

1 MR. HAGER: Okay. The 13th month free is what
2 you're looking at.

3 MR. MAHONEY: Yeah.

4 MR. HAGER: That's what it sounds like. I don't
5 know why you wouldn't get it. But again, you know, please,
6 you know, don't take what I'm saying --

7 MR. MAHONEY: Okay. How late will Deborah --
8 Beam?

9 MR. HAGER: Boehm.

10 MR. MAHONEY: -- Boehm be working this evening?

11 MR. HAGER: Quite frankly, she is normally out of
12 here by now.

13 MR. MAHONEY: Okay. Well, probably what I'll do
14 is I'll have to call in the morning and see what kind of
15 arrangements I can make in the morning once I get my fax
16 machine up and running.

17 MR. HAGER: Okay.

18 MR. MAHONEY: Why don't you just note on the
19 computer I'll call back tomorrow morning.

20 MR. HAGER: Okay. There is nothing -- it looks
21 like the only quick pay we could do is through the fax
22 machine.

23 MR. MAHONEY: Right.

24 MR. HAGER: Right. That's the way --

25 MR. MAHONEY: And I would need to -- by the time I

1 find a business that can open up and let me use their fax
2 and all that stuff, I might as well just wait until tomorrow
3 morning.

4 MR. HAGER: Okay. I'm reading here. Okay.
5 You've mentioned the same thing. I guess you were also
6 speaking with a Ranice Gary (phonetic). Does that sound
7 familiar, that name?

8 MR. MAHONEY: Uh-huh.

9 MR. HAGER: So that looks like another individual
10 you've spoke with. But -- yeah. That looks like the only
11 -- I can --

12 MR. MAHONEY: Okay. This Deborah must be a
13 supervisor then? You say your hands are kind of tied on
14 what you --

15 MR. HAGER: Well, no, no. It's anybody else's
16 accounts. In other words, a coworker of mine I couldn't --
17 the only thing I can do is demand payment in full to resend
18 the lines.

19 MR. MAHONEY: Okay. Who would I talk to if I
20 wanted to do another partial payment?

21 MR. HAGER: Deborah. That's what I'm saying. She
22 is your caretaker of the account, or account rep, whatever
23 you wish to call it.

24 MR. MAHONEY: Okay. All right. Okay. I'll try
25 her. What time does Deborah get there in the morning?

1 MR. HAGER: Central time, I believe 7 o'clock.

2 Again, I'm not even sure what her -- she has been -- see, I
3 get here at 8:00 -- well, 10 o'clock your time, and
4 everybody is already here. But normally, it's 5 o'clock.

5 MR. MAHONEY: Okay. All right. I will check with
6 her in the morning then.

7 MR. HAGER: All right. Very well.

8 MR. MAHONEY: Thank you.

9 MR. HAGER: Thank you, sir.

10 MR. MAHONEY: Yeah. Bye-bye.

11 MR. HAGER: Good-bye.

12 (End of call)

13 MS. SMITH: Hello.

14 MR. HAGER: Yes. Good afternoon. Accounts
15 receivable, Mr. Hager speaking. How may I help you?

16 MS. SMITH: Is this Bob (inaudible)?

17 MR. HAGER: No, no, no. My name is Mr. Hager,
18 H-A-G-E-R.

19 MS. SMITH: Okay. Okay. Is Bob there?

20 MR. HAGER: He -- no. I'm sorry. I apologize.
21 He sure is. Can I tell him who is calling?

22 MS. SMITH: This is Linda Smith. We've had some
23 problems in faxing over my check for my phone bill.

24 MR. HAGER: Right.

25 MS. SMITH: And, you know, I'm really getting a

1 little put out at it. I tried -- okay. I told him -- well,
2 Tuesday my mother was in the hospital because he called and
3 she was still asleep. So I said, could you give me an hour?
4 He said okay, fine. What information do you need so you
5 can find out who you're talking to?

6 MR. HAGER: Either an account number or your name.
7 I mean, I'm sorry, your phone number, whichever is easiest
8 for you.

9 MS. SMITH: Nine-two-five area code.

10 MR. HAGER: Okay, hold on. Okay. Let me do it
11 this way. Okay. Nine-two-five.

12 MS. SMITH: Four-five-five.

13 MR. HAGER: Okay.

14 MS. SMITH: One-four-seven-nine.

15 MR. HAGER: Okay. And you be Linda Smith.

16 MS. SMITH: Yes, okay. So I had called -- so I
17 told Bob -- I said, could you wait about an hour. He said
18 fine, no problem, because, you know -- I don't know if there
19 is a time difference, but it was still kind of early here.

20 MR. HAGER: We received your check today.

21 MS. SMITH: Pardon me?

22 MR. HAGER: We received your check today.

23 MS. SMITH: Oh, so you received it today?

24 MR. HAGER: \$88?

25 MS. SMITH: Yes.

1 MR. HAGER: Okay.

2 MS. SMITH: I sent it through because something
3 had went wrong with our service. My husband sent you a
4 check, but he sent it wrong. And so then I found one of
5 your forms, and I put the check on there. And I guess it
6 was -- let's see, today is Monday. It was over the weekend.
7 So I sent it through one way, and it said "jammed," and I
8 had all kinds of problems. I waited, and then I turned it
9 around, upside down, sent it there, and I never knew if you
10 guys received it or not.

11 MR. HAGER: Right. I'm showing somebody posted it
12 this morning, that it was received.

13 MS. SMITH: Okay. Well, what about my service?

14 MR. HAGER: Okay. That I -- hold on one second,
15 please.

16 MS. SMITH: Okay.

17 MR. HAGER: Ms. Smith?

18 MS. SMITH: Yes.

19 MR. HAGER: Yes. The individual you'll be
20 speaking with, her name is Mary Ann Stillwagon (phonetic).

21 MS. SMITH: Okay. How quickly can I speak to her
22 now because I have a 5 o'clock appointment, and I have
23 really got to get going. So, I mean, how long is this going
24 to take? In fact, I just found another check here. I guess
25 this is what my husband tried to send through, and this is

1 for another \$88. So I don't know if you guys got two
2 payments posted or one.

3 MR. HAGER: Well, it should be only one. I'll
4 tell you which check number was posted -- 14341.

5 MS. SMITH: Okay. That's the one I just sent over
6 the other day.

7 MR. HAGER: Okay.

8 MS. SMITH: You have the check posted 14321?

9 MR. HAGER: No, 14341.

10 MS. SMITH: I know. Do you have the 21?

11 MR. HAGER: I don't see it posted on here.

12 MS. SMITH: Okay. How long is it going to take
13 for me to talk to that lady?

14 MR. HAGER: All I can do is put you in her voice
15 mail right now. She's on the phone.

16 MS. SMITH: Okay. I'm going to be gone.

17 MR. HAGER: Will he be available?

18 MS. SMITH: No, I won't.

19 MR. HAGER: No, no. I said will he be available.

20 MS. SMITH: My husband and I both have an
21 appointment.

22 MR. HAGER: Oh, okay. Right.

23 MS. SMITH: And you guys leave around 6:00, don't
24 you?

25 MR. HAGER: No. I think she is going to leave

1 closer to 5:00.

2 MS. SMITH: Okay. Well, see, it's 4:30 here.

3 MR. HAGER: Right.

4 MS. SMITH: And you're in the same time as we are.

5 MR. HAGER: Right, right. We're in Nevada.

6 That's correct.

7 MS. SMITH: Right. Okay. So, you know, does she
8 want me to fax to her another check, or what is the problem?

9 MR. HAGER: I don't know. When it reaches -- when
10 an account gets automatically cancelled --

11 MS. SMITH: Yeah.

12 MR. HAGER: -- it belongs in her bailiwick.

13 MS. SMITH: Okay. Well, I guess I can just --

14 MR. HAGER: I mean, I can put you in her voice
15 mail. I can take a manual message over there. I can --
16 I'll go about it either way.

17 MS. SMITH: Well, I just wanted to kind of talk to
18 her about my service.

19 MR. HAGER: Okay. I can appreciate that.

20 MS. SMITH: Can you give her a message and see if
21 she is going to be off in the next couple of minutes?

22 MR. HAGER: What I can do -- I can take a manual
23 message and give it to here, or again -- or the voice mail,
24 whatever works for you.

25 MS. SMITH: Okay. Just give me her voice mail

1 then, okay?

2 MR. HAGER: Fair enough. Whatever works for you
3 is fine. All right. Hold on, please.

4 (End of call)

5 MR. HAGER: Good afternoon, NOS, accounts
6 receivable, Mr. Hager speaking. How may I help you?

7 FEMALE SPEAKER: Hi. May I speak with Jerry at
8 extension 8686?

9 MR. HAGER: He left at 2 o'clock West Coast time.

10 FEMALE SPEAKER: Okay. Can I just leave the
11 information with somebody? I'm returning his call regarding
12 a past due account, just to let him know the amount we sent
13 and the date that we sent it.

14 MR. HAGER: Okay. I can do all that. Hold on one
15 second, please, okay?

16 FEMALE SPEAKER: Thank you.

17 (End of call)

18 MR. HAGER: -- four more zeros.

19 MALE SPEAKER: Right.

20 MR. HAGER: And that's the old account number?

21 MALE SPEAKER: Yes.

22 MR. HAGER: The new number?

23 MALE SPEAKER: I don't have it in front of me.
24 I'm sorry.

25 MR. HAGER: All right. Name of your business?

1 MALE SPEAKER: Executives International.

2 MR. HAGER: Were your telephone lines canceled?

3 MALE SPEAKER: Yes.

4 MR. HAGER: Okay. That's -- oh, okay. I know
5 what happened. So they probably had to send you a new --

6 MALE SPEAKER: Well, I talked to the man this
7 morning, and he spent about 20 minutes, and he said, I don't
8 really understand what did happen, but he said, obviously,
9 the old account was canceled, and you started with a new
10 account. And I was in Canada, and when I talked with Tammy,
11 she said that my card would work okay, that she reinstated
12 it. But somebody apparently overrode that decision and
13 terminated it.

14 MR. HAGER: That doesn't make sense.

15 MALE SPEAKER: No. That's what he said this
16 morning. It just doesn't make sense.

17 MR. HAGER: And your phone number, sir, that she
18 can reach you tomorrow morning?

19 MALE SPEAKER: Yeah, 602-954-6831.

20 MR. HAGER: Six-oh-two -- Arizona, right?

21 MALE SPEAKER: Yeah.

22 MR. HAGER: Oh, okay. So she won't -- what time
23 will be the best time for her to call you?

24 MALE SPEAKER: Well, you're in the West Coast?

25 MR. HAGER: Yes. We're in Nevada. She works 5:00

1 to 2:00.

2 MALE SPEAKER: We're in the same time as Nevada.

3 MR. HAGER: Right.

4 MALE SPEAKER: For six months out of the year.

5 MR. HAGER: Right. And her hours are 5:00 a.m. to
6 2:00 p.m.

7 MALE SPEAKER: Okay. After 8:00 would be fine.

8 MR. HAGER: Okay, 8:00 a.m. Pacific Daylight Time,
9 which, of course, would be Arizona Standard Time.

10 MALE SPEAKER: Yeah. It would be the same time.

11 MR. HAGER: Not a problem.

12 MALE SPEAKER: All right. Sir, thank you. What
13 was your name again?

14 MR. HAGER: My name is Mr. Hager.

15 MALE SPEAKER: Hager, Mr. Hager.

16 MR. HAGER: Yes, sir.

17 MALE SPEAKER: I appreciate it very much.

18 MR. HAGER: My pleasure. Thank you, sir.

19 MALE SPEAKER: Okay.

20 MR. HAGER: Bye-bye.

21 (End of call)

22 MR. HAGER: Good afternoon. Accounts receivable,
23 Mr. Hager speaking. How may I help you?

24 MALE SPEAKER: Could you ring 8439, please?

25 MR. HAGER: I'm going to see who that belongs to.

1 MALE SPEAKER: Pat Davis.

2 MR. HAGER: Oh, she left -- well, she normally
3 leaves at 2 o'clock West Coast time.

4 MALE SPEAKER: Two o'clock.

5 MR. HAGER: Normally. She may have been there
6 later, but normally that's her hours.

7 MALE SPEAKER: Okay. I'll call her back.

8 MR. HAGER: Okay.

9 MALE SPEAKER: Thank you.

10 MR. HAGER: My pleasure.

11 MALE SPEAKER: Bye.

12 (End of call)

13 MR. HAGER: Good afternoon. Accounts receivable,
14 Mr. Hager speaking. How may I help you?

15 MALE SPEAKER: Yeah, hi. My phone number is
16 303 --

17 MR. HAGER: Okay. Well, wait a minute. I'm
18 sorry. Hold on one second.

19 (End of call)

20 MR. HAGER: Yes, sir.

21 MALE SPEAKER: Is there -- Bill is not here,
22 George.

23 MR. HAGER: All right. Well, what --

24 MALE SPEAKER: And we are expecting some money
25 here in about two weeks that ought to clear the whole

1 account up. I just don't -- but he's gone, and I don't know
2 where we precisely stand. Let me write that figure down.

3 One thousand what?

4 MR. HAGER: 51.02. Okay. Here is what I can do.

5 Okay. When I spoke with Bill, he was kind of -- all right.

6 We're back to the same thing. He was saying you had been
7 ill, which I understood.

8 MALE SPEAKER: Well, I have been. I --

9 MR. HAGER: No, no, no. I understood. Right. I
10 understand. And that you were pretty much handling all of
11 this, which is fine, okay? I'm not going to get too hard --

12 MALE SPEAKER: Well, he handles the -- see,
13 handles all of the paperwork. I handle the money.

14 MR. HAGER: Okay. Well --

15 MALE SPEAKER: Okay? So that's why he couldn't do
16 anything while I was laid up. And I just now -- well, I'm
17 still recuperating.

18 MR. HAGER: I understand.

19 MALE SPEAKER: I've been recuperating for about 10
20 days.

21 MR. HAGER: Okay. I'm not here to -- here is what
22 I -- okay. I'm sorry. Here is what I'm going to do. I can
23 solve both of our problems.

24 MALE SPEAKER: Okay.

25 MR. HAGER: Okay. What I can do -- you're stating

1 you need two weeks.

2 MALE SPEAKER: Yeah.

3 MR. HAGER: Okay. To keep this up and running and
4 to prevent this from going to a charge-off status, I can
5 take -- but I have to have it in my office today, tomorrow
6 -- you say he's not there; tomorrow is fine -- a check by
7 fax. You can post-date it whatever amount of time you think
8 you need.

9 MALE SPEAKER: Okay.

10 MR. HAGER: The reason for that -- I'll give you
11 the courtesy of an answer. This way it's -- you know,
12 something tangible is in my office so it will not be
13 automatically taken down, the lines, and of course charged
14 off. And it will give you the time you say you need to
15 resolve this.

16 MALE SPEAKER: Right.

17 MR. HAGER: Okay? I have no reason not to work
18 with you and Bill.

19 MALE SPEAKER: I appreciate that very much.

20 MR. HAGER: Let me get you the -- excuse me. Let
21 me get you -- your fax number, sir?

22 MALE SPEAKER: Well, just a minute. My fax
23 number?

24 MR. HAGER: Yes.

25 MALE SPEAKER: It's 913 --

1 MR. HAGER: I'm going to fax this to you. I'm
2 going to fax it through the computer.

3 MALE SPEAKER: Yeah.

4 MR. HAGER: Okay. I'm sorry.

5 MALE SPEAKER: (Inaudible) 64.

6 MR. HAGER: Okay.

7 MALE SPEAKER: Five-nine-nine-four.

8 MR. HAGER: Perfect, okay. And we'll -- you don't
9 need a cover sheet, right, just a form?

10 MALE SPEAKER: No, I don't need a cover sheet.

11 MR. HAGER: Okay. When you do the post-date from
12 what you're stating you're going to have to do --

13 MALE SPEAKER: Right.

14 MR. HAGER: Okay. On the date of the check,
15 highlight it, put "void until -- "

16 MALE SPEAKER: Okay. Then put the date down,
17 right?

18 MR. HAGER: Right.

19 MALE SPEAKER: Okay. All right. We can handle
20 that.

21 MR. HAGER: Okay. Oh, here we go, fax. I'm
22 sorry. My brain is -- okay. Yes. And if there are any
23 questions, feel free to give me a holler. And on that same
24 sheet, if you want to put on there a couple of time -- you
25 know, post-date it, this, that, and the other. I have no

1 problem with that.

2 MALE SPEAKER: All right. Okay.

3 MR. HAGER: Again, I want to work with you. What
4 I'm looking at is both the time frame. You're telling me
5 two weeks, right?

6 MALE SPEAKER: Yeah.

7 MR. HAGER: So we're talking right around -- let's
8 see --

9 MALE SPEAKER: About the middle of -- close to the
10 middle, I'd say, of about, you know, the 10th, whatever it
11 is.

12 MR. HAGER: I can live with the -- let's see, the
13 5th is a Monday, right, to the best of my knowledge? Let's
14 see. One is Tuesday, two, three, four, five.

15 MALE SPEAKER: I don't have a calendar here today.
16 I think it is.

17 MR. HAGER: Yeah.

18 MALE SPEAKER: I think the 10th is that second
19 week, is what I think it is.

20 MR. HAGER: Okay, yes.

21 MALE SPEAKER: And, actually, it's the end of the
22 first week and a half.

23 MR. HAGER: Okay. I can live with, you know, the
24 10th, if you want to do that. Monday the 12th, that's fine,
25 either day. That I don't care.

1 MALE SPEAKER: Okay.

2 MR. HAGER: If you'd rather wait till that Monday,
3 hey, that's fine.

4 MALE SPEAKER: Okay. Well, we're dependent on
5 somebody else, so, you know, I've got to make sure that what
6 they said they were going to do they in fact will do.

7 MR. HAGER: Right. Well, let's take the scenario
8 that they don't, okay?

9 (Side B)

10 MR. HAGER: -- give you the least common
11 denominator here.

12 MALE SPEAKER: Okay.

13 MR. HAGER: Okay. I don't like working off that,
14 but if that's the case, that's the case. Now I would still
15 need it here same situation. This will prevent it -- like I
16 said, it's the last thing anybody needs. Least common
17 denominator here would be a \$300 bill.

18 MALE SPEAKER: Three hundred? Okay. I think we
19 can do that.

20 MR. HAGER: Okay. And then that -- okay. You'll
21 get the -- I don't know. It should be coming across your
22 fax number.

23 MALE SPEAKER: Well, I hate to tell you this. I
24 ain't that good, George. And it does come from computer to
25 computer, I believe.

1 MR. HAGER: Oh, okay.

2 MALE SPEAKER: I don't hear anything on our fax --
3 let's see what is hooked up. Yeah, the computer is hooked
4 up, and I don't know how to take it off the computer. But
5 it will get here. It will be here.

6 MR. HAGER: I can do it manually if that's better.

7 MALE SPEAKER: No. Well, it should be --

8 MR. HAGER: All right. If you don't have it, give
9 me a call tomorrow.

10 MALE SPEAKER: I mean, we don't have any problem
11 with it. It's just that I don't know how to do it.

12 MR. HAGER: Okay.

13 MALE SPEAKER: And the person is working on
14 something else for me right now.

15 MR. HAGER: If you don't receive it, give me a
16 holler, and we'll go from there.

17 MALE SPEAKER: Okay.

18 MR. HAGER: The main thing is let's work together,
19 and let's keep your lines up and running.

20 MALE SPEAKER: Let's do that.

21 MR. HAGER: Okay?

22 MALE SPEAKER: Okay.

23 MR. HAGER: All right. Anything else you can
24 think of?

25 MALE SPEAKER: No. That's about it. But there

1 will be shortly. We're going to be expanding our services.

2 MR. HAGER: Excellent.

3 MALE SPEAKER: And, you know, you've been good
4 enough to work with us, and I'm pretty loyal to the people
5 who have done that.

6 MR. HAGER: Excellent.

7 MALE SPEAKER: So anyway, that's -- see, what has
8 been screwing this thing up, George, is that contract that
9 seems to be so elusive, you know. We're supposed to have a
10 contract to get a lot of work done for a lot of money.

11 MR. HAGER: Right.

12 MALE SPEAKER: And it just keeps eluding us by the
13 strangest sets of circumstances. Nothing is dead. You
14 know, there is no deal killer out there. It's just elusive
15 as hell. We're dealing with very large numbers in excess of
16 half a million dollars.

17 MR. HAGER: Right.

18 MALE SPEAKER: Which is not very large to some
19 people, but it's pretty large to me.

20 MR. HAGER: It's large to me also.

21 MALE SPEAKER: And so, you know, it's just one of
22 those things. When you're trying to wheedle -- well, when
23 you're trying wheedle \$750,000 out of a couple of people,
24 it's -- they have a tendency to think about it, you know?

25 MR. HAGER: Understandable.

1 MALE SPEAKER: Before they get too spent out of
2 shape over writing that check itself.

3 MR. HAGER: I can understand that.

4 MALE SPEAKER: So anyway, that's what is going on.
5 And, you know, it's bothering me as it bothers everybody
6 else. But I'm a heart patient. It turns out I was in the
7 hospital for four weeks, bypass surgery and all that other
8 good garbage that came on all of a sudden. I mean, they had
9 to stick in a meat wagon Saturday about three or four weeks
10 ago.

11 MR. HAGER: Well, I don't want to add to your
12 stress. That's not my intent. And if we can work together,
13 life is simple.

14 MALE SPEAKER: Yeah.

15 (End of call)

16 FEMALE SPEAKER: -- not giving the guy his
17 credits. And I just -- I gave all the -- I just gave him
18 the account. He looked at the notes himself, came up with
19 his own determination, and he has been a faithful player
20 pair. And his -- and a big biller. And she canceled him.
21 Not only is he pissed and ready to sue us, but he is leaving
22 as well because she wouldn't give the credits. But I put
23 that in his hands. Let him -- his decision, and now it's
24 going to go on the intake and go to everybody's attention.
25 We'll see what happens.

1 I mean, nothing will probably happen. Maybe. I
 2 don't know. We'll see. I don't know. Not only that, but
 3 Susan Rice (phonetic) is pissed off. She is tired of Don
 4 messing up the accounts for them. Can you believe that?
 5 Susan Rice has made waves. I mean, if you look in the notes
 6 in that account, she says that in the letter that she faxed
 7 over to the customer that this is the policy, and
 8 unfortunately, it got to somebody who goes strictly by the
 9 book, and because of this error, I'm going to have our
 10 policies looked over. So I know she has started waves on
 11 her end.

12 MALE SPEAKER: Well, I'll let you get going
 13 because you're on an important phone call there. So --

14 FEMALE SPEAKER: Well, it's only regarding the 800
 15 number. That's all.

16 MALE SPEAKER: Yeah. But, I mean, I was trying to
 17 call you up, and it was busy, and then I dialed 547 and it's
 18 not busy. So I don't want to keep you any longer.

19 FEMALE SPEAKER: I don't know. I picked up the
 20 phone, dialed it. I got to speak with somebody. I had
 21 another call. I hung up the phone, and there you were.
 22 Before that, I was in my voice mail checking my messages,
 23 which I got this lady that made some errors from the company
 24 that I needed to give her a call back and say, you're full
 25 of shit. And then before that, I was talking to Jeff.

1 MALE SPEAKER: I just -- if you're busy, I don't
2 want to keep you holding.

3 FEMALE SPEAKER: See, I have this 800 number. She
4 says it was rejected for a billing issue, and I show it's on
5 a 48-hour hold. So she's full of shit. I'm going to see if
6 I can get it moving. It has been more than 48 hours. So I
7 don't know.

8 Perrington (phonetic) Management Group. See, I
9 know that account. I love it. These are the long distance
10 companies that think that they're just so full of it, and
11 they're not. They don't know what they're talking about.
12 So I released the number on the 17th. It should be good. I
13 got to call Worldcom now. Okay.

14 Did you get to hear what they're saying?

15 MALE SPEAKER: What is that?

16 FEMALE SPEAKER: Did you get to hear what they're
17 saying?

18 MALE SPEAKER: Can I do what?

19 FEMALE SPEAKER: You're telling me I need to speak
20 faster so then you might be able to understand.

21 MALE SPEAKER: Talk slower. You're talking too
22 fast.

23 FEMALE SPEAKER: Okay. I said do you hear what is
24 being said? And is it Mary Ann or Donna?

25 MALE SPEAKER: The first.

1 FEMALE SPEAKER: Yeah. Because he had started
2 with her when I was up there because she is the one that
3 actually counseled it and didn't look at the account.

4 MALE SPEAKER: Damn.

5 FEMALE SPEAKER: Yeah. Hey, babe, can I get a
6 dime?

7 MALE SPEAKER: Sure.

8 FEMALE SPEAKER: I'm certain I've got one in here
9 somewhere, maybe. A five dollar bill, no dimes. It just
10 sucks.

11 MALE SPEAKER: Was that him that came outside?
12 Did he say anything to you?

13 FEMALE SPEAKER: Uh-uh. He didn't say a thing. I
14 don't think it was him because he said he has been sitting
15 there trying to get extension numbers from referrals and
16 win-backs.

17 MALE SPEAKER: I don't know.

18 FEMALE SPEAKER: Oh, it doesn't matter. I don't
19 care. What I do care about is a damned dime or change for a
20 five. You know what kind of irks me?

21 MALE SPEAKER: What is that?

22 FEMALE SPEAKER: Last night, when I was here, I
23 got change for a dollar, and it didn't take it. The machine
24 down here is broken. So I put it in my little change
25 drawer. Do you know how much money I had left when I came

1 in here? Fifteen cents.

2 MALE SPEAKER: They took it on you.

3 FEMALE SPEAKER: Somebody did. I should lock my
4 drawers, I guess. And then George wanted to argue with me.

5 MALE SPEAKER: About what?

6 FEMALE SPEAKER: About an account that I did not
7 put it on action.

8 MALE SPEAKER: What, the \$6,000 one?

9 FEMALE SPEAKER: I don't know which one it was. I
10 don't know when -- he gave me two accounts, one I put on
11 action, one I did not. And the reason why I did not is
12 because he didn't give me enough information to go off of.
13 The customer doesn't look too unhappy, and then all of a
14 sudden one of mine, one minor customer, said we're a scam
15 and hung up, and that's it. I can't do anything with that.

16 But he printed every single note in the system and
17 attached them together to little pieces of paper. And I
18 ripped them off, put a paper clip on them, and said, you
19 don't need to do this, but thanks anyway. So he was looking
20 for through the wrong set of notes. And I said, are you
21 certain that's it? Well, yes, of course I'm certain. And I
22 said, I don't think those are -- that's the notes. I mean,
23 the one that -- one of them is already on there, and the
24 other one is not. And I have to write a report pretty much
25 on the notes that are in one place. And if there is just

1 one sentence, I can't do anything with it. FYI. Do you
2 know what I mean? Hello? Are you there?

3 MALE SPEAKER: Yeah, I'm here. Well, you know
4 you've got to document it, you know. That's --

5 FEMALE SPEAKER: Yeah.

6 MALE SPEAKER: You've got to document it.

7 FEMALE SPEAKER: Yeah. I can't do anything --

8 MALE SPEAKER: Just throw it out.

9 FEMALE SPEAKER: That's right. See, when I notate
10 something in there, I put a book.

11 MALE SPEAKER: That reminds me of a teacher I used
12 to have in college. You know, they would just hold up, you
13 know, like a thick report and a thin report, you know, and
14 the thin report always got the bad grade, and the thick
15 report always got the good grade.

16 FEMALE SPEAKER: I'm dying (inaudible).

17 MALE SPEAKER: I'll tell you what. You give me
18 that five bucks, I'll bring a dime down to you.

19 FEMALE SPEAKER: Oh, right. I'll lean over here
20 and ask Chad, except that he's not there. How about you
21 bring me change for a five?

22 MALE SPEAKER: No, because in order for me to get
23 off my ass and get out of seat and go down there, that's
24 worth \$4.90.

25 FEMALE SPEAKER: I don't think so.

1 MALE SPEAKER: No dime, no Coke. No dime, no
2 Coke.

3 FEMALE SPEAKER: Oh, you're a brat, definitely.

4 MALE SPEAKER: I'm a Woody.

5 FEMALE SPEAKER: You're a what?

6 MALE SPEAKER: You heard me.

7 FEMALE SPEAKER: And how would you come up with a
8 name like that?

9 MALE SPEAKER: I didn't. That's my nickname.
10 That's my name. If you were to meet any of my friends,
11 that's what they call me.

12 FEMALE SPEAKER: Why?

13 MALE SPEAKER: Because I'm an asshole. I'm a
14 hard-on.

15 FEMALE SPEAKER: I didn't think the two were
16 related in any way.

17 MALE SPEAKER: No?

18 FEMALE SPEAKER: Hard-on, asshole? No. One is a
19 hole, one is a --

20 MALE SPEAKER: I'm not talking about that. I'm
21 just talking about pretty much I'm just a hard-on, you know,
22 giving everybody a hard time. That was the whole thing.

23 FEMALE SPEAKER: Oh, I see, I say to the blind
24 man.

25 MALE SPEAKER: You get it?