

| Turn # | Speaker ID | Text by Agent AG  | Text by Caller CL   | Game acts   | Game name | depth 2 | depth 1 |
|--------|------------|---|---|-------------|-----------|---------|---------|
|        |            | [First turn is missing]   |   |             |           |         |         |
| 1      | AG         | A speaking  |   | MM          |           | 0       | -       |
| 2      | CL         |   | Hi this is B C at WWW   | MM          |           | 0       | -       |
| 3      | AG         | Hi Mr. C  |   | MM          |           | 0       | -       |
| 4      | CL         |   | I was wanting to make some arrangements for a trip that I'm going to be taking uhh to LA uh beginning of the week after next see (eighteenth nineteenth twentieth   | bg AS1      | AS1       | 0       | -       |
| 5      |            | [recording notification]  | [recording notification]  |             |           | 0       | -       |
| 6      | AG         | ok ah let me pull up your profile and I'll be right with you here   |   |             |           | 0       | -       |
| 7      |            | [profile and charge number]   | [profile and charge number]   |             |           | 0       | -       |
| 8      | AG         | and you said you wanted to travel next week?  |   | bg IS1      | IS1       | 0       | -       |
| 9      | CL         |   | uh yes uh it I I- have to be in LA a couple of different places actually on the nineteenth and twentieth -- now I'm going to be down in San Diego on personal business uh the previous weekend the sixteenth seventeenth and eighteenth | ag          |           | 0       | -       |
| 10     | AG         | uh huh  |   | ACK         |           | 0       | -       |
| 11     | CL         |   | and basically I have to get into ah ah or near the Ontario airport for the Sunday night and I leave out of the Irvine which I guess is John Wayne Airport on the Tuesday.   |             |           | 0       | -       |
| 12     | AG         | ok  |   | ACK, bt     |           | 0       | -       |
| 13     | CL         |   | I guess the first question I had was uh are there flights from San Diego to the Ontario airport in uh in LA or outside LA I guess if (I   | at, bg IS2  | IS2       | 0       | -       |
| 14     | AG         | let me see)   |   | ag          |           | 0       | -       |
| 15     | CL         |   | if there's a real problem there I might keep a car which I'll have and simply drive up  |             |           | 0       | -       |
| 16     | AG         | ok there's only two direct or nonstop flights from San Diego to Ontario and they're both in the morning on Sunday                             |   |             |           | 0       | -       |
| 17     | CL         |   | Are they?   | ACK         |           | 0       | -       |
| 18     | AG         | uh huh. I think I'm going to forget that Otherwise I'd be I'd be routing you through um through Los Angeles Seems a little ridiculous I think |   | ACK, bt IS2 |           | 0       | -       |
| 19     | CL         |   | uh huh  | ACK, at     |           | 0       | -       |
| 20     | AG         | now do you have to be there on uh Sunday mo-Sunday night or Monday morning?   |   | bg IS3      | IS3       | 0       | -       |

|    |    |   |  |                                    |     |
|----|----|---|--|------------------------------------|-----|
| 21 | CL |   | uh uh i-i- it would be Monday<br>uh uh Sunday night yeah   | ag, bt                             |     |
| 22 | AG |   | Well there's a like I say a<br>seven a.m. flight in the<br>morning (out of San Diego)  | at, bg<br>AO1                      | AO1 |
| 23 | CL |   | ??) no no no no  | ag                                 |     |
| 24 | AG | ok  |  | ACK                                |     |
| 25 | CL |   | no no -- no obviously then uh<br>I ha- as far as getting there I'll<br>do it under my own steam  |                                    |     |
| 26 | AG | ok  |  | ACK                                |     |
| 27 | CL |   | I'll just keep the rent a car that<br>I'll have for personal reasons<br>uh for that weekend  | bt AO1                             |     |
| 28 | AG | ok -- Umm so on the<br>twentieth you want me to (<br>look at the return                       |  | at, bg<br>AO2                      | AO2 |
| 29 |    | [hotel reservation]   | [hotel reservation]  |                                    |     |
| 30 | AG |   | that's wonderful so what it<br>boils down to is just one<br>flight getting out of there  | prior<br>game is<br>in<br>progress |     |
| 31 | CL |   | ok on the twenty -- uh now it<br>wi- will be near the John<br>Wayne Airport I guess it i- it is<br>John Wayne in Irvine (isn't it?)  | bg IS4                             | IS4 |
| 32 | AG | yes) yes it is  |  | ag, bt                             |     |
| 33 | CL |   | and um and um as far as I can<br>see we're going to have a<br>pretty full day meeting on the<br>on Tuesday the twentieth uh I<br>think I ought to be looking at<br>a flight out of there perhaps<br>no earlier than round about<br>seven o'clock -- ok is this<br>going (back to | at, bg<br>AS2                      | AS2 |
| 34 | AG | back to back to San<br>Francisco)   |  | ag                                 |     |
| 35 | CL |   | to San Francisco   | ACK                                |     |
| 36 | AG | yeah -- excuse me there's<br>an American flight at<br>seven thirty                            |  | bt, POL,<br>bg IO1                 | IO1 |
| 37 | CL |   | oh no I was going to say that<br>if I had my choice I'd pick<br>American simply because I've<br>got the uh Advantage -- mm<br>hmm I I'm sorry I (my<br>enthusiasm ??   | at, ag,<br>POL,<br>TELL1           |     |
| 38 | AG | Yeah) yeah the um let me<br>see here we've got you on<br>American flight nine thirty<br>eight |  | ACT1                               |     |
| 39 | CL |   | yep  | at, ACK                            |     |
| 40 | AG |   | leaving on the twentieth of<br>June out of Orange<br>County John Wayne<br>Airport at seven thirty<br>p.m.  | extend<br>ACT1                     |     |
| 41 | CL |   | seven thirty   | ACK                                |     |
| 42 | AG |   | and into uh San Francisco<br>at eight fifty seven  | extend<br>ACT1                     |     |
| 43 | CL |   | that sounds great  | ACK                                |     |



