

J 17 Title Agency

JAN: Thank you for calling Title Agency?=
ANN: =Yes Kelly ↓ Colerush please? =

(0.2)

5 JAN: She's with someone right now can I have her
give you a ca:ll?=
ANN: =U:m is Marcy or Minnie available?=
JAN: =Yeah Marcy's available may I tell=
ANN: ↳Thank you

10 JAN: =her who's calling
ANN: This is Ann with L I C.

JAN: One moment Ann,

ANN: Uh huh?

(0.6)

15 ((beep))

JAN: Marcy

(0.3)

UNK: She's- must be at the copier or so, methin

JAN: ↳Thanks

20 ((beep))

JAN: Marcy?

(1.0)

((bee::p))

JAN: Is Marcy back there

25 (0.2)

UN2: Yes

JAN: Ann-

(0.4)

MAR: huh ↑huh

30 JAN: Ann from L I C'S on one

(0.2)

MAR: Okay.

(0.2)

MAR: Thanks=

35 JAN: =Tha:nks

(0.7)

MAR: Than-

JAN: Thank you for calling Title Agency?

40 ED: Mornin, is Bill there

(0.5)

JAN: Yeah Ed, hold on just a moment

ED: Thanks

(2.0)

45 ((beep))

JAN: Bill (1.6) thello.

BIL: Ya ya ya ya.=

JAN: =Ed's on two.

(0.3)

50 BIL: Who?

JAN: Ed? (1.0) McMorris

(0.6)

BIL: Oh

55 JAN: Thank you for calling Title Agency?

(1.2)

UN3: Pardon

(0.4)

JAN: I said th(h)ank for calling Title Agency?

60 (0.2)

UN3: U:h wrong number, thank you

JAN: You're welcome goodbye.

JAN: Thank you for calling Title Agency?

65 SAN: Hi:, Karen please

(1.0)

JAN: She's on another line right now. Can you
hold or may I have her call you?

SAN: Oh this is Sandy u:m tell her that I'm ha- I

70 haf to talk to her about a problem?

JAN: Umkay:

SAN: Regar:ding our (transfer re jeracrane)
(0.6)

JAN: Regarding who?

75 SAN: Jeracrane it was uh twenty three eighteen
Willaway?

JAN: Uh-

SAN: LTht we closed yesterday?

JAN: Okay:.

80 (0.8)

JAN: Alright Sandy I'll let her know.

SAN: Ahright thanks,

JAN: Tha:nks bye bye.

85 JAN: Thank you for calling Title Agency?

FAY: Yes, Linda Hicks plea:se?

JAN: May I tell her who's calling

FAY: This is Faye at Regency in Houston?

JAN: One moment Faye?

90 (1.0)

((beep))

JAN: Linda

(1.2)

UN4: I'll ge-

95 ((beep))

JAN: Thank you for calling Title Agency?

DEN: Ed Stately please?

(0.2)

100 JAN: He's on another line right now, can you hold
or may have him call you?=-

DEN: =Tell'im Denise returned his call.

(0.2)

JAN: Sure will Denise

105 DEN: Thanks

JAN: Tha:nks. bye bye:.

JAN: Thank you for calling Title Agency?
BUD: Elizabeth please
110 (0.4)
JAN: May I tell her who's calling
BUD: Buddy
JAN: One moment Buddy
(0.9)
115 ((beep))
JAN: Elizabeth (1.6) fyoo hoo
(3.0)
((beep))
JAN: Is Elizabeth back there,
120 (0.3)
UN5: She is
JAN: Would you tell her Buddy's on eight,
UN5: I'll do it
JAN: Thank you
125 ((beep))
JAN: Linda
(1.2)
UN6: Which line's fr hr
(0.7)
130 JAN: Number two is Faye from Regency in Houston
UN6: Okay (.) Linda (0.2) line to-

JAN: Thank you for calling Title Agency?
FEL: Yês, may I speak to Karen please
135 JAN: Sure, may I tell her who's calling
FEL: This is
Felicia at Norwest=
JAN: =Felicia I lied, she's on the phone,
FEL: huh huh huh hah hah don- don't lie
140 to me anymore

JAN: Lhah hah hah hah hah
FEL: 'hhh um- will you have her call me
JAN: I'll do it
FEL: Thanks,=
145 JAN: =You're welcome
FEL: LBye bye
JAN: Bye bye

JAN: Thank you for calling Title Agency?
150 CON: This is Constance with Miller and Davis
JAN: Hi Constance
CON: A::m I need to speak with uh Linda:
I need to order an update on the title
commitment
155 JAN: Okay I'll let you- dshe's on the phone I'll
let you talk to Karen, that's her new
secreptary.
CON: LOkay great.
JAN: Thanks.
160 (6.2)
((beep))
JAN: Karen
(2.1)
JAN: Karen
165 (3.0)
OL: Hello::.
(3.0)
JAN: Is anybody back there
(0.2)
170 YL: Uh huh?
JAN: Is Karen?
(0.2)
OL: No=
YL: =No
175 (0.4)

OL: The other Karen is.

YL: Which Karen
(0.4)

JAN: Karen the new Karen?

180 YL: Yes she's here
(0.6)

?: fhuh huh huh huh

JAN: I been tryin to holler at er she's got a
call on (0.4) eight

185 YL: pOkay let me

OL: LShe wants to talk back there-

JAN: Thank you for calling Title Agency can fyou
hold please?

190 MOL: Yes

JAN: Thanks

JAN: Thank you for callin Title Agency pcan you
BET: Lum

195 JAN: hold please?=
BET: Yeah

JAN: Thanks.

JAN: Thank you for calling Title Agency can you
200 hold please?

DEB: Yeah

JAN: Thank you.

JAN: Thank you for calling Title Agency?
205 RAN: Yes, Bill Bass please
(0.2)

JAN: He's on another line right now.

RAN: Okay ask'im call Sandy Brown please.
(0.3)

210 JAN: What's your number Sandy

ROB: Sure, seven one four (0.4) two two two (0.2)
eleven oh six
(1.2)

JAN: I'll let'im know you called=

215 RAN: =Thank you

JAN: Thanks, bye bye.

JAN: Thank you for holding may I help you.

MOL: 'hh Yes: u:h this is Molly Sun with the law
220 firm of Sneed Vine. 'hhhh I was just about
to: (0.2) pa:y a bill that I had for you and
I needed to know whether y- are you
incorporated
(0.4)

225 JAN: I don' kno:w.
(0.4)

JAN: You gotta talk to Jane Ann (0.3) hold on just
a moment

MOL: Alright
230 (2.0)
((be::ep))

JAN: Jane Ann
(4.0)
((beep))

235 JAN: Jane Ann
YL: U:m- no she isn't ba-

JAN: Thank you for holding may I help you

BET: Hi Janet this is Beth

240 JAN: Hi Beth

BET: Is Linda there
(0.4)

JAN: Yeah, hold on rjust a moment

BET: Lbusy

245 (0.7)

((beep))

JAN: Linda

YL: (kay), She's on the phone.

250 JAN: Thank you for holding may I help you.

DEB: Elizabeth Young

(0.7)

JAN: She's with someone right now can I have her
call you?

255 (0.2)

DEB: A:h yeah Debra Beal, (1.2) three four four
ninety nine ninety two

(2.3)

JAN: Debra I'll let'er know you ca:lled.

260 DEB: Thank you.

JAN: Thanks.

DEB: rBye

JAN: LBye bye.

265 JAN: Thank you fer calling Title Agency

SHA: Yes is Kelly there

(0.4)

JAN: Yes she is but she's on another line right
now, can I have her call you?

270 SHA: 'hhh No I'm sorry I'm at a pay pho:ne, uh
what if- (0.4) well

JAN: Can the secretary help you? (0.4) or you're
welcomed to hol:d.

SHA: pt uh- let me hold a minute

275 JAN: May I tell'er who's calling

SHA: This is Shannon Lecter. It's regarding a
settlement statement (.) rthat

JAN: Lone mo- okay just a
moment

280 ((beep))

JAN: Is Jane Ann back there
?: ♪Yeah
YL: ♪Yes she is, yes she is
JAN: Line one is Molly from Sneed Vi:ne?
285 (0.2)
YL: Thank you
JAN: Beth
BET: Uh hûh
(0.4)
290 JAN: Hold on just a moment
BET: Okay
(1.0)
((beep))
JAN: Linda
295 (1.2)
((be::ep))
JAN: Is Linda back there
LIN: ♪Yeah
YL: ♪Yes
300 (0.2)
JAN: Beth's on three?

JAN: Thank you for calling Title Agency?
(0.2)
305 SHE: Uh, could I talk to one your escrow officers
ahm on long distance ple:ase?
(0.2)
JAN: 'hhhhhhhhh one is with someone right now,
the other one's on the pho:ne
310 SHE: ♪Okay
JAN: Lu:h lemme see if I can fi:nd
SHE: Okay ♪lemme ask you something
JAN: ♪suh-
SHE: uh- this is Shelly Mellon? I'm with Century
315 Twenty One A H M in Pasedena?=-

JAN: =Mm hm:?

SHE: We gotta waiver that needs to be signed by
lady in Austin and what we would like to do
could we fax it to your office

320 (0.7)

JAN: Hold on I'll let you talk to somebody

SHE: Ok-

JAN: Thank you for calling Title Agency?

325 SUS: Hi:. Can I talk to Dan
(0.4)

JAN: Yea:h just a moment
(0.8)
((beep))

330 JAN: Dan?

DAN: ↑Yeauh

JAN: Susan's on fi:ve,

DAN: Q:h, I'm in trouble okay
((beep))

335 JAN: Kathy?

KAT: Yes ma'am?=-

JAN: =Century Twenty One lady on fo:ur
(.)

KAT: i:te

340 ((beep))

JAN: Kelly?

KEL: Yeah
(1:0)

JAN: line two: is I forgot but she's at a pay
345 phone
(1.2)

KEL: Okay

JAN: Thank you for calling Title Agency?

350 BEV: uh- Yvonne please

(0.4)

JAN: May I tell her who's calling

BEV: This is Beverly

(0.2)

355 JAN: One moment,

JAN: Thank you for calling Title Agency?

B: Yer welcome hu:nee can I talk to Kathy Craw

JAN: How are ya

360 B: I'm fine how're you doin

JAN: pretty goo:d.=

B: =hah- uh I need to tal- chat

with you first I'm- share somethin with you
you'll just lu:ve

365 JAN: Okay- (0.6) hold on

B: Okay

JAN: Thank you for calling Title Agency?

(0.2)

370 BEL: U:h Kelly please

(0.2)

JAN: ·hhh She is on the phone right now, can I
have her call you?

BEL: Yes this is Belle with Ferter Insurance?

375 (0.7)

BEL: Tell her I'm calling on the Kinkanin closing
this afternoo:n? (0.4) I'm with the insurance
agency=

JAN: =pt Okay- you can probably talk to Marcie.

380 BEL: Okay

JAN: Hold on just a moment=

BEL: =Thanks

(1.2)

((beep))

385 JAN: Marcie?

MAR: Yeah

JAN: Belle from a insurance on Kinkanin this
afternoon? (0.4) O::n (3.2) must be o:n I
don't know hold on I'll tell you

390 BEL: Northpoint Drive like-

JAN: Barbara

(0.6)

BEL: Hello?

JAN: is this Belle?

395 BEL: Yes

JAN: Hold on just a moment

((beep))

JAN: She's on si:x.

(1.8)

400 JAN: Are you there

(1.7)

MAR: Yeah

JAN: Marcie? (0.4) She's on six.

405 JAN: Thank you for calling the Title Agency?

SAL: Yes, can I speak to Kelly

(0.5)

JAN: She's on the phone and has a call holding can
I have her call you?

410 SAL: K'ave her call Sally at Franklin (0.6) four
seven nine thirty two fifty seven.

(1.0)

JAN: Thirty two fifty seven

SAL: Mm hm?

415 JAN: Sally I'll tell her

SAL: Thank you

JAN: Your welcome bye bye.

JAN: Thank you for calling Title Agency?

420

(0.2)

SHA: Janet

JAN: Yeah,

SHA: May I speak to Liz (this) morning
(1.2)

425 JAN: She::: i:s with someone right now.
(0.3)

SHA: Kay f'you'll just ask her to call me

JAN: I do it Shannon.

SHA: Thank yew.

430 JAN: You're welcome bye bye.

JAN: Thank you for calling Title Agency?
(0.2)

435 DAV: This' David is Linda in
(0.4)

JAN: Yeah, just a moment David
(2.0)
((beep))

JAN: Linda?
440 (0.4)

LIN: Yeah-

JAN: David's on four

LIN: (Thank you-)
((beep))

445

JAN: Thank you for calling Title Agency?
(0.2)

MAR: 'hh This is Mary Bartleby with Owens Company
Better Homes and Gardens I need to talk to
450 somebody I wanta get an idea of closing coss
for a V A loan.

JAN: Okay, I'll let you talk to:: (0.4) Linda she
handles all the V A stuff=

MAR: =Great

455 JAN: Just a moment

(2.0)

((beep))

JAN: Linda

LIN: Yeah

460 (0.4)

LIN: Yeah-

(.)

JAN: U:m I'm thinking of what her name is (.)
somebody on two from Better Homes and Gardens
465 about a V A deal.

(0.2)

LIN: Uh (.) thanks

?: Lhah hah hah

470 JAN: Thank you for calling Title Agency?

(0.2)

CAN: Hi, is Minnie in please.

JAN: She sure is may I tell her who's calling.

(.)

475 CAN: This is Candy at Mark Brown's office

JAN: One moment Candy

(0.8)

((beep))

JAN: Minnie

480 NIK: Yes,

JAN: Candy from Mark Brown's office on four

NIK: Okay,

JAN: Thank you for calling Title Agency?=
485

SUS: =He:y, can I talk to Dan again

JAN: He's on the pho:ne.

SUS: Is he (.) Okay will you have him call me?

JAN: You fgot it

SUS: Thanks

490 JAN: Okay bye bye.

JAN: Thank you for calling Title Agency?
CIN: U:h may I please speak to uh Mr. Statley?
JAN: He's on another line right now, can I have
495 him call you?
CIN: 'hhh U::h- would you just give him this
message this is Cindy with thee:- (0.2) Texas
Association of Realtor:s?
JAN: Uh huh?
500 CIN: 'hhh U:h Yes:, I do have that book in stock.
He was- talking about thee uh (0.8) uh Irving
book
JAN: Okay, I'll let him know.
CIN: Thank you
505 JAN: Thanks. ▽Bye bye
CIN: LBye

JAN: Thank you for calling Title Agency?
SAM: Good morning may I speak with Dan Stately
510 this morning.
(0.2)
JAN: Sure may I tell him who's calling
SAM: This is Sam Adams h
JAN: One moment?
515 (1.2)
((=beep))
JAN: Danno.
SAM: Yeah yeah
JAN: Sam Adams o:n two:?
520 (0.4)
JAN: Cathy called you'n from Texas Association of
Realators yes they have the book in stock?
SAM: Good?
JAN: Susan called you from Roundrock?
525 (0.2)

J17\TITLE: 16

SAM: I talked to her

JAN: Sno- call her back she just called two
seconds ago?

SAM: Okay

530 JAN: Denise from Popnhopper called you back?

SAM: Uh- okay

JAN: Thats it.

SAM: Thank you

JAN: Good bye.

535

((missing 2 minutes J17.3A))

J 17 title agency (#4)

JAN: Kenny Dryden's office
5 (0.2)
CRA: Is Kenny in
(0.2)
JAN: No: he won't be in until pro'ly bout lunch
time, can I have him call you?=
10 CRA: =Yes, ask him to call Craig Follet
(2.6)
JAN: » And what's cher number Craig «
CRA: Area seven one three (0.3) nine six one, two
four hundred
15 (1.5)
JAN: Okay I'll let him know.
CRA: Thank you
JAN: Thanks,
CRA: Bye
20 JAN: Bye bye,

((beep beep))
JAN: I'm so sorry was I- did you have that lady in
there,
25 (0.4)
?: Where
WIN: No, she's gone, (.) no she's back in Bill's
office right now
JAN: Oh she wasn't back in there when I was
30 hollerin atcha
WIN: No
JAN: Oh, good thank you thank you thank you=
WIN: =Aw huh huht

35 ((ring))
(0.6)

JAN: Thank you for calling Title Agency
SAL: Uh hi may I speak with Francis please?
(0.4)

40 JAN: Sure, may I tell her who's calling
SAL: This' Sally with Northwest F T C.
JAN: One moment
SAL: Thank you
(0.9)

45 ((beep))
(0.3)

JAN: Francis
(1.1)

50 ELI: Francis (no), Francis (0.8) not right here
she's right back there by th'copy machine
(0.4)

JAN: Thank you,
((beep))

JAN: Francis
55 (0.2)

FRA: Yes
JAN: You have a call on line two?
(.)

FRA: Thank you

60

JAN: Thank you for calling Title Agency
SUS: Janice
(0.2)

JAN: Hi:.

65 SUS: hh 'hh- I just got off the phone with
Elizabeth Young

JAN: Yea=
SUS: =But I need to talk to her again
JAN: You do:.

70 SUS: Um hm
(0.2)

JAN: Well, then heck fine I'll just put you right
on through

SUS: Thanks

75 JAN: Hold on
(1.2)
((beep))

JAN: Elizabeth

ELI: Yeah

80 JAN: Susie's on four.

ELI: Okay. (0.4) I'll need-

JAN: Bitman Associates

(1.4)

85 HAR: A::h yes, may I please speak with Janie De la
Santos?

(0.4)

JAN: We don't have anyone here by that name.

HAR: Thank you

90 JAN: Your welcome

HAR: Bye bye

JAN: Thank you for calling Title Agency?

(0.2)

95 SID: Uh- (0.2) call for Jane A(h)nn

JAN: -hhh heh heh p_rheh heh heh

SID: Lha ha ha

JAN: hhh I want you to know Sid? hh=

SID: Talk p_rdirty to me

100 JAN: LI-

JAN: I killed that cockroach

(0.2)

SID: Did you really?

JAN: Yes sir

105 SID: That son of bitch came back

JAN: Three ti::mes,

SID: *Guuall: lee
JAN: An I kept flickin him outta here and
finally the last time I took my shoe off and
110 I smashed that sucker
(0.3)
SID: Good for you:.
JAN: He's dead now
SID: Yea
115 JAN: Well hold on I'll let you talk to Jane Ann
SID: Kay

JAN: Kenny Dryden's office
LOU: Is Kenny in please.
120 (0.4)
JAN: hhh No ma'am. I don't expect him in in till
about lunch time, can I have him call you?
LOU: hh Ah- (.) yea:h, well I (.) is he (0.2)
yeah (.) (Do you)
125 JAN: I have no idea where he's at
LOU: Okay I'll try him at home but have him call
me (0.3) uh- (0.4) Lou Anne (2.0) four seven
two, (0.4) two three three oh.
(0.5)
130 JAN: Okay I'll let him know you called,
LOU: Thank you
JAN: Thanks, bye bye.

JAN: Thank you for calling Title Agency
135 SID: Yes, ma'am is is uh cockroach
JAN: Oh this is you again, hold on. (0.2) there
she goes.

JAN: Thank you for calling Title Agency
140 (0.2)
B: Yes uh Bill Benton please

JAN: He's on an another line right now (.) could I
have him call you?

B: Nuh I'll get back

145

JAN: Thank you for calling Title Agency?

VIK: Ah may I speak to Evone please

JAN: Sure may I tell her who's calling=

VIK: =Vikki Bennet

150

JAN: One moment

JAN: Thank you » for calling « Title Agency?

PAU: Vanessa please (.) this is Paula

JAN: Just u momen Paula

155

(1.3)

JAN: Vanessa?

VAN: Yaes=

JAN: =Can I have her call you right ba:ck.

(0.7)

160

YVO: A::h (.) Yes if you would, at four four three
seventy five hundred

(1.6)

JAN: Okay I'll tell er=

YVO: =Thank you

165

JAN: Tha:nks by bye

YVO: by bye

JAN: Thank you for calling Title Agency

CAR: Is Kelly Wilson uh- Kelly Callrush there, (.)
please,

170

JAN: Yeah, may I tell her who's calling=

CAR: =Carla at Mission

(0.2)

JAN: One moment

175

(1.2)

((beep))

JAN: †Kelly
(1.0)

KEL: Ya:h?

180 JAN: Carla at Mission is o:n (0.2) three?

JAN: Thank you for calling Title Agency?
(0.3)

185 DEN: pt Yeah is Elizabeth Young there?
(0.2)

JAN: She sure is may I tell er who's calling

DEN: Denise Seal?

JAN: One moment Denise
(0.9)

190 ((beep))

JAN: Elizabeth?

ELI: Yes ma'am,

JAN: Denise Seal on four.

ELI: nk you

195

A: Thank you for calling Title Agency?

B: Hi: it's me again, can I talk to Dan one more
†time

A: Yeah, just a moment

200 (1.2)

((beep))

A: Dan?

C: Yes

A: Susan's on six

205 C: Okahy hh

JAN: Thank you for calling Title Agency
(0.2)

210 TIM: Yes, Bill Bennett plee
(0.3)

JAN: May I tell him who's calling.

TIM: This's Tim Wartz

JAN: One moment?

(1.7)

215 ((beep))

JAN: Bill?

(2.4)

((beep))

JAN: Is Bill back there,

220 (0.5)

C: Yes he is

(.)

BIL: Ya

JAN: Tim Wartz is on three:

225 (0.2)

BIL: Greh

JAN: Thank you for calling Title Agency

230 FES: Hello:, u:m this is: Fess Maytee I was paged
a:while go or called awhile ago by Minnie?

JAN: Okay, hold on just a momen Fess

FES: Okay

((beep))

JAN: Minnie?

235 MIL: Yeah

JAN: Fess Maytee on seven

MIL: Thanks

JAN: Thank you for calling Title Agency?

240 MAC: Hello:, uh Mr. Bill Bentz please, Macy Crown
is calling

(0.2)

JAN: He's on another line right now can I have him
call you

245 MAC: Yes would you ask him to return the call
please?

JAN: What's the number?

(0.3)

250 MAC: Seven one three: (0.7) eight seven one: six
two two two. (0.2) and that's for « Macy
Crown »

JAN: I'll let him know.

MAC: Alright, fthanks=

JAN: =Thanks bye bye.

255

JAN: Thank you for calling Title Agency?

BER: Ah yes this Bertha Katt, could I speak to
Terry please?

JAN: Yeah just a moment

260 (0.7)

((beep))

BER: Terry

(1.0)

TER: Whu:t.

265 JAN: Yo mama's on two.

TER: Thanks. hhh

JAN: Thank you for calling Title Agency

270 B: Ah, Yes this is Felicia at Norwest can I
speak to either Karen or Elizabe:th ur
somebody

JAN: One of rthose girls?

B: Lbout settn a closing,

JAN: Yeah. Okay hold on.

275 B: Okay

R: Thank you for calling Title Agency?

280 A: .hh Ah, yes. This is Alicia at Norwest can I
speak to either Karen or Elizabeth: or
somebody

R: One of those girls?
A: About sett'n closing Yeah
R: Okay hold on.
A: Okay
285 (2.3)
(Beep)
R: Jill?
J: Yeah
R: Will you talk to Alicai at Norwest on one,
290 J: Okay,

R: Thank you for calling title Agency?
(0.3)
JD: Karen please
295 (0.7)
JD: That's good
R: May I tell her who's calling
(0.4)
JD: John Doyle?
300 (0.2)
R: One moment?
(1.4)
(Beep)
R: Karen
305 (1.7)
(Beep)
(1.0)
R: Karen over there?
(0.2)
310 U: No, I don't know where she's at

R: Thank you for calling Title Agency?
V: Hi, is Elizabeth Young in?
R: Yeah, may I tell her who's callin
315 V: Vickie at Gracie Title

R: One moment?
V: Thank-
(0.3)
((Beep))
320 R: Elizabeth
(0.3)
((noise))
E: ↑Yeah
(0.4)
325 R: Vickie at Gracie Title on three?
E: Kay:?
(0.5)
((Beep))
R: Is Karen the bar on back there
330 (0.2)
U: Ye:s?
R: Woul.d you tell her:: that line two:: is
(0.4) John ↑Doyle.
U: I'll do it
335 O: L(Okay)
R: Thank you

R: Thank you for calling Title Agency?
(0.5)
340 M: Connie please
R: May I tell her who's ↑calling
M: This's her mo:m
R: One moment?
(0.7)
345 ((Beep))
R: Connie
C: ↑Yeah:
R: Yo mama on one.
C: Th↑ankya

R: Thank you for calling Title Agency?
J: Yes is Karen available
(0.4)
R: She's on another line right now can I have
355 her call p_ryou?=
J: Uh::: n_o this is Jackie with
Coldwell Banker I'm on digital pager I
believe she has my number I was just waning
to make sure that she 'hhhhh we: were working
360 on Kneely's Canyon ((huh huh)) can you just
let her know that I'd called? 'hhh
R: Do you wanna talk to her secretary Jackie?
J: Ye::: p_rus:
R: L_Okay, just a moment
365 (0.4)
(Beep))
R: Connie?
C: Yeah
R: Jackie from Coldwell Banker on one?
370 C: Kay
R: Thank you for calling Title Agency?
S: Janice?
R: †Yeah,
S: †I'm returning Linda Hicks' phone ca:ll?
375 R: Okay just a moment
(1.2)
(Beep))
R: Linda
L: Yeah
380 R: Susie's on one.
L: Thank you

((Ring))

R: Thank you for calling Title Agency?
385 (0.2)

V: I need to speak with Karen please?
R: May I tell her who's calling
V: This is Vickie Martin with Coldwell Banker?
R: One moment Vickie?
390 (0.7)
(Beep)
R: Karen
K: Uh huh
R: Vickie Martin Coldwell Banker on dos
395 (0.4) ((munch munch))
K: Thank you

((Ring))
(0.7)
400 R: Thank you for calling Title Agency?
Ri: Frances Elliott please
R: hh May I tell her who's calling
Ri: Sure, Rick's
(Coneway?)
405 (0.8)
R: pt Rick, she's on another line can you hold
or can I have her call you?
Ri: No you can tell her I just returned her call
an she can, call me back
410 (0.1)
R: Whats yor last name?
Ri: Coneway C O N E W A Y?
(0.3)
R: Just like it sounds.
415 Ri: Thanks
R: What's yer number
Ri: Three two seven (0.8) four nine, two six
(0.3)
R: I'll tell er
420 Ri: Kay

R: Thanks bye bye,

R: Thank you for calling Title Agency?
(0.2)

425 C: Yeus this is Carol with ACT Insurance from
Dallas.

R: Yes Ma'am

C: LA:nd I was given your number wur:- we
carry group insurance? On: Cleat C L E A T
430 (1.2)

C: Would you know who that is?
(1.2)

R: I have no idea
(0.6)

435 C: Huh
(0.2)

R: Never heard of it, is that person or a
company er

C: Uh- its a company name,
440 (0.1)

R: Nev_r heard of it

C: Lits, (Police) Union (.) Corporate Office
(1.3)

R: Never heard of it
445 (1.3)

C: Who carries yall's insurance.

R: PruCare
(0.3)

C: PruCare (0.4) good grief (0.7) un_kay well I
450 will try som'n else then

R: Oka_y:

C: Lis- is one of your numbers three four six
nine oh two?
(0.2)

455 R: That's our plant number

(0.4)

C: Okay that's the number I have for them.

(0.6) Its on north MoPac

R: Ri::ght.

460 C: Is that ya'll?

(0.3)

R: The plant is

C: Yeah

465 R: Did yu- you called that number and you talked
to them?

C: Uh fhuh

R: An they said to call here?

C: Uh fhuh

(1.0)

470 R: fHold on just a moment

C: Okay

R: Thank you for calling Title Agency?

475 B: Janice this is Becky can I speak to Yvonne

(0.2)

R: Yeah, just a moment

(4.1)

((Beep))

R: Yvonne

480 (2.1) ((static))

((Beep))

R: O F Frances

F: Yes

485 R: Carol form ACT Insurance- is on o:ne. And
Rick Coneway returned your call?

(0.4)

F: Okay, thank you

R: Okay

490 ((Beep))

(0.2)

R: Is Yvonne there?

(1.0) ((static))

R: Hello

495 E: [Here ((static)) Here, l

R: Line tow is Becky.l

E: (Thanks)

R: Thank you for calling Title Agency?

500 D: Uh Linda please

(0.3)

R: May I tell her who's [calling

D: Uh David Wise with Intrust Mortgage

R: One moment David

505 (1.1) ((Beep)) (0.8)

R: Linda

(0.2)

L: Yeah

R: David Wise from Intrust on three?

510 L: Thank you

R: Thank you for calling Title Agency?

J: Karen Phillips please

(0.8)

515 R: We don't have a Karen Phillips she's working
wi:th Title U.S.A:.

J: Oh, gosh I'm [sorry I

R: [Or actually she works for the
State Board of Insurance

520 J: Um::,

R: A:nd her number you can reach her at four
five nine? (0.4) Thirty eight twenty six

(0.1)

525 J: This is Jackie with Coldwell Banker, who is
thee- is it Gail

(0.3)

J: Who am I-

R: We don't have a Gail

(0.1)

530 R: Wh hve (0.1) wu-leme think who were yo talkin
to u::m

(0.7)

R: Were you talkin to Kelly or Marcy, or were
you talkin to Karen Wilson

535 V: Karen Wilson,

(0.2)

R: Okay just a moment