |synl|  
{short} I'll be meeting someone |synl| at the sheraton |synl| hhh and um I'll be there  
|synl| >from 7 30 in the morning |synl| until noon |synl| {short}

S: o::k |synl| |grnl| I

U: and the number there is 3 5 6 {short} 4 9 3 >0 |synl| {short}

S: 3 5 6 {short} 4 9 3 >0 |synl| |grnl| {short}

U: right |synl| |grnl|

S: o::k |synl| |grnl| {short}

U: and then after I leave there I'm going over to my grandmother's h::ouse |synl|  
{short}

S: um hmm |synl| |grnl|

U: and I'll be there |synl| until 8 o'clock |synl| in >the >evening |synl| {short}

S: o::k= |synl| |grnl| =so that that's from noon |synl| until >8 |synl| {short}

U: right |synl| |grnl|

S: ok |synl| |grnl| {short}

U: and that number there is um 3 3 9 {short} 2 3 2 3 |synl| {short}

S: 3 3 9 {short} 2 3 2 3 |synl| |grnl| {short}

U: so if during those times that I have specified the calls could be transferred to those  
>numbers I'd >appreciate >it |synl|

S: right= |synl| |grnl| =we have that schedule all set up |synl| and the calls will be  
forwarded |synl| {short}

U: o::k |synl| |grnl| {short}

S: thank you |synl| |thnl|

U: is that all I need/ |synl| |quesl| to do |synl| |quesl|  
[ ]

S: that// that's all |synl| yeah |synl|

U: ok= |synl| |grnl| =thank you= |synl| |thnl| =very much |synl| |thnl|

S: byebye |synl| |byel|

U: yeah= |synl| |grnl| =bye |synl| |byel|

{hang up}

C-7B

S: hhh hello |synl| this is southwestern bell's phone service |synl| can I help you |synl|  
|quesl| {short}

U: hhh yes |synl| ma'am |synl| I need to update m::y um speed call directory |synl|  
>please |synl| {short}

S: certainly |synl| |grnl| {short}

U: um I need to make um {short} 3 c::hanges |synl| {short}

S: o::k |synl| |grnl| {short}

U: um {long} the um name I have on there mrs p::opplestein/ |synl| {short}

S: yes= |syn| |grn| =I have that |syn| |grn|  
 U: rather than have that name in that particular way I'd like to drop the popplestein  
 |syn| a::nd substitute the word p::oopsie |syn|  
 S: o::k |syn| |grn|  
 [ ]  
 U: p// o o p s i e |syn| {short}  
 S: ok= |syn| |grn| =fine= |syn| |grn| =I have that |syn| |grn| {long}  
 U: hhh and then I'd like to include in m::y speed calling service um joe's autobody  
 s::hop |syn| {short}  
 S: ok= |syn| |grn| =joe's autobody s::hop |syn| |grn|  
 U: yeah= |syn| |grn| =that's where my brother's working |syn| and that number is 2 2  
 5:: {short} 1 3 2 >0 |syn| {short}  
 S: 2 2 5 {short} 1 3 2 >0 |syn| |grn| {short}  
 U: y::es |syn| |grn| {short}  
 S: ok= |syn| |grn| =we have that= |syn| |grn| =>now |syn| |grn|  
 U: and then on that list I have a um {short} a neighbor who's name was jane |syn|  
 and she's moved to miami |syn| so I'd like to drop t::hat |syn| {short}  
 S: j::ane= |syn| |grn| =ok= |syn| |grn| =we can delete jane |syn| >for >you |syn| {short}  
 U: ok |syn| |grn| {short} is that um all the information you need/ |syn| |ques| {short}  
 S: hhh yes |syn| you you have no other changes/ |syn| to make |syn|  
 [ ]  
 U: no |syn| just those three |syn|  
 {short}  
 S: ok= |syn| |grn| =then we're fine |syn| |grn| {short}  
 U: o::k |syn| |grn|  
 S: thank you |syn| |thn|  
 U: thank you= |syn| |thn| =very much= |syn| |thn| =for your service |syn| |thn| {short}  
 S: byebye |syn| |bye|  
 U: yeah= |syn| |grn| =bye |syn| |bye|  
 {hang up}

C-7C

S: hello |syn| this is southwestern bell's phone service |syn| can I help you |syn| |ques|  
 {short}  
 U: yes |syn| ma'am |syn| I'd like to add a name |syn| to my um speed call d::irectory  
 |syn|  
 S: o::k= |syn| |grn| =what would you like |syn| to a::dd |syn| |ques| {short}  
 U: well um the name of the >person I would like to add is m::ike |syn| {short}  
 S: um hmm |syn| |grn| {short}  
 U: a friend of mine |syn| and his telephone number is 7 2 7 {short} 7 5 0 7 |syn|  
 {short}  
 S: 7 2 7 {short} 7 5 0 7 |syn| |grn| {short}  
 U: yeah |syn| |grn|  
 S: and that's mike |syn| |grn|  
 U: right |syn| |grn|  
 [ ]  
 S: o::k |syn| |grn|  
 U: hhh and after that if I u::nderstand {short} I:: can dial him |syn| by n::ame/ |syn|  
 S: that's right |syn| you would just ask for mike |syn| and then we can dial that |syn|  
 for >you |syn| {short}



- U: so I {short} um {short} how do I do that |syn| |ques| {short} do I:  
[ ]
- S: do// you want us do  
you want to go ahead |syn| now/ |syn| |ques| {short}
- U: well y::es |syn| {short}
- S: o::k |syn| |grn|
- U: if you'll tell me how to do it |syn| {short}
- S: hhh whenever you you want to call him {short} you just um {short} call us |syn|  
and ask for mike |syn| hhh I'll connect you >now |syn| {short}
- U: oh {short} so I call you |syn| and >then {short} um  
[ ]
- S: ask {short} just ask for mike |syn|
- U: ok= |syn| |grn| =well no |syn| I was just wondering |syn| how to do t::hat |syn|  
{short}
- S: that's all |syn| that you need |syn| to do |syn| {short}
- U: o::k |syn| |grn| {short}
- S: o::k/ |syn| |grn|
- U: real fine |syn| |grn|
- S: thank you |syn| |thn|  
[ ]
- U: thank you |syn| |thn| thank you= |syn| |thn| =very much |syn| |thn|  
{hang up}

C-7D

- S: hhh hello |syn| this is southwestern bell's phone service |syn| can I help you |syn|  
|ques|
- U: yes |syn| ma'am |syn| I'm calling for some information |syn| {short} I want to call  
[ ]  
S: um hmm |syn| |grn|
- my mother |syn| {short} and it's long >distance |syn| {short}
- S: yes/ |syn| |grn| {short}
- U: and I have um {short} incoming c::alls |syn| {short}
- S: ok |syn| |grn| {short}
- U: and that type of service |syn| and I don't want to be interrupted |syn| while I'm  
talking |syn| with her |syn| {short}
- S: hhh o::k= |syn| |grn| =fine= |syn| |grn| =all you need to do whenever you want to  
make a call like t::hat {short} is um ask us |syn| to cancel call waiting |syn| {short}  
before you go ahead |syn| and make the c::all |syn| {short}
- U: ok= |syn| |grn| =so before I even dial her I {cough} I call y::ou |syn| {short} and  
cancel {short} my call >waiting |syn|
- S: that's right |syn| |grn|
- U: and then um do I dial right away |syn| |ques| o::r {short}
- S: hhh then you can just if it's in your speed call directory you just ask for the person  
by name |syn| and >we'll put you |syn| >through |syn| {short}
- U: ok |syn| |grn| {short} ok= |syn| |grn| =thank you= |syn| |thn| =very much= |syn|  
|thn| =ma'am |syn| |thn|
- S: thank you |syn| |thn|
- U: um hmm |syn| |grn| {short} bye |syn| |byel| {short}
- S: byebye |syn| |byel|  
{hang up}

C-8A

S: o::k= |syn| |grn| =what changes do you need to make |syn| |ques|  
 U: I guess mrs p::opplestein |syn| {short}  
 S: um hmm |syn| |grn|  
 U: need to change that |syn| hhh its um poopsie |syn| instead of p::opplestein |syn|  
 {short}  
 S: hhh o::k |syn| |grn| {short} I've made that change |syn| {long}  
 U: I'm sorry |syn| just a moment |syn| |hold| {short} ok/ |syn|  
 S: sure |syn| {long}  
 U: {mumble} ok= |syn| |grn| =sorry |syn| about that |syn| hhh ok |syn| {short} and  
 hhh my um brother um works |syn| at joe's a::utobody/ |syn| {short}  
 S: um hmm |syn| |grn|  
 U: and the number is 2 2 5:: {short} 13 20 |syn| {short}  
 S: 2 2 5:: {short} 1 3 2 0 |syn| |grn| so you're adding joe's autobody/ |syn| {short}  
 U: y:es |syn|  
 S: ok |syn| |grn|  
 U: um hmm |syn| |grn| {short}  
 S: o::k= |syn| |grn| =I have >that |syn| |grn| {long}  
 U: hhh ok= |syn| |grn| =um one of my friends has moved |syn| {short} away |syn|  
 {short} so I don't need jane |syn| in >my hhh um {short} um speed call directory  
 |syn| >anymore |syn| {short}  
 S: ok= |syn| |grn| =so you w::ant us to delete jane |syn| {short}  
 U: um hmm |syn| |grn|  
 S: o::k |syn| |grn| that's done |syn| {short}  
 U: and that's i::t |syn| {short}  
 S: ok= |syn| |grn| =well thank you= |syn| |thn| =for using the service |syn| |thn|  
 U: ok= |syn| |grn| =thank you |syn| |thn| {short}  
 S: byebye |syn| |bye|  
 U: bye |syn| |bye|  
 {hang up}

C-8B

S: hello |syn| this is Southwestern Bell's phone service |syn| can I help you |syn|  
 |ques|  
 U: um yes |syn| I'm calling about my speed call d::irectory/ |syn| {short}  
 S: yes= |syn| |grn| =ok= |syn| |grn| =your d::irectory |syn| |grn| {short}  
 U: yes |syn| |grn| {short} um {short} I'd like to {short} add hhh a friend |syn| of  
 mine |syn| {short} m::ike |syn| {short}  
 S: o::k |syn| |grn|  
 U: and his phone number is {short} 7 2 7 {short} 7:: 5 0 7 |syn| {short}  
 S: that's mike= |syn| |grn| =at 7 2 7 {short} 7 5 0 7 |syn| |grn|  
 [ ]  
 U: 7 5 0 7 |syn| |grn| {long}  
 S: ok= |syn| |grn| =I have >that |syn| |grn| {short}  
 U: thank you= |syn| |thn| =very much |syn| |thn|  
 S: ok= |syn| |grn| =thank you/ |syn| |thn|  
 U: bye |syn| |bye|  
 {hang up}

C-8C

S: hello |synl| this is Southwestern Bell's phone service |synl| can I help you |synl|  
 lquesl {short}  
 U: hhh um yes |synl| I plan on calling my mother |synl| long distance |synl| {short}  
 S: um hmm |synl| |grnl|  
 U: and I {short} I would not like to be interrupted |synl| during this c::all= |synl| =I do  
 have call waiting |synl| so hhh um how do I go about doing >t::hat |synl| lquesl  
 S: ok= |synl| |grnl| =you just ask us to cancel call waiting |synl| for you |synl| to turn that  
 off |synl| {short}  
 U: I'm sorry/ |synl|  
 S: you just need to ask us to cancel call waiting |synl| whenever you want >to make  
 a call |synl|  
 [ ]  
 U: just// just cancel call waiting |synl| {short} I tell the um a t and t long distance  
 [ ]  
 S: y::eah |synl|  
 operator t::hat/ |synl|  
 S: that's right |synl| |grnl| {short}  
 U: hhh ok= |synl| |grnl| =thank you= |synl| |thnl| =very much |synl| |thnl|  
 S: thank you |synl| |thnl|  
 U: bye |synl| |byel|  
 {hang up}

C-8D

S: hhh hello |synl| this is Southwestern Bell bell's phone service |synl| can I help you  
 |synl| lquesl {short}  
 U: hhh um yes |synl| I need to have some um {short} changes made |synl| in my call  
 f::orwarding |synl| {short}  
 S: o::k |synl| |grnl| {short} is this in the s::chedule/ |synl| lquesl {short}  
 U: um {long} well {long} it is in the schedule |synl| from 7 30 |synl| to 6 |synl| on  
 monday |synl| through friday |synl| but I do have three changes |synl| I need to  
 m::ake |synl|  
 S: o::k |synl| |grnl| {short}  
 U: um {short} on m::onday hhh um {short} from 2 |synl| to 4 p::m |synl| {short}  
 S: um hmm |synl| |grnl| {short}  
 U: I:: can be reached at 7 7 6 {short} 1 2 3 >4 |synl| {short}  
 S: o::k= |synl| |grnl| =7 7 6 {short} 1 2 3 4 |synl| |grnl| {short}  
 U: um that's monday |synl| from 2 |synl| to 4 p::m |synl| {short}  
 S: ok= |synl| |grnl| =I have >that |synl| |grnl|  
 U: and then on f::riday hhh um hhh I will be from 7 30 am |synl| till n::oon |synl|  
 {short}  
 S: o::k |synl| |grnl| {short}  
 U: at 3 5 6 {short} 4 9 3 0:: |synl| {short}  
 S: 3 5 6 {short} 4 9 3 0:: |synl| |grnl|  
 U: y::es |synl| |grnl|  
 S: ok |synl| |grnl|  
 U: and then hhh afternoon I will b::e at 3 3 9::: {short} 2 3 2 3 |synl| until 8 >pm |synl|  
 {short}

S: 3 3 9 {short} 2 3 2 3= |syn| |grn| =hhh and that's friday |syn| a::fternoon= |syn|  
 =until 8 >pm |syn|  
 U: yes= |syn| |grn| =noon till 8 |syn| |grn|  
 S: ok |syn| |grn|  
 U: thank you/ |syn| |thn|  
 S: ok= |syn| |grn| =thank you |syn| |thn|  
 U: bye |syn| |bye|  
 {hang up}

#### C-9A

S: hello |syn| this is Southwestern Bell's phone service |syn| can I help you |syn|  
 |ques| {short}  
 U: hhh yes |syn| you may |syn| I would like to a::dd {short} to my speed call  
 directory |syn| {short}  
 S: um hmm |syn| |grn| {short}  
 U: a friend of mine |syn| his telephone number is 7 2 7 {short} 7 5 0 7 |syn| {short}  
 S: um could you repeat that= |syn| |ques| =p::lease/ |syn| |ques| {short}  
 U: 7 2 7 {short} 7 5 0 7 |syn| |grn|  
 S: o::k= |syn| |grn| =I have >that |syn| |grn| {short}  
 U: ok= |syn| |grn| =his name is m::ike |syn| hhh and um {short} um I would like to be  
 [ ]  
 S: ok |syn| |grn|  
 able to ask for him |syn| by name |syn| dial him by >name |syn|  
 S: that's fine= |syn| |grn| =that's all set up now |syn| and whenever you want to dial  
 him you just ask for >mike |syn|  
 U: alright= |syn| |grn| =thank you |syn| |thn|  
 S: thank you/ |syn| |thn|  
 {hang up}

#### C-9B

S: hello |syn| this is southwestern bell's phone service |syn| can I help you |syn|  
 |ques| {short}  
 U: yes |syn| you m::ay= |syn| =on my call waiting hhh um I don't want to b::e  
 interrupted |syn| at some {short} times |syn| when I'm talking long distance |syn|  
 to someone |syn| who's important |syn| to >me |syn|  
 S: o::k |syn| |grn| {short}  
 U: how would I go about um hhh being able to hhh cut that that service |syn| o::ff  
 |syn| |ques| {short}  
 S: ok= |syn| |grn| =all you need to do is whenever you want to make a call like that  
 hhh call the um telephone service |syn| and say that you want call waiting |syn|  
 >cancelled= |syn| =and we'll switch that off |syn| for >you |syn| {short}  
 U: hhh ok= |syn| |grn| =but now would that be a permanent um switch off |syn| that  
 you're talking about/ |syn| |ques| {short}  
 S: um  
 [ ]  
 U: or// just that one call |syn| I'm making |syn|  
 [ ]  
 S: just just for just for that one call |syn| {short}

- U: hhh and um I would go through what the same um {short} sys um {short} same um hhh numbers |syn| that I went through |syn| to get y::ou/ |syn| {short}
- S: that's right |syn| |grn| {short}
- U: hhh ok= |syn| |grn| =and then all I do is ask them |syn| hhh um to um hhh hold |syn| up |syn| my call waiting |syn| {short}
- S: right |syn| |grn|
- U: hhh and then when I finish do I call them back |syn| and tell them |syn| to put it |syn| back in s::ervice/ |syn| |ques|
- S: no |syn| that will happen |syn| >automatically |syn| {short}
- U: after this one call |syn| is completed/ |syn|
- S: that's right |syn| |grn| {short}
- U: alright= |syn| |grn| =thank you= |syn| |thn| =very much= |syn| |thn| =now |syn| hhh I am um making a long distance call |syn| c::urrently |syn| hhh um to my um mother
- [ ]
- S: ok |syn| |grn|
- |syn| and I would like to have that service |syn| disconnected |syn| um >at the time of this c::all |syn| {short}
- S: o::k= |syn| |grn| =I'll switch call waiting |syn| off |syn| for you |syn| >now= |syn| =>then |syn|
- U: alright= |syn| |grn| =thank you= |syn| |thn| =very much |syn| |thn|
- S: thank you |syn| |thn| {short} byebye |syn| |byel|
- {hang up}

### C-9C

- S: hello |syn| this is Southwestern Bell's phone service |syn| can I help you |syn| |ques| {short}
- U: yes |syn| you may |syn| on my call f::orwarding |syn| {short}
- S: yes/ |syn| |grn|
- U: arrangement |syn| with you |syn| I would like to make some changes |syn| during this w::eek |syn| {short}
- S: ok |syn| |grn| what changes would you like |syn| to >make |syn| |ques| {short}
- U: hhh well on m::onday um {short} normally um {short} monday through friday I have the calls switched to my o::ffice |syn| {short}
- S: hhh yes= |syn| |grn| =we {short} I have that= |syn| |grn| =down= |syn| |grn| =for >you |syn| |grn|
- U: but this monday um I would like um to um have um from 2 to 4 p::m {short} my
- [ ]
- S: um hmm |syn|
- |grn|
- calls switched to a 7 7 6 {short} 1 2 3 4:: |syn| {short}
- S: o::k |syn| |grn| 7 7
- [ ]
- U: bec because I'll be there |syn| at that >time |syn| {short}
- S: ok |syn| |grn| so that's 7 7 6 {short} 1 2 3 4 |syn| |grn|
- U: yes= |syn| |grn| =ma'am= |syn| |grn| =now on f::riday hhh I'm not going to be coming to the office |syn| um from 7 30 |syn| to n::oon= |syn| =hhh I'll be at 3 5 6 {short} 4 9 3 0::= |syn| =can I have my calls switched to 3 5 6 4 9 3 0 |syn| during hhh that time |syn| on friday |syn| 7 30 |syn| to >noon |syn|
- S: yeah= |syn| |grn| =that's fine= |syn| |grn| =I have that |syn| |grn|

U: o:k= |syn| |grn| =now a::fter hhh um {long} 8 o'clock on friday night {short} I will not be at my home |syn| and I would like to have hhh my calls switched to 3 3 9 {short} 2 3 2 3 |syn| hhh that's after 8 o'clock |syn| on friday |syn| {short}

S: that's 3 3 9 {short} 2 3 2 3 |syn| |grn| {short}

U: yes= |syn| |grn| =ma'am |syn| |grn|

S: that's after 8 |syn| |grn| on >friday |syn| |grn|

U: yes= |syn| |grn| =ma'am |syn| |grn| {short}

S: o:k |syn| |grn| {short}

U: and then the regular schedule of course will prevail |syn| during the rest of >that >week |syn| {short}

S: fine |syn| |grn| {short} ok= |syn| |grn| =we have that= |syn| |grn| =now |syn| |grn| {short}

U: alright= |syn| |grn| =thank you= |syn| |thn| very much |syn| |thn|

S: thank you/ |syn| |lhn|

{hang up}

### C-9D

S: hello |syn| this is Southwestern Bell's phone service |syn| can I help you |syn| |ques| {short}

U: hhh yes |syn| you m::ay= |syn| =my speed call directory is hhh a little out of date |syn| and I'd like to make some changes |syn| p::lease |syn|

S: ok |syn| |grn| what would you like |syn| to >change |syn| |ques| {short}

U: hhh um {short} I have a hhh mrs p::opplestein {short} hhh popplestein in my directory |syn| I'd like to change that to p::oopsie |syn| {short} p// o o p s i >e |syn|

[ ]

S: o-

{short}

S: o:k |syn| |grn| {short} that's fine= |syn| |grn| =we'll make that change |syn| |grn| {short}

U: ok= |syn| |grn| ={mumble} hhh now also um I would like to make a change |syn| on joe's a::utobody |syn| hhh to

[ ]

S: are// are// you adding this entry= |syn| |ques| =we we don't have that |syn| >currently |syn| {long} you want to add joe's autobody/ |syn| {long}

U: ok |syn| |grn| um it is not in my directory |syn| at the present time |syn| and I would like to add that |syn| to my directory |syn| {short} yes |syn|

[ ]

S: ok= |syn| |grn| =fine |syn| |grn|

U: hhh and I would like to change it to hhh joe's autobody |syn| at 2 2 5:: {short} 1 3 2 0:: |syn| {short}

S: 2 2 5 {short} 1 3 2 0:: |syn| |grn| {short}

U: yes= |syn| |grn| =ma'am |syn| |grn| {short}

S: o:k |syn| |grn| {short}

U: hhh now also I want one r::emoved= |syn| =hhh I have an entry hhh um under the name of j::ane= |syn| =hhh in my speed call directory |syn| I would like to have it r::emoved |syn| {short}

S: ok= |syn| |grn| =that's fine |syn| |grn| {short} I'll delete that |syn| |grn| {short}

U: and that's all the changes |syn| at this >time |syn|

S: ok |syn| |grn| {short} that's all set up |syn| {short} thank you |syn| |thn| |byebye|  
 [ ]  
 U: thank you |thn|  
 |syn| |bye|  
 {hang up}

### C-10A

S: hhh hello |syn| this is Southwestern Bell's phone service |syn| can I help you |syn|  
 |ques| {short}  
 U: yes |syn| um I'd like to place a long distance c::all= |syn| =but I in order to do I  
 wanted {short} to um um turn off my {short} my call waiting |syn| {short}  
 S: ok= |syn| |grn| =fine |syn| |grn| {short} all you have to do is ask us to cancel call  
 >waiting |syn| {short} >and we'll do >that |syn| {short}  
 U: um {short} do I hhh you mean right right like now/= |syn| =before I dial |syn| o::r  
 S: y::es= |syn| =um hmm |syn| |grn| {short}  
 U: ok= |syn| |grn| =I'd like my call waiting turned off |syn| >then |syn| {short}  
 S: o::k |syn| |grn| fine |syn| |grn|  
 [ ]  
 U: and// then how do I get it |syn| turned back |syn| >on |syn| |ques|  
 {short}  
 S: hhh it will be turned back on |syn| automatically |syn| after the c::all |syn| {short}  
 U: oh {short} ok |syn| |grn| {short} alright= |syn| |grn| =so I just dial the number |syn|  
 [ ]  
 S: that's  
 and then um hhh >it'll it'll turn back on |syn| when I hang up |syn| {short}  
 S: that's right |syn| |grn| {short}  
 U: thank you= |syn| |thn| =very much |syn| |thn|  
 S: thank you |syn| |thn| {short} |byebye| |syn| |bye| {short}  
 U: |byebye| |syn| |bye|  
 {hang up}

### C-10B

S: hello |syn| this is Southwestern Bell's phone service |syn| can I help you |syn|  
 |ques| {short}  
 U: yes |syn| I need to um alter my call forwarding s::chedule |syn| {short}  
 S: o::k |syn| |grn|  
 U: I need to ch make a couple of changes |syn| um {short} my first change that I need  
 is on monday |syn| hhh I need my calls |syn| hhh um {short} forwarded |syn| um  
 {short} to a new n::umber |syn| {short}  
 S: y::es/ |syn| |grn|  
 U: between 2 pm and 4 pm |syn| {short}  
 S: ok |syn| |grn|  
 U: and and that number is 7 7 6 {short} 1 2 3 4:: |syn| {short}  
 S: 7 7 6 {short} 1 2 3 4 |syn| |grn|  
 U: between 2 and 4 |syn| on monday |syn| |grn| {short}  
 S: ok= |syn| |grn| =I have >that |syn| |grn| {short}  
 U: hhh and then on friday hhh um I will um {short} I will {short} >let me see |syn|  
 |hold| {long} hhh I will need my c::alls {short} not go not routed to my o::ffice=  
 |syn| =hhh but to this number |syn| >3 5 6 {short} 4 9 3 0:: |syn| {short}

S: 3 5 6 {short} 4 9 3 0 |synl |grnl {short} >ok |synl |grnl {short}  
 U: hhh um from 7 30 am |synl to noon |synl {short} on friday |synl {short}  
 S: that's 7 30= |synl |grnl =to noon= |synl |grnl =on friday |synl |grnl {short}  
 U: y::es |synl |grnl {short}  
 S: o::k |synl |grnl {short}  
 U: um {short} and then um hhh and then after 8 p::m |synl {short}  
 S: y::es/ |synl |grnl  
 U: no I'm sorry um um {long} let me see |synl |holdl um at um |holdl {long} and then  
 um um in the afternoon I need my calls forwarded |synl to 3 3 9 {short} 2 3 2 3::  
 |synl {short}  
 S: 3 {short} 3 9 {short} 2 3 2 3 |synl |grnl {short}  
 U: until 8 p::m |synl {short}  
 S: ok= |synl |grnl =so that's {cough} excuse me f::riday= |synl =hhh um from noon  
 |synl until 8 p::m |synl {short}  
 U: y::es |synl |grnl {short}  
 S: o::k |synl |grnl {short}  
 U: ok |synl |grnl {short}  
 S: that's fine= |synl |grnl =any other changes/ |synl {short}  
 U: no |synl that's it |synl {short}  
 S: ok= |synl |grnl =well thank you= |synl |grnl =for using the >service |synl |thnl  
 {short}  
 U: thank you |synl |thnl {short}  
 S: byebye |synl |byel  
 {hang up}

### C-10C

S: hello |synl this is southwestern bell's phone service |synl can I help you |synl |quesl  
 {short}  
 U: yes |synl I need to make some changes |synl to my speed calling directory |synl  
 {short}  
 S: o::k |synl |grnl {short}  
 U: hhh um {short} I need to change a n::ame |synl on my um on one of the entries  
 |synl of my directory |synl um hhh mrs p::opplestein |synl {short}  
 S: ok= |synl |grnl =yes= |synl |grnl =I have that |synl |grnl  
 U: I want it to to now read p::oopsie |synl {short} p// o o p s i >e |synl {short}  
 [ ]  
 S: o-  
 S: ok= |synl |grnl =that's fine |synl |grnl {short} I've made that >change |synl {long}  
 U: ok= |synl |grnl ={mumble} hhh ok |synl |grnl then I want an an addition made |synl  
 to my >directory |synl {short}  
 S: o::k |synl |grnl  
 U: um joe's a::utobody/ |synl {short}  
 S: um hmm= |synl |grnl =joe's autobody |synl |grnl {short} >ok |synl |grnl  
 U: yeah= |synl |grnl =and it that's at 2 2 5 {short} 1 3 2 >0 |synl {short}  
 S: 2 2 5 {short} 1 3 2 >0 |synl |grnl {short}  
 U: yeah= |synl |grnl =and then the last one I want to re remove an entry |synl hhh I  
 want to remove j::ane |synl {short}  
 S: yeah= |synl |grnl =o::k= |synl |grnl =I'll delete jane= |synl |grnl =from the directory  
 |synl |grnl {short}  
 U: hhh that's i::t |synl {short}



S: ok= |syn| |grn| =thank you |syn| |thn|  
 [ ]  
 U: thank thank you |syn| |thn| {short}  
 S: byebye |syn| |bye| {short}  
 U: byebye |syn| |bye|  
 {hang up}

C-10D

S: hello |syn| this is Southwestern Bell's phone service |syn| can I help you |syn|  
 |ques| {short}  
 U: yes |syn| I need to make an addition |syn| to my speed calling >directory |syn|  
 {short}  
 S: certainly= |syn| |grn| =>what would you like to add |syn| |ques|  
 U: um {short} I need to add |syn| um {short} the name would be mike |syn| {short}  
 S: o:k |syn| |grn|  
 U: and the number would be 7 2 7 {short} 7 5 0 7 |syn| {short}  
 S: hhh 7 2 7 {short} 7 5 0 7 |syn| |grn| {short}  
 U: hhh yes= |syn| |grn| =and can you go ahead and dial that= |syn| |ques| =for >me  
 |syn| |ques| {short}  
 S: certainly |syn| {short}  
 U: thank you |syn| |thn| {short}  
 {ring}  
 U: well |syn| it's ringing so I could just {short} ok |syn| |grn|  
 {ring}  
 {hang up}

C-11A

S: hhh hello |syn| this is Southwestern Bell's phone service |syn| can I help you |syn|  
 |ques| {short}  
 U: hhh um yes |syn| m'am |syn| um {short} my name's larry lamb |syn| and I've um  
 hhh set up some call forwarding |syn| um for my week |syn| but there's a couple of  
 changes |syn| I would like to um make |syn| {short}  
 S: hhh certainly= |syn| |grn| =what changes would you >like |syn| |ques| {short}  
 U: ok= |syn| |grn| =o:n {short} m::onday I would like to have my um {short} calls  
 between 2 and 4 o'clock |syn| in the um a::fternoon |syn| {short}  
 S: ok |syn| |grn|  
 U: I'd like to have my calls forwarded |syn| to 7 7 6 hhh 1 2 3 4:: |syn| {short}  
 S: ok= |syn| |grn| =that's 7 7 6 {short} 1 2 3 >4 |syn| |grn|  
 U: right |syn| |grn| {short}  
 S: ok |syn| |grn| {short}  
 U: hhh and then on um f::riday hhh I have a couple of changes |syn| um between 7 30  
 in the morning and n::oon |syn| {short}  
 S: um hmm |syn| |grn|  
 U: I I can be reached |syn| at 3 5 >6:: {short} 4 9 3 0:: |syn| {short}  
 S: that's 3 5 6 {short} 4 9 3 0:: |syn| |grn| {short} >ok |syn| |grn| {short}  
 U: and that's between 7 30 and >n::oon |syn| |grn| {short}  
 S: o:k |syn| |grn|  
 U: and then um {long} l::ater on that day um {short} I'll be at 3 3 9:: {short} 2 3 2 3  
 |syn| {short}

S: um hmm |syn| |grn| {short}  
U: until 8 o'clock |syn| {short} that >night |syn| {short}  
S: hhh ok= |syn| |grn| =so that's 3 3 9 {short} 2 3 2 3:: |syn| |grn| {short}  
U: right |syn| |grn| {short}  
S: um and um from noon |syn| until 8 o'clock |syn|  
  [                  ]  
U:  yes= |syn| |grn| =um hmm |syn| |grn|  
S: o::k |syn| |grn| {long} and were there any other >changes |syn| |ques| {short}  
U: no |syn| that'll take care of >it |syn|  
S: ok= |syn| |grn| =well thank you= |syn| |lthn| =for using the service |syn| |lthn|  
U: ok= |syn| |grn| =thank you= |syn| |lthn| =for your help |syn| |lthn| {short} bye |syn|  
  [                  ]  
  S: byebye |syn| |bye|  
                          |bye|  
          {hang up}

### C-11B

S: hhh hello |syn| this is Southwestern Bell's phone service |syn| can I help you |syn| |ques| {short}  
U: hhh oh yes |syn| operator |syn| this is larry lamb |syn| hhh and um {short} I'd like to make um couple of changes |syn| in my speed calling directory |syn| p::lease |syn|  
S: certainly |syn| |grn| {short} what would you like |syn| to c::hange |syn| |ques| {short}  
U: ok= |syn| |grn| =um one of the um speed call names that I have i::n now that I would like to c::hange the name currently listed as p::opplestein |syn| {short}  
S: yes= |syn| |grn| =I have that |syn| |grn| {short}  
U: ok= |syn| |grn| =I'd like to change that |syn| to poopsie |syn| p::lease |syn| {short}  
S: o::k |syn| |grn| {short}  
U: p do p double o p s i e:: |syn| {short}  
S: fine= |syn| |grn| =we {short} we've got that changed |syn| |grn|  
U: alright |syn| |grn| {short} and {long} {long}  
S: hello/ |syn| {long}  
U: {mumble} hhh excuse me just a second |syn| |hold| {long} {long} {mumble} ok |syn| {short} um sorry for that interruption |syn| hhh ok |syn| um also I want to change |syn| um {short} my brother's um {short} telephone number |syn| at um joe's a::utobody |syn| {short}  
S: o::k= |syn| |grn| =s::o you want to add joe's autobody/= |syn| =to the directory/ |syn| {short}  
U: um yes |syn| as a matter of fact he's not in there right now |syn| so let's just um make that a new listing |syn| {short} joe's autobody |syn|  
S: o::k |syn| |grn| {short}  
U: hhh 2 2 5 {short} 1 3 2 >0 |syn| {short}  
S: 2 2 5 {short} 1 3 2 >0 |syn| |grn| {short}  
U: yes= |syn| |grn| =ma'am |syn| |grn| {short}  
S: ok= |syn| |grn| =I have that |syn| |grn| {short}  
U: ok= |syn| |grn| =hhh and then the um last change is that um my neighbor j::ane has um moved out of the city |syn| hhh so I would like to delete her name |syn| from the speed call >directory |syn| {short}

S: ok= |syn| |grn| =we can do that= |syn| |grn| =delete jane= |syn| |grn| =from that  
 directory |syn| |grn|  
 U: ok= |syn| |grn| =great |syn| {short} that'll do it |syn| {short}  
 S: ok= |syn| |grn| =thank you |syn| |thn|  
 [ ]  
 U: thanks= |syn| |thn| =operator |syn| |thn| {short} bye |syn| |byel|  
 [ ]  
 S: byebye |syn| |byel|  
 {hang up}

C-11C

S: hhh hello |syn| this is Southwestern Bell's phone service |syn| can I help you |syn|  
 |ques| {short}  
 U: hhh yes |syn| operator |syn| this is larry lamb calling |syn| and I'd like to add a  
 name |syn| to um my directory |syn| p::lease |syn| {short}  
 S: o::k |syn| |grn| {short}  
 U: hhh if you would add m::ike |syn| {short}  
 S: mike |syn| |grn| {short}  
 U: at 7 2 7 {short} 7 5 0 7 |syn| {short}  
 S: 7 2 7 {short} 7 5 0 >7 |syn| |grn|  
 U: right |syn| |grn| {short}  
 S: ok= |syn| |grn| =we have >that |syn| |grn| {short}  
 U: thank y::ou |syn| |thn| {short}  
 S: thank you |syn| |thn|  
 U: bye |syn| |byel|  
 S: byebye |syn| |byel|  
 {hang up}

C-11D

S: hhh hello |syn| this is Southwestern Bell's phone service |syn| can I help you |syn|  
 |ques|  
 U: um yes |syn| operator |syn| this is larry lamb calling |syn| and I'm getting ready to  
 make a long distance call |syn| to my mother |syn| hhh and um I would like to um  
 just temporarily disconnect my um {short} call waiting |syn| um so I don't have  
 any interruptions |syn| hhh and I really forget how to do >that= |syn| =could you  
 explain that |syn| to me |syn| >please |syn|  
 S: certainly |syn| all you need to do is just ask us to cancel call waiting |syn| for  
 >you= |syn| =before you make the call |syn| {short} and we'll do >that |syn|  
 {short}  
 U: um {short} ma'am/ |syn| {short}  
 S: you just need us to ask {short} you just need to ask us to cancel call waiting |syn|  
 hhh and then we'll make go ahead |syn| and make the c::all |syn|  
 U: ok= |syn| |grn| =just cancel call >waiting |syn| |grn|  
 S: that's right |syn| |grn|  
 U: ok= |syn| |grn| =now do I um hhh do that {short} do I need to state um just cancel  
 call waiting= |syn| |ques| =hhh and then come back again= |syn| |ques| =and say  
 {short} um put that back on a::gain/= |syn| |ques| =hhh or do I just um {short} tell  
 you to do that |syn| for just that one c::all |syn| |ques|  
 S: it'll happen for just that one c::all |syn| {short}

U: o::k |syn| |grn|  
 S: and then it'll automatically um {short} be switched back on again |syn| >after the  
 c::all |syn|  
 U: o::k= |syn| |grn| =great |syn| {short} thanks= |syn| |thn| =operator |syn| |thn| {short}  
 S: thank you |syn| |thn|  
 U: um hmm= |syn| |grn| =bye |syn| |bye|  
 {hang up}

### C-12A

S: hhh hello |syn| this is southwestern bell's phone service |syn| can I help you |syn|  
 lques| {short}  
 U: hhh hi |syn| I um need to make some changes |syn| to my directory |syn| for my um  
 {short} speed c::alling |syn| {short}  
 S: sure= |syn| |grn| =what would you like to c::hange |syn| lques| {short}  
 U: hhh um first of all I need to make a name c::hange |syn| {short}  
 S: um hmm |syn| |grn| {short}  
 U: um I want the directory to say poopsie |syn| instead of p::opplestein |syn| {short}  
 S: hhh o::k |syn| |grn| {short}  
 U: ok= |syn| |grn| =and then I have another one |syn| {long} {long}  
 S: hello/ |syn| {short}  
 U: hello |syn| hold on a second |syn| |hold| >please |syn| |hold| {long} hhh ok= |syn|  
 |grn| =I'm sorry |syn| {short}  
 S: um hmm |syn| |grn|  
 U: I have another {short} um change I need to make |syn| hhh um joe's a::utobody/  
 |syn| {short}  
 S: um {short} that's not in your directory right now |syn| do you want to add t::hat  
 |syn| lques| {short}  
 U: yes |syn| I do |syn| {short}  
 S: o::k |syn| |grn| {short}  
 U: um then the number is 2 2 5 {short} 1 3 2 >0 |syn| {short}  
 S: hhh so that's um joe's autobody= |syn| |grn| =hhh 2 2 5 {short} 1 3 2 >0 |syn|  
 |grn|  
 U: right |syn| |grn| {short}  
 S: o::k |syn| |grn| {short}  
 U: hhh and also um I have a neighbor who moved |syn| and I need to get hers um  
 taken out |syn| j::ane |syn| {short}  
 S: you want to delete/ {short} jane |syn|  
 [ ]  
 U: yes |syn|  
 S: ok |syn| |grn| I've done >that |syn| |grn| {short}  
 U: ok/ |syn| {short}  
 S: o::k |syn| |grn|  
 U: that's i::t/ |syn| {short}  
 S: that's it |syn| no more changes |syn| today/ |syn| {short}  
 U: pardon me/ |syn| {short}  
 S: you have no more changes/ |syn| {short}  
 U: no |syn| no more |syn| {short}  
 S: ok= |syn| |grn| =thank you |syn| |thn|  
 U: ok= |syn| |grn| =thank you |syn| |thn|  
 S: byebye |syn| |bye|

U:     byebye |syn| |bye|  
 {hang up}

C-12B

S:     hhh hello |syn| this is southwestern bell's phone service |syn| can I help you |syn|  
 |ques| {short}  
 U:     um good morning |syn| I need to make um hhh a I need to add someone |syn| to  
 my {short} um speed call d:irectory |syn| {short}  
 S:     hhh o:k |syn| |grn| {short} what would you like to >a::dd |syn| |ques|  
 U:     um his telephone number {short} is 7 2 7 hhh 7 5 0 7 |syn| {short}  
 S:     um hmm= |syn| |grn| =7 {short} 2 7 {short} 7 5 0 7 |syn| |grn| {short}  
 U:     r:right |syn| |grn|  
 S:     o:k |syn| |grn| {short}  
 U:     hhh and the e:ntry um {short} will be for m::ike |syn| {short}  
 S:     for mike |syn| |grn| {short} ok |syn| |grn| {short} I've got that |syn| |grn| {short}  
 U:     o:k |syn| |grn| {short}  
 S:     that's all/ |syn| {short}  
 U:     that's i::t |syn|  
 S:     thank you |syn| |thn|  
 U:     thank you= |syn| |thn| =goodbye |syn| |bye|  
 S:     byebye |syn| |bye|  
 {hang up}

C-12C

S:     hhh hello |syn| this is southwestern bell's phone service |syn| >can I help you |syn|  
 |ques| {short}  
 U:     hhh um good morning |syn| um {short} I need to make a telephone call |syn| to my  
 mother |syn| long distance |syn| and I need to know hhh um how I can not be  
 interrupted |syn| {short}  
 S:     hhh ok= |syn| |grn| =all you need to do when you want to make a call like that is  
 you ask us |syn| to cancel call waiting |syn| {short} for >you= |syn| =and then we  
 go ahead |syn| and make the >call= |syn| =hhh and that will be turned back on |syn|  
 automatically |syn| when you have completed |syn| the >call |syn| {short}  
 U:     oh o:k |syn| |grn| {short}  
 S:     o:k/ |syn| {short}  
 U:     hhh ok= |syn| |grn| =um hhh I guess I want to go ahead |syn| and do that n::ow  
 |syn| {short}  
 S:     ok= |syn| |grn| =I'll call that |syn| for >you |syn| {short}  
 U:     o:k |syn| |grn| {short}  
 {ring} {ring}  
 S:     ok= |syn| |grn| =you can hang up |syn| now |syn| thank you |syn| |thn| {short}  
 U:     thank you |syn| |thn|  
 {hang up}

## Appendix C

### Shorthand Notations

uu	: utterance unit
sl	: segmental lengthening
da	: down-stepped amplitude
rp	: rising pitch
ra	: rising amplitude
cs	: contiguous speech
sp	: short pause
syn	: syntactic completion
ques	: interrogative form
hes	: any form of hesitation
hold	: explicit indication to keep the turn
thn	: any form of saying thanks
grn	: any form of grounding
bye	: any form of bidding good-bye
KT	: Keep-Turn
RT	: Release-Turn
TT	: Take-Turn
t < n sp	: a duration of time less than 'n' short pauses
t > n sp	: a duration of time greater than 'n' short pauses
*	: matches 0 or more cues (prosodic, syntactic or semantic)
*p	: matches 0 or more prosodic cues
*typ	: matches 0 or more turn-yielding prosodic cues
*tkp	: matches 0 or more turn-keeping prosodic cues
*sy	: matches 0 or more syntactic cues
*se	: matches 0 or more semantic cues
*tyse	: matches 0 or more turn-yielding semantic cues
+	: matches 1 or more cues (prosodic, syntactic or semantic)
+p	: matches 1 or more prosodic cues
+typ	: matches 1 or more turn-yielding prosodic cues
+sy	: matches 1 or more syntactic cues
+se	: matches 1 or more semantic cues

If two or more cues are present in an utterance unit, then they are joined with an underscore. The following examples illustrate this idea:

- i) uu : represents an utterance unit
- ii) uu\_syn : represents an utterance unit which marks syntactic completion
- iii) uu\_cs : represents an utterance unit which is not separated by any noticeable pause from the next utterance unit
- iv) uu\_sl\_syn : represents an utterance unit which is lengthened and marks syntactic completion

- v) uu\_sl\_da\_syn : represents an utterance unit which is lengthened, is spoken at a lowered volume and marks syntactic completion
- vi) uu\_sl\_da\_syn sp : represents an utterance unit which is lengthened, is spoken at a lowered volume, marks syntactic completion and is followed by a short pause
- vii) uu\_sl\_da\_syn sp sp : represents an utterance unit which is lengthened, is spoken at a lowered volume, marks syntactic completion and is followed by two short pauses (i.e., a long pause)
- viii) uu\_syn\_ques : represents an utterance unit which marks syntactic completion of an utterance with an interrogative form.
- ix) uu\_syn\_grn : represents an utterance unit which marks syntactic completion of an utterance which has a grounding intent.
- x) uu\_hes : represents an utterance unit which has a form of hesitation associated with it
- xi) uu\_syn\_hold : represents an utterance unit
- xii) uu\_\*p\_syn\_grn : utterance unit with 0 or more prosodic cues, which marks syntactic completion and which has a form of grounding associated with it

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