

Internal Use Only

TR-I-0328

The ATR-CMU Conference  
Registration Task Speech  
DataBase

— User's Guide —

D. Rainton

1993.3

This report contains documentation describing the contents of the above database

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## Introduction

This report describes the contents of the *ATR-CMU Conference Registration Task* speech database. What follows is a brief summary of the motivation and history behind the database's development.

The database was collected on behalf of ATR, by the CMU Center For Machine Translation, in America. The aim being to produce an English language equivalent of ATR's Japanese Conference Registration Task speech database, thus facilitating research into task orientated Japanese/English automatic interpreting telephony.

As the title suggests, the database's task domain is that of telephone registration for an academic conference. The text comprises of 12 separate conversations, each containing a dialog considered typical of the chosen application.

The speech data itself comes in two main parts: The first, received by ATR in early 1990, contains just two speakers, each speaking all 12 task conversations. With both isolated word, and continuous sentence speech, this portion of the database was targeted towards the development of speaker trained recognition systems.

However, given the relative ease of designing such recognisers, it was decided to extend the database, in order to facilitate the more difficult task of speaker independence. Thus, while the first half of the database contains just a few speakers, each producing a large number of utterances, the second half contains a large number of speakers, each producing only relatively few utterances. Specifically, there are 107 speakers, each producing just one of the 12 dialogs. This second stage of database production was finally completed and delivered to ATR during 1992.

The rest of this document comprises of two CMU technical reports, describing in detail the database contents.

**ATR Interpreting Telephony - Carnegie Mellon University  
Conference Registration Task**

**Cindy A. Wood**

**March 1992**

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# ATR - CMU Conference Registration Task

## 1 Overview

### 1.1 Project Summary

Speech data is being collected in the form of 12 short conversations that depict typical situations occurring during a telephone conference registration. These conversations include some semantically complex interchanges that were not present in the original Japanese versions. For example, conversations 3, 6, 8, 9, and 12 have requests for spellings. Conversation 6 has an example of a misunderstanding of information, and conversation 12 has a request for clarification. The data is being collected in both continuous and isolated word modes and then phonemically labeled. It will be used for training various speech recognition devices for voice translation.

Previously a great amount of data had been collected from each speaker in order to facilitate a speaker dependent system. Typically each speaker recorded two versions of each of the 12 conversations and one or two versions of the isolated words from the dialogs. For the last two years, due to very encouraging results with the speaker dependent systems, the decision was made to shift the focus to data collection for speaker independent systems.

## 2 Included In This Shipment

### 2.1 ADC Data and Labels

The following data is included in this shipment:

#### Speaker MAEM

- Two versions of the continuous conversations.

- Two versions of the 410 isolated words that make up the corpus of the dialogs.

- Hand labels for one version of the continuous conversations.

#### Mixed Speaker Set

- 54 Speakers, each recording one of the 12 conversations with roughly a 70% male, 30% female split.

- Hand labels for 12 conversations from the mixed speaker data. Labels were generated for 8 males and 4 females.

## 2.2 Retrieving The Data

All data was written to tape using standard UNIX tar commands. The following is the directory structure for for the data storage. The number "2" indicates version number.

```
maem/adc/  
maem/handlola/  
maem/isol_adc/  
maem2/adc/  
maem2/isol_adc/
```

The mixed speaker set has the format:

```
<speaker>/adc/  
-or-  
<speaker>/adc/  
<speaker>/adc/handlola/
```

The speakers from the mixed set who have hand labels are falz, fcon, fjmt, fmam, majk, mcpd, mgmr, mjes, mjpo, mmag, mmes, and mrsw.

## 3 Data Collection Methods

In order to build systems that will be robust enough to function in the everyday workplace, all data was collected in a working lab with a minimum of soundproofing in use. (A movable partition of soundproof material was the only separation from the rest of the room.) All recordings were made using the same software and either the SennHeiser HMD 224 or the SennHeiser HMD 414 microphone. The only difference between the 224 and the 414 is in the design of the headset. The microphone is exactly the same unit.

Background information was taken for each speaker such as age, sex, education, place of birth, and history of where the subject has lived. Records were also kept on the subject's condition while recording for future studies. For instance, did the speaker have a cold or allergy problem when recording? Did he have any food or drink within the last two hours? Does he smoke? How long did he record during each session? Such information may help provide some clues as to what effects these factors have on recognition.

### 3.1 Data Recording Information Sheet

**Subject Name:** \_\_\_\_\_

Sex: M F      Age: \_\_\_\_\_      Net Address: \_\_\_\_\_

Phone: work: \_\_\_\_\_      home: \_\_\_\_\_

Date: \_\_\_\_\_      Start Time: \_\_\_\_\_ am pm      Stop Time: \_\_\_\_\_ am pm

**Check List:** Fan Off \_\_\_\_\_ Mono On \_\_\_\_\_ "Door" Closed \_\_\_\_\_ Gain Set \_\_\_\_\_

Mike Distance ~ 1.5 cm \_\_\_\_\_ Soundproofing \_\_\_\_\_

Mike/Headset Type SennHeiser HMD 224 \_\_\_\_\_ Other \_\_\_\_\_

Lab Conditions: Quiet Average Loud

Do you smoke? Yes \_\_\_\_\_ No \_\_\_\_\_

Any food or drink within the last two hours? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, any dairy products? Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_

Do you have a cold or allergy problem right now? Yes \_\_\_\_\_ No \_\_\_\_\_

Data Set Recorded: C1 C2 C3 C4 C5 C6 C7 C8 C9 C10 C11 C12

IBM Mode Set Recorded: C1 C2

Unique Word Mode Recorded: From \_\_\_\_\_ To \_\_\_\_\_

Recorded in: Agora Lab \_\_\_\_\_ Other \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

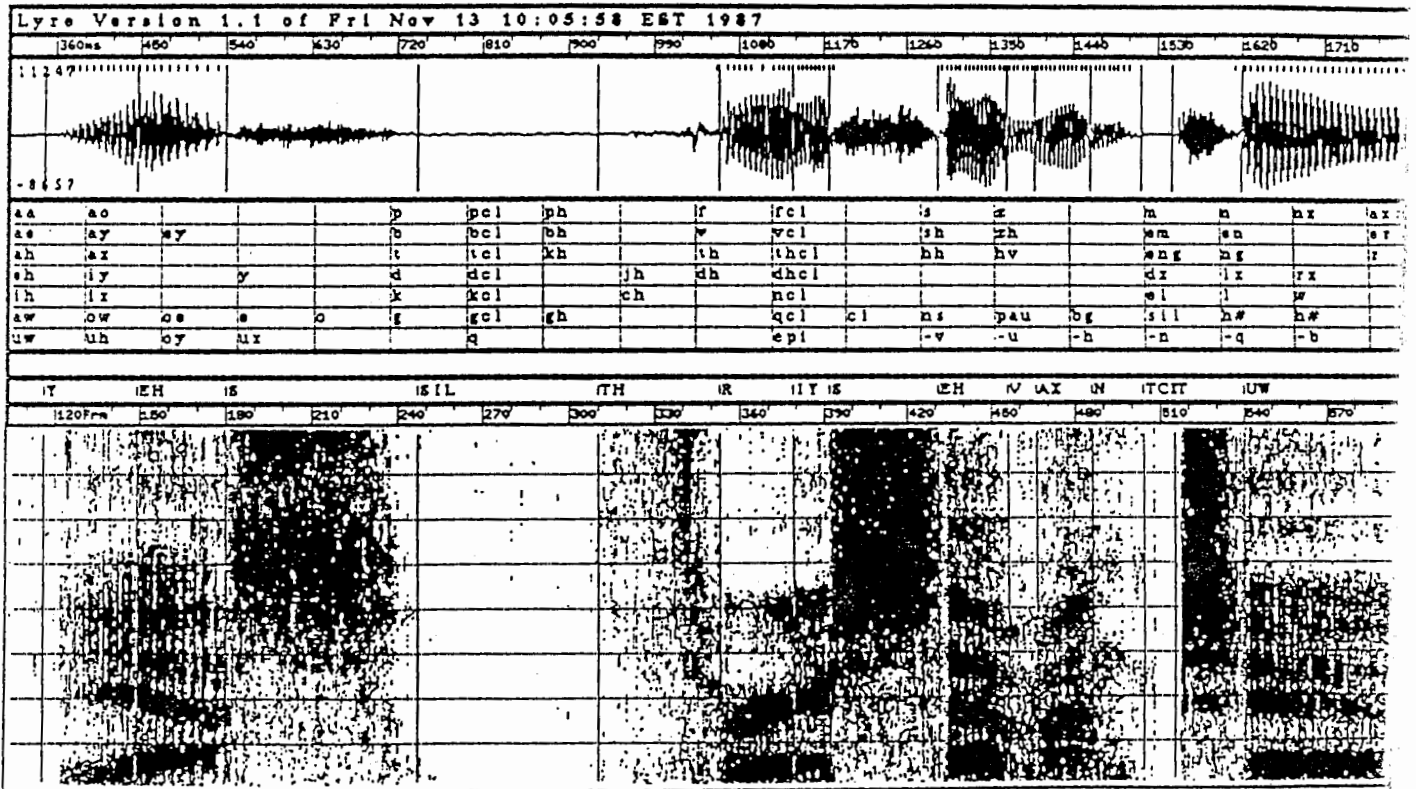
Recorded by: \_\_\_\_\_

### 4 Labels

A dictionary was developed with a phonemic representation for each unique word in the task to be used by the forced alignment program and to help expedite hand labeling. Some research was done on common variations in the pronunciation to be prepared for anomalies in the labeling and to decide on a standard set of labels. Some examples of common variations are seen in words like "Address". Some speakers will pronounce it as AX D R EH S and others pronounce it as AE D R EH S. The word "Hilton" may be pronounced as HH IH L T AX N or HH IH L T EN or even HH IH L EN, with the "T" being omitted entirely. Such variations must be detected by human inspection as they are not yet handled by the forced alignment program. The ADC data is first treated by the forced alignment program (written by H. W. Hon and modified for this task by David Sanner) and then the labels are checked and adjusted by hand using the "Lyre" program (written by Eric Thayer).

#### 4.1 The Lyre Labeling Program

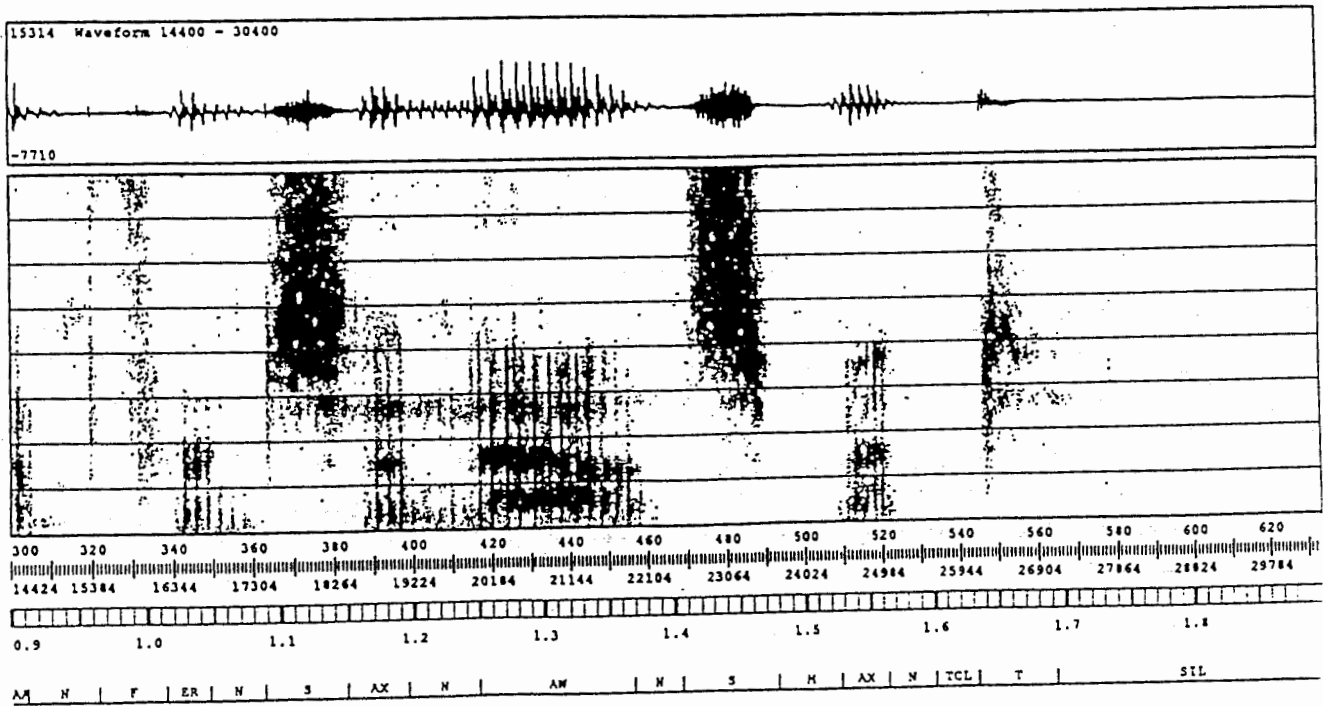
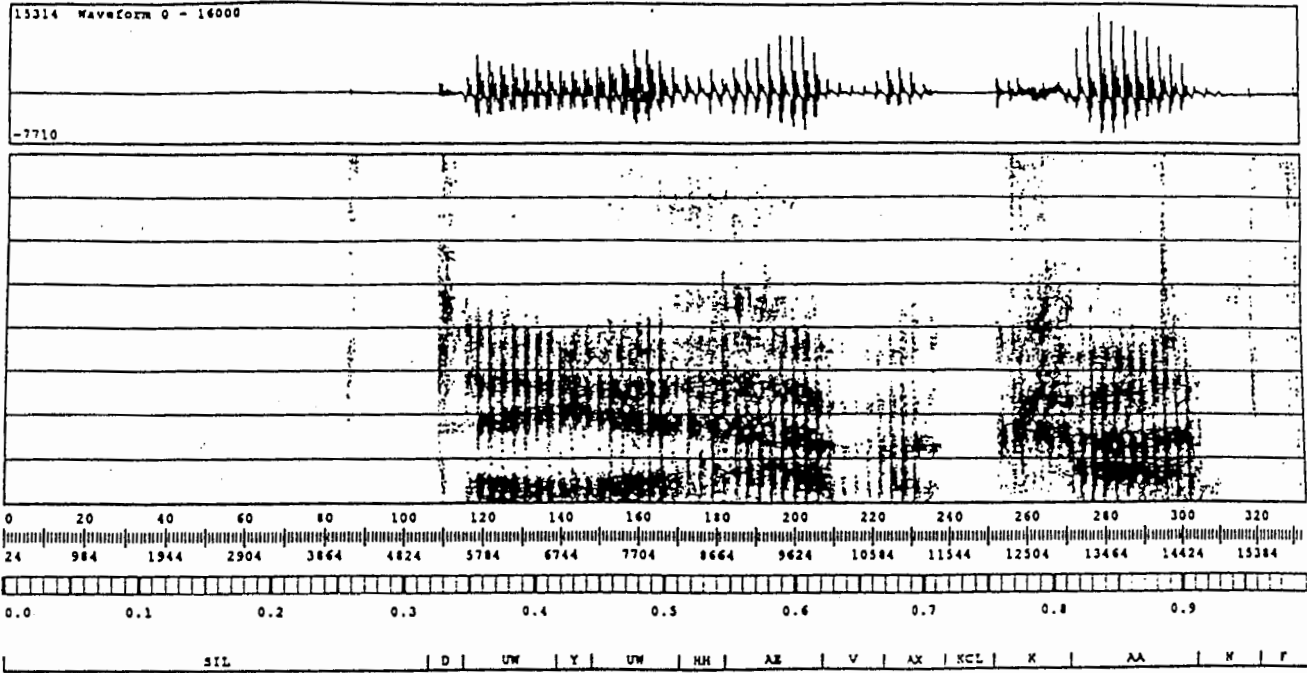
The Lyre program allows the user to insert or move boundaries, add or change labels, and then listen to each individual segment to insure accuracy.





### 4.2 A Sample Spectrogram

The waveform and spectrogram for the sentence "Do you have a conference announcement?"



### 4.3 Format of the Label Files

A sample of the label file for the sentence "Thank you very much, goodbye."

```
# LOLA FILE WRITTEN BY      CAW
#           WRITTEN USING LYRE VERSION 1.1 OF FRI NOV 13 10:05:58 EST 1987
#           WRITTEN ON      THU MAR  7 06:28:12 1991
#           WRITTEN AS      C3.13.PTLOLA
#$ UNITS 3 1000 (3 MILLISECOND FRAMES)
#
0 117 SIL
#
117 138 LS
#
138 230 H#
# thank
230 247 TH
247 272 AE
272 285 NG
285 293 K
# you
293 305 Y
305 313 UW
# very
313 327 V
327 355 EH
355 372 R
372 393 IY
# much
393 409 M
409 441 AH
441 455 TCL
455 510 CH
# goodbye
510 535 GCL
535 547 G
547 558 UH
558 576 DCL
576 586 B
586 669 AY
#
669 851 SIL
```

The "\*" comments were added to identify word boundaries and to separate events like Lip Smacks and Silence from regular speech. They may be used or simply ignored as comments; the labels and boundaries remain unchanged.

#### 4.4 Description of the Labels Used

The following is a list of the labels used for transcription with a common word containing that sound for each label.

##### VOWELS

IY - beat  
IH - bit  
EY - bait  
EH - bet  
AE - bat  
AX - about  
IX - roses  
AH - butt  
UW - boot

UH - book  
AO - form  
AA - cot  
AY - bite  
OY - boy  
AW - ouch  
OW - boat  
UX - suit

##### LIQUIDS

L - led  
R - red

##### GLIDES

Y - yet  
W - wet

##### SYLLABIC RESONANTS

ER - bird  
EN - button

EL - bottle

##### STOPS

P - pop  
T - tot  
K - kick

B - bob  
D - dad  
G - gag

##### NASALS

N - non  
M - mom

NG - sing

##### AFFRICATES

CH - church

JH - judge

##### FRICATIVES

F - fief  
TH - thief  
S - sis  
SH - shoe

V - verv  
DH - they  
Z - zoo  
ZH - measure

##### APPROXIMANTS

HH - hay

##### FLAPS

DX - bitter

NX - hundred

## CLOSURES AND NOISE

CL - Signifies the closure associated with a stop. That is, the label "TCL" signifies that the closure was for a "T".

Q - Used to denote a glottal stop. Previously the "Q" label has been used to define any unusable non-speech segment as well as the glottal stop. However, some researchers at Carnegie Mellon University have had good results labeling and training on such "noise" as lip smacks and aspiration (defined below) as if they were ordinary phonemes. Some researchers also feel that the glottal stop may give information on whether the speaker spoke one vowel or two, the glottal stop occurring between the two vowels. For these reasons the "Q" label is now being used exclusively for a glottal stop.

LS - Occasionally when a speaker opens his mouth to speak he makes a noise caused by the parting of the lips or the tongue leaving the roof of the mouth. This noise is referred to as a "lip smack" and is given the "LS" label. It usually occurs at the beginning of an utterance.

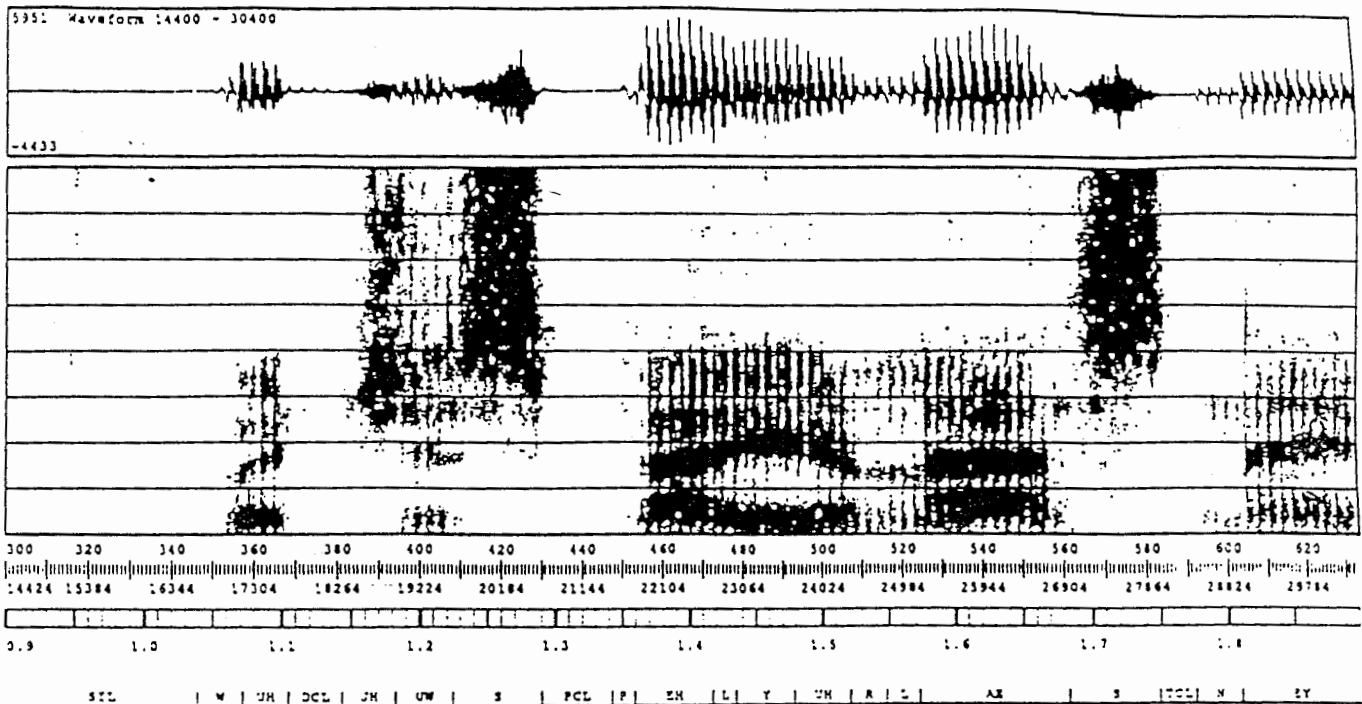
H# - Sometimes it is possible to hear the speaker's aspiration noise in the data. He may, for instance, inhale at the beginning of an utterance or between sentences and he may exhale at the end of an utterance. This noise is given the "H#" label.

NS - The "NS" label stands for "non-speech" and is given to any noise that may be in the file such as a background key click, or a door closing.

#### 4.5 Labeling Conventions

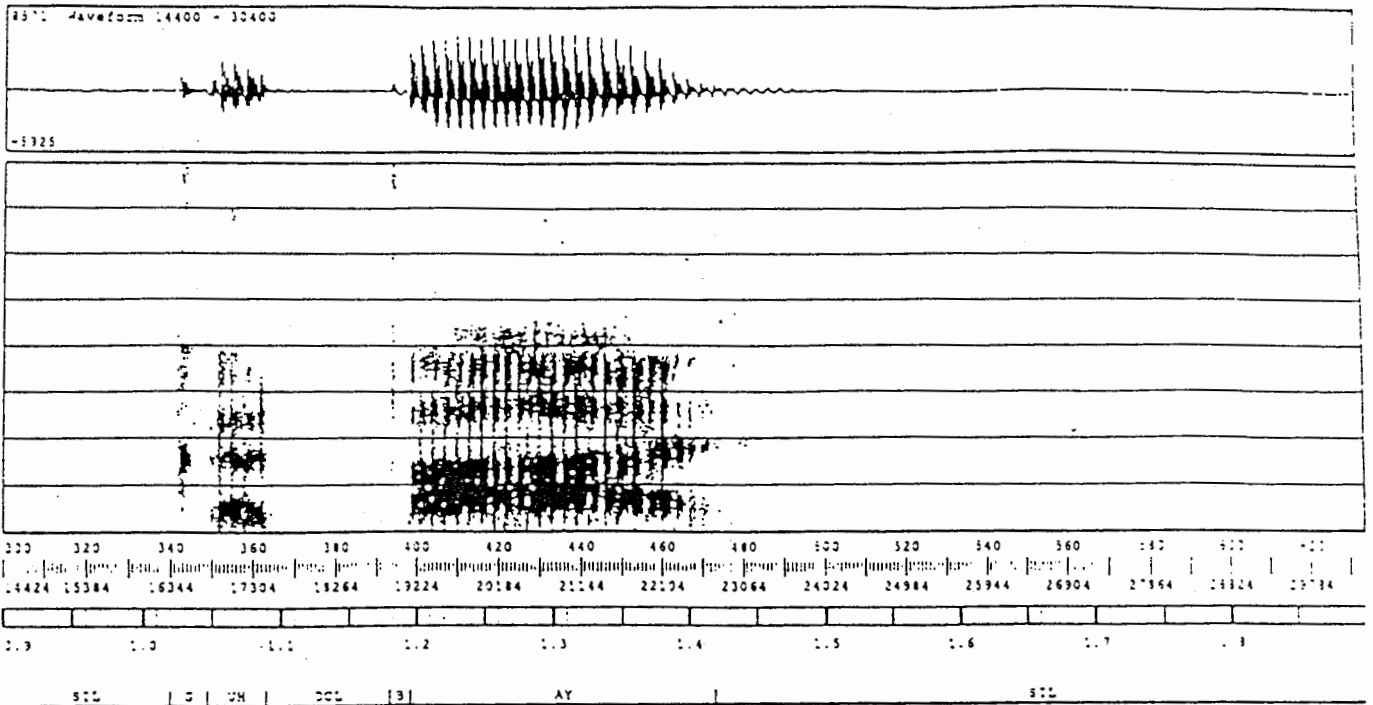
The following is a list of some unusual cases found in the labels. These are the conventions that were followed based on the DARPA standard.

**UNUSUAL CASES IN CLOSURES:** Sometimes a speaker omits a phoneme such that there is a closure but no phone. In that case the closure is still labeled appropriately but, of course, the phone is omitted.



A closure for the phoneme "T" in the word "LAST"  
with no release of the phoneme itself

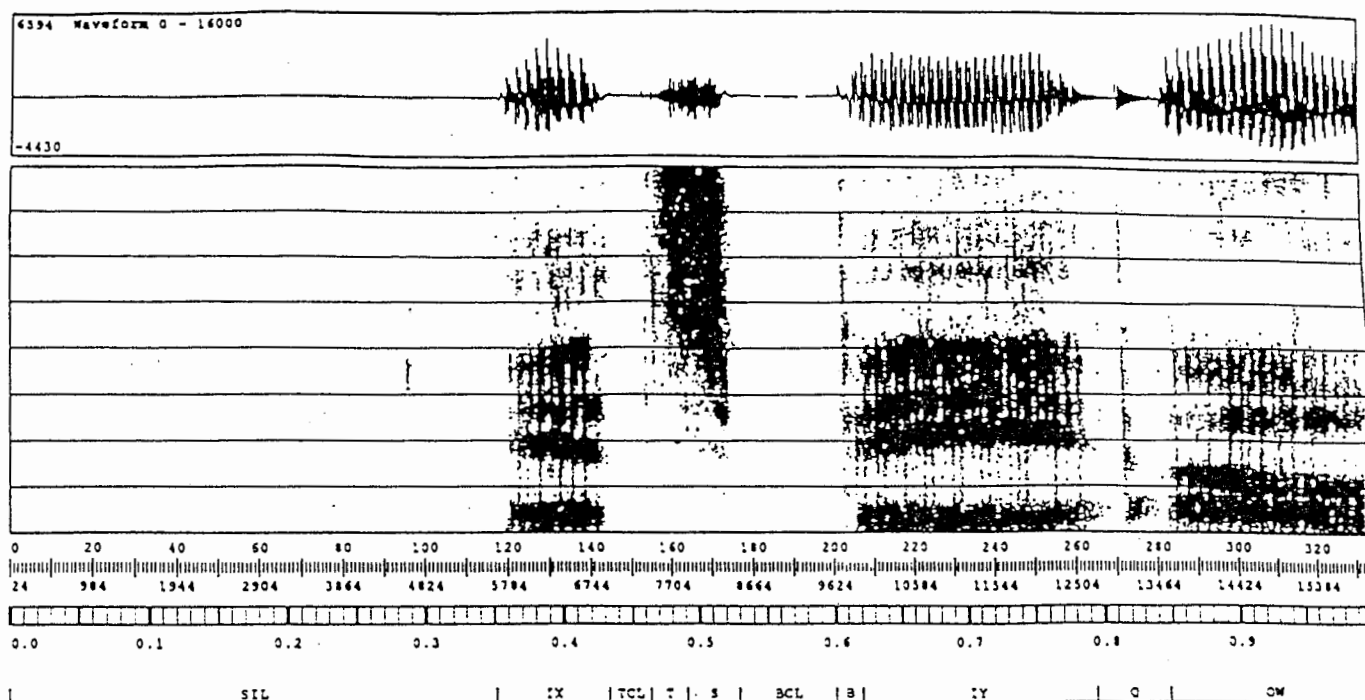
If two phones with closures occur together and the first phone is omitted it is labeled with the first closure and the second phone.



In the word "GOODBYE" the closure is made for the "D"  
but the next phoneme released is the "B"



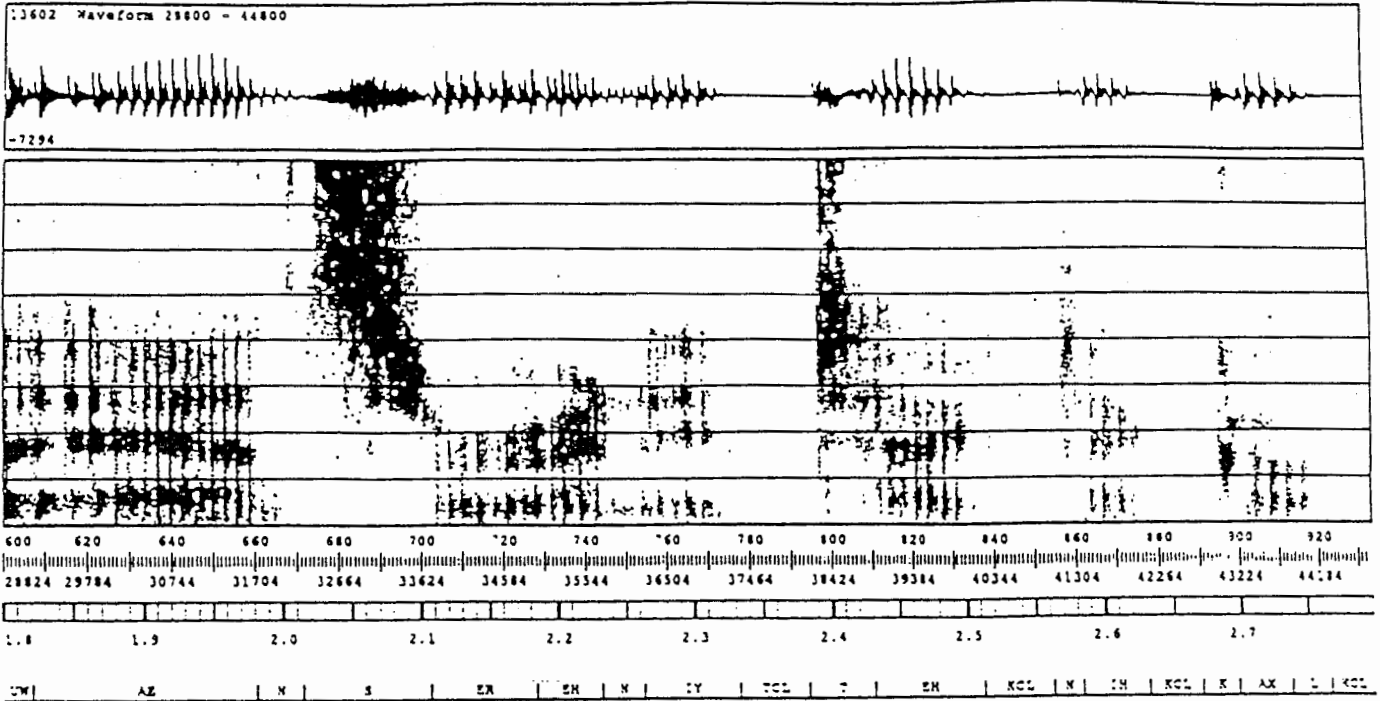
THE "Q" LABEL: Q is used to denote a glottal stop.



A Glottal Stop between the phonemes "IY" and "OW" is given the "Q" Label.

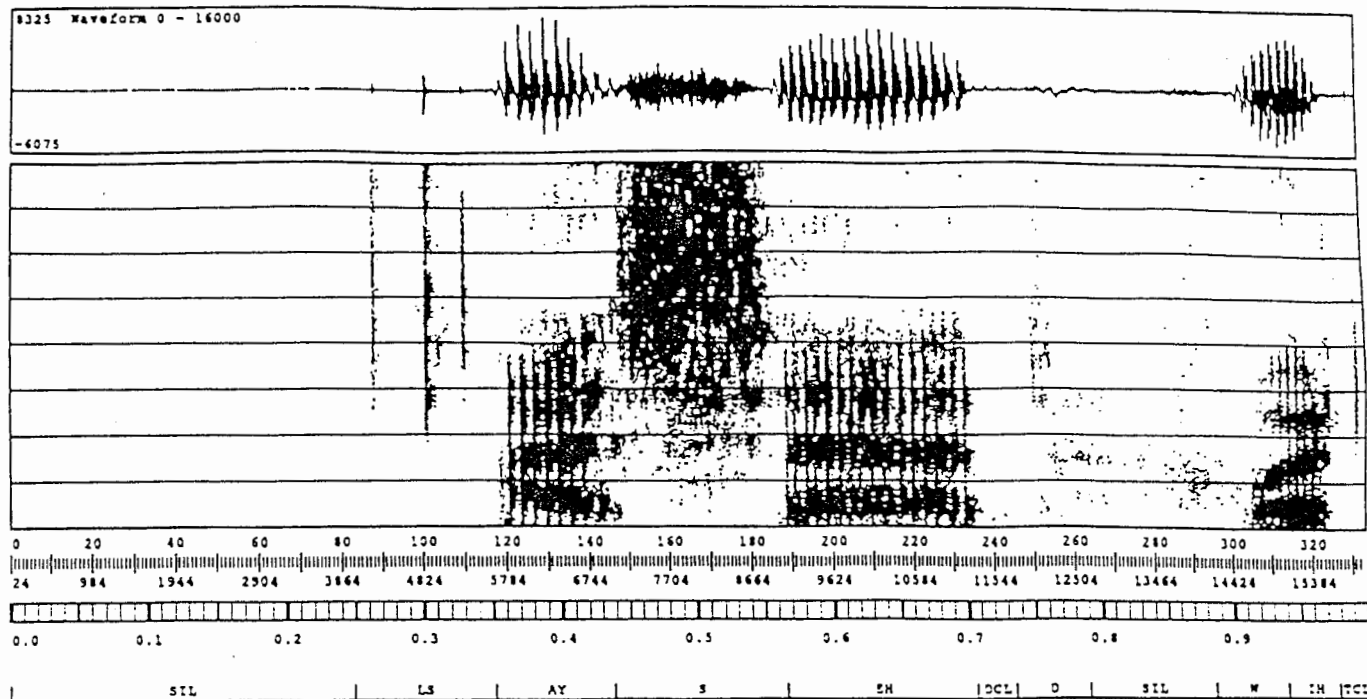


**GLOTTALIZATION:** In some cases the speaker glottalizes (almost stutters) a phoneme, usually a vowel. Repeating the sound of a phone in brief snatches before finally releasing it clearly. If the spectrogram and waveform show that the formant structure for that phone have been preserved, the area is included in that phone's label. Otherwise, it is given the "Q" label.



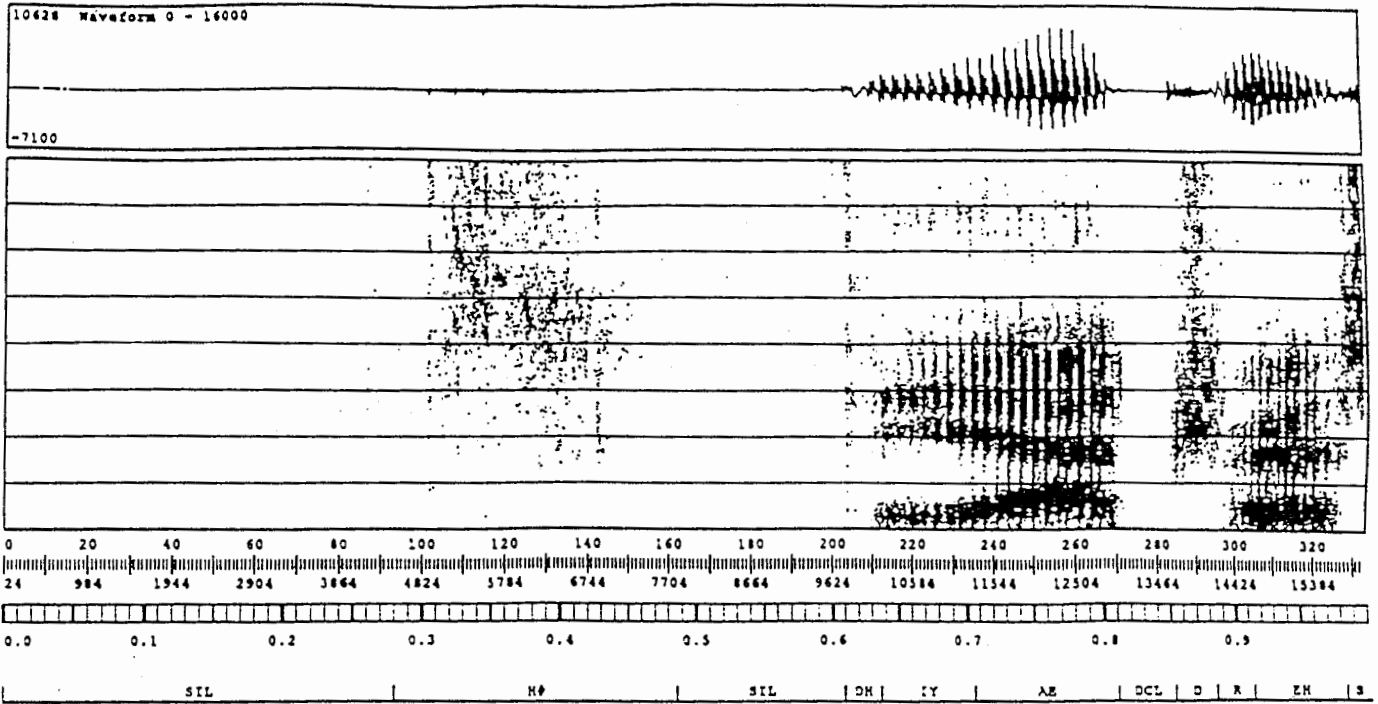
Glottalization of the Phoneme "AE"  
in the word "ANSWER"

THE "LS" LABEL: A clear example of a "lip smack" as the speaker opens his mouth for the beginning of a sentence.



A loud Lip Smack at the beginning of an utterance is given the "LS" label.

H#: The aspiration noise as a speaker takes a breath to prepare to speak.



A section where the speaker is inhaling at the beginning of a sentence is given the "H#" label.

## 5 Background on the Speakers

### 5.1 MAEM - Speaker Dependent mode

AEM is a 23 year old male speaker who was born and raised in Mesa, Arizona. He is a researcher with a BS in computer science.

### 5.2 Mixed Set - Female Speakers

SPEAKER	SET	AGE	EDUCATION	RAISED IN
falz	C9	22	BA	Pittsburgh, PA.
famm	C6	17	Undergraduate	Champaign, Ill.
fbna	C10	23	Grad Student	Boston, MA.
fcon	C3	33	Grad Student	Pittsburgh, PA.
ffmw	C2	18	Undergraduate	Canton, China
fhic	C1	18	Undergraduate	Taiwan
fjmt	C8	20	Undergraduate	New Haven, CT
flmw	C2	18	Undergraduate	Hazelton, PA.
fmam	C11	22	Grad Student	Pittsburgh, PA.
fmap*	C2	26	Grad Student	Madrid, Spain
fmcc*	C7	34	Grad Student	Cambridge, MA.
fmld	C4	24	Grad Student	Boston, MA
fnml	C5	25	PhD	France
frbf	C1	17	Undergraduate	McKeesport, PA.
fsak	C12	18	Undergraduate	Pittsburgh, PA.
fsem	C6	38	Grad Student	Minneapolis, MI
fsjm	C5	18	Undergraduate	Elmira, NY.
fvgc*	C1	24	Grad Student	Buenos Aires. Argent.

\* See Speaker Notes section.

## 5.3 Mixed Set - Male Speakers

SPEAKER	SET	AGE	EDUCATION	RAISED IN
maef	C6	23	Grad Student	Pittsburgh, PA.
maep	C8	18	Undergraduate	Portland, Maine
majk	C6	23	Grad Student	Poughkeepsie, NY.
masr	C8	18	Undergraduate	York, PA.
mcns	C4	22	Undergraduate	Brooklyn, NY.
mcpd*	C1	25	Grad Student	Louisiana
mcry	C4	26	Grad Student	North Carolina
mdtf	C2	21	Undergraduate	Pittsburgh, PA
mdwb	C5	19	Undergraduate	Maryland
melg	C1	18	Undergraduate	Bennington, VT.
mgab*	C3	23	Grad Student	Ohio
mgal	C2	20	Undergraduate	Baltimore, MD.
mgmr	C10	16	High School	Pittsburgh, PA.
mjes	C2	22	Undergraduate	California
mjht	C11	18	Undergraduate	Harrisburg, PA.
mjbm	C1	20	Undergraduate	Pittsburgh, PA.
mjpo	C7	28	Grad Student	Rochester, NY.
mkjs	C9	29	Grad Student	Sewickley, PA
mmag	C12	18	Undergraduate	Rockaway, NJ.
mmbs*	C1	24	BA	Brussels
mmes	C5	24	Grad Student	Cleveland, OH.
mmit	C11	19	Undergraduate	Delaware
mmpc*	C3	18	Undergraduate	New Rochelle, NY.

mmps	C11	18	Undergraduate	New York, NY.
mmwc	C12	17	Undergraduate	Bennington, VT.
mpap	C12	18	Undergraduate	Winnepeg, Canada
mpww	C9	18	Undergraduate	Pasadena, CA.
mrgs	C5	22	Undergraduate	Santa Monica, CA.
mrsw	C4	23	Undergraduate	Philadelphia, PA.
msah	C9	18	Undergraduate	Indianapolis, IN.
msht	C8	22	Grad Student	Houston, TX.
mtjc	C7	18	Undergraduate	Geneva, OH.
mtsf	C7	24	Grad Student	Fredericksburg, VA.
mwak	C10	22	Undergraduate	New York, NY.
mwbw	C10	32	BS	New Haven, CT.
mwhs	C3	22	Undergraduate	Pennsylvania

\* See Speaker Notes Section

#### 5.4 Speaker Notes

Speaker fmap has a Spanish accent. Speaker fmcc has a trace of a Boston accent. Speaker fnml has a strong French accent. Speaker fvgc has a Spanish accent. Speaker mcpd has a slight southern US accent. Speaker mgab has a slight lisp. Speaker mmbs has a Dutch accent. All other speakers are very close to "generic" American English.

## 6 General Notes

Users should be forewarned that English speakers often delete many phonemes during rapid speech which can make recognition very difficult. Also pronunciations of the same word may vary, even for the same speaker within the same dialog. Sometimes this variation depends on context, sometimes due to the word being stressed in the sentence, sometimes there is no apparent reason for the variation at all. In some cases the speaker may even *insert* phonemes that are not present in the word or phrase. Care was taken to try to accurately transcribe what the speaker actually *did* say, rather than what he *should have* said. A person's natural rate of speech also greatly effects phoneme deletion. The faster a person is speaking, the more likely he is to omit phonemes in the speech.

Closures are also effected by the rate of speech. For instance, if a speaker usually speaks very quickly, the pause he makes between sentences may be no longer (in time) than the average closure for a stop consonant made by a person who speaks more slowly. It is therefore very difficult to design one set of rules for pronunciations or time constraints for closures as these features are very speaker dependent. For the time being, these judgments must be made by the hand labeler.

## 7 Questions or Assistance

If there are any questions or problems please do not hesitate to contact Cindy A. Wood at Carnegie Mellon University. ARPA net address - [caw@speech.cs.cmu.edu](mailto:caw@speech.cs.cmu.edu)

## 8 A Listing of the Conversations in Dialog Format

### 8.1 Conversation 1

CALLER: Hello, is this the office for the conference?

OFFICE: Yes, that's right.

CALLER: I would like to register for the conference.

OFFICE: Do you already have a registration form?

CALLER: No, not yet.

OFFICE: I see. Then, I'll send you a registration form.  
Could you give me your name and address?

CALLER: The address is 5000 Forbes Avenue, Pittsburgh, Pennsylvania, 15236.  
The name is David Johnson.

OFFICE: I see. I'll send you a registration form immediately.  
If there are any questions, please ask me at any time.

CALLER: Thank you. Goodbye.

OFFICE: Goodbye.



## 8.2 Conversation 2

CALLER: Hello.

OFFICE: This is the office for the Conference.

CALLER: I would like to take part in the conference. What should I do?

OFFICE: First, you must register with a registration form.  
Do you already have a registration form?

CALLER: Not yet, please send me a form.

OFFICE: Then, could you give me your name and address?

CALLER: The address is 12 Grant Street, Pittsburgh, Pennsylvania, 15133.  
The name is Judy Simpson.

OFFICE: I see.

CALLER: Is an attendance fee required?

OFFICE: Yes, \$200 per person is required as a registration fee.

CALLER: I see. Thank you very much.

OFFICE: Goodbye.

### 8.3 Conversation 3

CALLER: Hello, is this the conference office?

OFFICE: Yes, that's right. May I help you?

CALLER: I would like to attend the conference. How can I apply?

OFFICE: Please fill out a registration form. Do you have one?

CALLER: No, not yet.

OFFICE: OK, then I'll send you a registration form.  
Would you please give me your name and address?

CALLER: My address is 114 Beechwood Avenue, Squirrel Hill,  
Pennsylvania, 15213. My name is Harry Bovic.

OFFICE: Would you spell your last name please?

CALLER: It's B-O-V-I-C.

OFFICE: I've got it. I'll send you the form immediately.

CALLER: Thank you very much. Goodbye.

#### 8.4 Conversation 4

OFFICE: Hello, this is the conference office.

CALLER: Could you give me some information about the application fee for the conference? How much will it cost if I apply for the conference right now?

OFFICE: Well, let's see. It costs \$250 per person.  
But if you apply next month, it will cost you \$325.  
The proceedings and the reception are included in the application fee.

CALLER: I am a member of the Information Processing Society.  
Is there a discount for members?

OFFICE: No, there is no discount this time.

CALLER: I understand. How can I pay?

OFFICE: Payment should be made by bank transfer. Please remit to our bank account which is mentioned in the announcement.  
The deadline is the end of the year.

CALLER: OK, thank you very much.

OFFICE: You're welcome. Please feel free to ask if there's anything you don't understand. Goodbye.

## 8.5 Conversation 5

OFFICE: Hello, conference office.

CALLER: I would like to contribute a paper to the conference.  
Would you please tell me the topic of the conference?

OFFICE: This conference covers a wide area of research related to  
Interpreting Telephony. We are also expecting linguists and psychologists  
as participants.

CALLER: Fine. By the way, what is the official language of the conference?

OFFICE: English and Japanese.

CALLER: I don't understand Japanese at all. Is there simultaneous  
interpretation into English when the presentation is made in Japanese?

OFFICE: Yes, we have simultaneous interpretation service into English.

CALLER: That would be helpful for me. Thank you very much. Goodbye.

## 8.6 Conversation 6

OFFICE: Conference office.

CALLER: I would like to know the details of the conference.

OFFICE: Do you have a conference announcement?

CALLER: No, I don't.

OFFICE: OK, the conference will take place from August 22nd to the 25th at the New York World Trade Center. The fee for participation is \$500. If you intend to present a paper, please submit a summary by March 20th. I'll send the conference announcement to you today. Would you mind telling me your name and address?

CALLER: My name is Eric Thompson. My address is 1412 Smithfield Street, Pittsburgh, Pennsylvania, 15237.

OFFICE: Would you spell your last name for me?

CALLER: Sure, it's T-H-O-M-P-S-O-N.

OFFICE: OK. Could I have your phone number too?

CALLER: Yes. 372 8418.

OFFICE: 372 8148, is that correct?

CALLER: No, it's 8418.

OFFICE: 372 8418, right?

CALLER: Yes, it is. Thank you very much, goodbye.

### 8.7 Conversation 7

OFFICE: Hello, conference office.

CALLER: I wonder if you could help me. I sent in the registration form for the conference. But I can't attend the conference, so I would like to cancel.

OFFICE: Could you please give me your name?

CALLER: Yes, this is Dan Cooper from Bell Labs.

OFFICE: Mr. Cooper, you have already paid \$400 for your registration fee, haven't you?

CALLER: Yes, I have. Is it possible for you to refund the registration fee?

OFFICE: I am sorry we can't. As noted in the announcement, cancellation after September 27th precludes a refund. We'll send you the programs and proceedings later.

CALLER: Will somebody else be able to attend instead of me, then?

OFFICE: Yes, that's all right. Please let me know in advance who is going to attend instead of you.

CALLER: Good, I'll let you know when it's decided. Goodbye.

## 8.8 Conversation 8

OFFICE: Hello, conference office.

CALLER: I've heard that you have a city tour during the conference.  
Can we still take part in it?

OFFICE: Yes, you can. We will visit Heinz Hall, Mount Washington, and the Mellon Museum on the afternoon of August 5th. Would you like to join us?

CALLER: How much does it cost?

OFFICE: \$35, that includes dinner.

CALLER: Are the speakers also participating?

OFFICE: Some of them are supposed to.

CALLER: Then I would also like to go.

OFFICE: OK. Please give me your name and the number of people in your party.

CALLER: My name is Christopher Ohara. My wife will be coming too.

OFFICE: Would you spell your first name for me, Mr. Ohara?

CALLER: Sure, Christopher, C-H-R-I-S-T-O-P-H-E-R.

OFFICE: We'll meet in front of the reception desk. Please pay the tour fee there when you arrive.

CALLER: OK, thank you very much.

OFFICE: We'll be expecting you.

## 8.9 Conversation 9

OFFICE: Hello, conference office.

CALLER: I have a question about topics in the conference.

OFFICE: Yes, what is it?

CALLER: There is a topic called Machine Translation in the announcement. Specifically, what is it about?

OFFICE: I'm sorry. I'm really unable to answer any technical questions. The titles of papers to be presented at the conference are printed in the second version of the announcement. Would you please take a look at it?

CALLER: Yes, I will. Please mail me the announcement as soon as possible. My address is 34 Dayton Drive, Edison, New Jersey, 37814. My name is John Mathis.

OFFICE: 34 Dayton Drive, Edison, New Jersey, 37814, John Mathis, correct?

CALLER: Yes.

OFFICE: Would you spell your last name for me please?

CALLER: Sure, it's M-A-T-H-I-S.

OFFICE: I'll send one as soon as possible. Is there anything else I can help you with?

CALLER: No, that's all thanks. Goodbye.



## 8.10 Conversation 10

OFFICE: Conference office.

CALLER: Can I ask you a few questions? I would like to contribute a paper to the conference. How can I apply?

OFFICE: First, you should send us a 200 word summary by March 20th. The summary will be reviewed here and we will send you a reply by May 20th. If your paper is accepted, we'll also enclose special forms for your paper. Please send them back to us by June 30th.

CALLER: Fine, what kind of form do I have to write the summary on?

OFFICE: We have a special form for the summary. Please fill it in. Then, we'll send you the application form. May I have your name and address please?

CALLER: All right, my name is George VanParis from AI Labs. My address is 34 Park Avenue, New York, New York, 23415.

OFFICE: Mr. George VanParis from AI Labs, right? Your address is 34 Park Avenue, New York, New York, 23415. Is that correct?

CALLER: Yes, it is. Please send me an application form.

OFFICE: Sure, I'll send it to you immediately. Goodbye.

**8.11 Conversation 11**

CALLER: Is this the conference office?

OFFICE: Yes, this is the conference office. May I help you?

CALLER: Please tell me how to get to the conference site. I'm at Station Square now.

OFFICE: Please take the subway to the U.S. Steel building, downtown.  
From there there is a bus to the conference center.  
Of course, you'll also be able to take a taxi from the downtown area.

CALLER: How much is it from Station Square to the conference center by taxi?

OFFICE: From Station Square it will cost you about \$12.

CALLER: And how much does it cost from downtown?

OFFICE: From downtown, it will cost you approximately \$5.

CALLER: OK, thank you very much.

OFFICE: Not at all. You're welcome.

## 8.12 Conversation 12

CALLER: Hello.

OFFICE: Hello, this is the conference office.

CALLER: I would like to ask you about hotel accommodations for the conference. Do you have a service that can help me find a place to stay?

OFFICE: Yes, we do. The hotels we can help you with are the Hilton Hotel and Crystal Hotel. A single room will cost you from \$80 to \$110 per night. A twin room ranges from \$95 to \$150 per night.

CALLER: Fine, which hotel is closer to the conference center?

OFFICE: I'm sorry, what did you say?

CALLER: I said "Which hotel is closer to the conference center?"

OFFICE: Oh, the Hilton Hotel is closer to the conference center.

CALLER: Then I would like to make a reservation for the Hilton Hotel. Can I leave the hotel reservation to you?

OFFICE: Sure. We'll be able to reserve rooms for you at either the Hilton Hotel or the Crystal Hotel.

CALLER: That's fine. Well, could you reserve an \$80 single room at the Hilton Hotel?

OFFICE: OK. An \$80 single room at the Hilton Hotel. Right?

CALLER: Yes. That's right.

OFFICE: When will you check in?

CALLER: The evening of August 4th. Checking out the morning of the 8th.

OFFICE: OK, please wait a moment. I am going to check to see if there is a vacancy. Yes, there is. Please give me your name and address.

CALLER: My name is Joe Bradshaw. The address is 54 8th Avenue, Pittsburgh, Pennsylvania, 15238.

OFFICE: Would you spell your last name please?

CALLER: It's B-R-A-D-S-H-A-W.

OFFICE: And your phone number please?

CALLER: My phone number is 331 2521.

OFFICE: OK. I've reserved a single room at the Hilton Hotel from August 4th to the 8th.

CALLER: Thanks very much. Goodbye.

## 9 Listing of the Conversations with Sentence Numbers

### C1 Conference Registration Sentences

1. Hello, is this the office for the conference?
2. Yes, that's right.
3. I would like to register for the conference.
4. Do you already have a registration form?
5. No, not yet.
6. I see. Then, I'll send you a registration form.
7. Could you give me your name and address?
8. The address is 5000 Forbes Avenue, Pittsburgh, Pennsylvania, 15236.
9. The name is David Johnson.
10. I see. I'll send you a registration form immediately.
11. If there are any questions, please ask me at any time.
12. Thank you. Goodbye.
13. Goodbye.

### C2 Conference Registration Sentences

1. Hello.
2. This is the office for the Conference.
3. I would like to take part in the conference.
4. What should I do?
5. First, you must register with a registration form.
6. Do you already have a registration form?
7. Not yet, please send me a form.
8. Then, could you give me your name and address?
9. The address is 12 Grant Street, Pittsburgh, Pennsylvania, 15133.
10. The name is Judy Simpson.
11. I see.
12. Is an attendance fee required?
13. Yes, \$200 per person is required as a registration fee.
14. I see. Thank you very much.
15. Goodbye.

### C3 Conference Registration Sentences

1. Hello, is this the conference office?
2. Yes, that's right. May I help you?
3. I would like to attend the conference. How can I apply?
4. Please fill out a registration form. Do you have one?
5. No, not yet.
6. OK, then I'll send you a registration form.
7. Would you please give me your name and address?
8. My address is 114 Beechwood Avenue, Squirrel Hill, Pennsylvania, 15213.
9. My name is Harry Bovic.
10. Would you spell your last name please?
11. It's B-O-V-I-C.
12. I've got it. I'll send you the form immediately.
13. Thank you very much. Goodbye.

## C4 Conference Registration Sentences

1. Hello, this is the conference office.
2. Could you give me some information about the application fee for the conference?
3. How much will it cost if I apply for the conference right now?
4. Well, let's see. It costs \$250 per person.
5. But if you apply next month, it will cost you \$325.
6. The proceedings and the reception are included in the application fee.
7. I am a member of the Information Processing Society.
8. Is there a discount for members?
9. No, there is no discount this time.
10. I understand. How can I pay?
11. Payment should be made by bank transfer.
12. Please remit to our bank account which is mentioned in the announcement.
13. The deadline is the end of the year.
14. OK, thank you very much.
15. You're welcome.
16. Please feel free to ask if there's anything you don't understand, goodbye.

## C5 Conference Registration Sentences

1. Hello, conference office.
2. I would like to contribute a paper to the conference.
3. Would you please tell me the topic of the conference?
4. This conference covers a wide area of research related to Interpreting Telephony.
5. We are also expecting linguists and psychologists as participants.
6. Fine. By the way, what is the official language of the conference?
7. English and Japanese.
8. I don't understand Japanese at all.
9. Is there simultaneous interpretation into English when the presentation is made in Japanese?
10. Yes, we have simultaneous interpretation service into English.
11. That would be helpful for me. Thank you very much, goodbye.

## C6 Conference Registration Sentences

1. Conference office.
2. I would like to know the details of the conference.
3. Do you have a conference announcement?
4. No, I don't.
5. OK, the conference will take place from August 22nd to the 25th at the New York World Trade Center.
6. The fee for participation is \$500.
7. If you intend to present a paper, please submit a summary by March 20th.
8. I'll send the conference announcement to you today.
9. Would you mind telling me your name and address?
10. My name is Eric Thompson.
11. My address is 1412 Smithfield Street, Pittsburgh, Pennsylvania, 15237.
12. Would you spell your last name for me?
13. Sure, it's T-H-O-M-P-S-O-N.
14. OK. Could I have your phone number too?
15. Yes. 372-8418.
16. 372-8148, is that correct?

17. No, it's 8418.
18. 372-8418, right?
19. Yes, it is. Thank you very much, goodbye.

#### C7 Conference Registration Sentences

1. Hello, conference office.
2. I wonder if you could help me.
3. I sent in the registration form for the conference.
4. But I can't attend the conference, so I would like to cancel.
5. Could you please give me your name?
6. Yes, this is Dan Cooper from Bell Labs.
7. Mr. Cooper, you have already paid \$400 for your registration fee, haven't you?
8. Yes, I have.
9. Is it possible for you to refund the registration fee?
10. I am sorry we can't.
11. As noted in the announcement, cancellation after September 27th precludes a refund.
12. We'll send you the programs and proceedings later.
13. Will somebody else be able to attend instead of me, then?
14. Yes, that's all right.
15. Please let me know in advance who is going to attend instead of you.
16. Good, I'll let you know when it's decided. Goodbye.

#### C8 Conference Registration Sentences

1. Hello, conference office.
2. I've heard that you have a city tour during the conference.
3. Can we still take part in it?
4. Yes, you can.
5. We will visit Heinz Hall, Mount Washington, and the Mellon Museum on the afternoon of August 5th.
6. Would you like to join us?
7. How much does it cost?
8. \$35, that includes dinner.
9. Are the speakers also participating?
10. Some of them are supposed to.
11. Then I would also like to go.
12. OK. Please give me your name and the number of people in your party.
13. My name is Christopher Ohara. My wife will be coming too.
14. Would you spell your first name for me, Mr. Ohara?
15. Sure, Christopher, C-H-R-I-S-T-O-P-H-E-R.
16. We'll meet in front of the reception desk.
17. Please pay the tour fee there when you arrive.
18. OK, thank you very much.
19. We'll be expecting you.

#### C9 Conference Registration Sentences

1. Hello, conference office.
2. I have a question about topics in the conference.
3. Yes, what is it?
4. There is a topic called Machine Translation in the announcement.
5. Specifically, what is it about?

6. I'm sorry. I'm really unable to answer any technical questions.
7. The titles of papers to be presented at the conference are printed in the second version of the announcement.
8. Would you please take a look at it?
9. Yes, I will.
10. Please mail me the announcement as soon as possible.
11. My address is 34 Dayton Drive, Edison, New Jersey, 37814.
12. My name is John Mathis.
13. 34 Dayton Drive, Edison, New Jersey, 37814, John Mathis, correct?
14. Yes.
15. Would you spell your last name for me please?
16. Sure, it's M-A-T-H-I-S.
17. I'll send one as soon as possible.
18. Is there anything else I can help you with?
19. No, that's all thanks. Goodbye.

#### C10 Conference Registration Sentences

1. Conference office.
2. Can I ask you a few questions?
3. I would like to contribute a paper to the conference. How can I apply?
4. First, you should send us a 200 word summary by March 20th.
5. The summary will be reviewed here and we will send you a reply by May 20th.
6. If your paper is accepted, we'll also enclose special forms for your paper.
7. Please send them back to us by June 30th.
8. Fine, what kind of form do I have to write the summary on?
9. We have a special form for the summary. Please fill it in.
10. Then, we'll send you the application form.
11. May I have your name and address please?
12. All right, my name is George VanParis from AI Labs.
13. My address is 34 Park Avenue, New York, New York, 23415.
14. Mr. George VanParis from AI Labs, right?
15. Your address is 34 Park Avenue, New York, New York, 23415.
16. Is that correct?
17. Yes, it is. Please send me an application form.
18. Sure, I'll send it to you immediately. Goodbye.

#### C11 Conference Registration Sentences

1. Is this the conference office?
2. Yes, this is the conference office. May I help you?
3. Please tell me how to get to the conference site.
4. I'm at Station Square now.
5. Please take the subway to the U.S. Steel building, downtown.
6. From there, there is a bus to the conference center.
7. Of course, you'll also be able to take a taxi from the downtown area.
8. How much is it from Station Square to the conference center by taxi?
9. From Station Square it will cost you about \$12.
10. And how much does it cost from downtown?
11. From downtown, it will cost you approximately \$5.
12. OK, thank you very much.
13. Not at all. You're welcome.



## C12 Conference Registration Sentences

1. Hello.
2. Hello, this is the conference office.
3. I would like to ask you about hotel accommodations for the conference.
4. Do you have a service that can help me find a place to stay?
5. Yes, we do.
6. The hotels we can help you with are the Hilton Hotel and Crystal Hotel.
7. A single room will cost you from \$80 to \$110 per night.
8. A twin room ranges from \$95 to \$150 per night.
9. Fine, which hotel is closer to the conference center?
10. I'm sorry, what did you say?
11. I said, "Which hotel is closer to the conference center?"
12. Oh, the Hilton Hotel is closer to the conference center.
13. Then I would like to make a reservation for the Hilton Hotel.
14. Can I leave the hotel reservation to you?
15. Sure. We'll be able to reserve rooms for you at either the Hilton Hotel or the Crystal Hotel.
16. That's fine.
17. Well, could you reserve an \$80 single room at the Hilton Hotel?
18. OK. An \$80 single room at the Hilton Hotel. Right?
19. Yes. That's right.
20. When will you check in?
21. The evening of August 4th. Checking out the morning of the 8th.
22. OK, please wait a moment.
23. I am going to check to see if there is a vacancy.
24. Yes, there is. Please give me your name and address.
25. My name is Joe Bradshaw.
26. The address is 54 8th Avenue, Pittsburgh, Pennsylvania, 15238.
27. Would you spell your last name please?
28. It's B-R-A-D-S-H-A-W.
29. And your phone number please?
30. My phone number is 331-2521.
31. OK. I've reserved a single room at the Hilton Hotel from August 4th to the 8th.
32. Thanks very much. Goodbye.

**ATR Interpreting Telephony - Carnegie Mellon University  
Conference Registration Task  
Spontaneous Speech**

**Cindy A. Wood**

September 1992

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# **ATR - CMU Conference Registration Task Spontaneous Speech Application Preliminary Report**

## **1 Overview**

### **1.1 Project Summary**

Originally, speech data was collected in the form of 12 short conversations that depicted typical situations that might occur during a telephone conference registration. Each speaker read a script and played both parts, caller and secretary. A great amount of data had been collected from each speaker in order to facilitate a speaker dependent system. Typically each speaker recorded two versions of each of the 12 conversations and one or two versions of the isolated words from the dialogs. For the last two years, due to very encouraging results with the speaker dependent systems, the decision was made to shift the focus to data collection for speaker independent systems. Data was collected from 107 speakers, each recording one dialog.

Recently, the decision has been made to take the next step - systems that can cope with spontaneous natural speech. In the last six months a new method of data collection has been used to collect interactive (simulated telephone) conversations. In this new experiment one person plays the part of the conference secretary and the other person plays the part of the caller.

## **2 Included In This Shipment**

### **2.1 ADC Data and Transcriptions**

The following data is included in this shipment:

#### **ADC Data**

11 Speakers (callers), 5 male, 6 female. 20 conversations in all.

#### **Transcriptions**

Transcriptions for all 20 conversations.

## 2.2 Retrieving The Data

All data was written to tape using standard UNIX tar commands. The following is the directory structure for the data storage. The initials are those of the caller. The number 1, 2, 3, or 4 indicates the scene number.

```
spont/<speaker1>/adc/  
-or-  
spont/<speaker1>/<speaker1>.trans
```

The adc files themselves have the format:

```
fcaw3_1.adc  
mdkr3_2.adc  
fcaw3_3.adc
```

In this example the conversation is between fcaw and mdkr and the scene they are recording is number 3. The number after the underscore indicates the utterance number in that dialog. The .adc extension defines it as an actual data file. The files with the .trans extensions are the transcriptions of the conversation.

## 3 Data Collection Methods

In order to build systems that will be robust enough to function in the everyday workplace, all data was collected in a working lab with a minimum of soundproofing in use. (A movable partition of soundproof material was the only separation from the rest of the room.) All recordings were made using software written by Deb Roy, designed specifically for the collection of spontaneous speech. SennHeiser HMD 410 microphones were used by both parties for all recordings. The sampling rate was 16khz.

In these experiments the part of the secretary was always played by one of the two experimenters, fcaw or fsma. Both caller and secretary were in the same lab but sat at opposite ends of the room. The speakers were given the general information that they would be simulating a telephone conversation. They were given an overview of how to use the software and then asked to read one of the four scenes listed in this report.

Several different formats for the scenes were tried in preliminary tests of this recording system. It was discovered that if, in the instruction set, the caller was given specific questions to ask he/she tended to use the exact phrasing that had been in the instruction set. On the other hand, if too little information was given about what questions to ask the conversations were much too short because the caller did not know what to say. In some cases when there was very little information given the callers would become frustrated because they did not know what to do and would end the session. In order to suggest the questions to the caller without influencing his word choice or style, questions were reduced to a one word query. For instance a caller might be told *You are calling the conference secretary to find out the following information: Dates, Location, Cost.* The present format seems to have been the most effective at generating more natural speech. The secretary had a general information sheet with details

about the conference. If the caller asked something that was not on the information sheet the secretary simply made up an answer.

Tests were made with a recording system that used a "push to talk" feature. That is, the speaker had to push a mouse button and continue to hold it down while speaking. Much data was lost with that system because the speakers would often forget to push the mouse button until after they begun speaking. Thus the first few words would be lost. They would also often take their finger off the button before they finished speaking and the end of the utterance would be lost. The current recording software is set up so that the speaker receives a "READY" message and a beep noise when the system is ready to record. The speaker then hits return to begin and end recording. While he is speaking the message on the terminal reads "TRANSMITTING...." until he hits return again. When the other person is speaking the terminal message changes to "RECEIVING....." so that two people can not talk at the same time. Speakers hear each other through the headphones with only a small time delay.

In early recordings made with this system speakers sometimes hit return to stop recording while still speaking their last word. To solve the problem of losing part or all of the last word the program was adjusted to continue to record for .3 seconds after the speaker hits the return button.

Background information was taken for each speaker such as age, sex, education, place of birth, and history of where the subject has lived. Records were also kept on the subject's condition while recording for future studies. For instance, did the speaker have a cold or allergy problem when recording? Did he have any food or drink within the last two hours? Does he smoke? How long did he record during each session? Such information may help provide some clues as to what effects these factors have on recognition.

## 3.1 Data Recording Information Sheet

Subject Name: \_\_\_\_\_ Sex: M F Age: \_\_\_\_\_  
 Net Address: \_\_\_\_\_ Phone: work: \_\_\_\_\_ home: \_\_\_\_\_  
 Occupation: \_\_\_\_\_ Edu: Undergrad Grad Student PhD High School Tech. School  
 Born: \_\_\_\_\_  
 Native Language: Am. English \_\_\_\_\_ Other Languages spoken at home: \_\_\_\_\_  
 Date: \_\_\_\_\_ Start Time: \_\_\_\_\_ am pm Stop Time: \_\_\_\_\_ am pm

Check List: Fan Off \_\_\_\_\_ Mono On \_\_\_\_\_ "Door" Closed \_\_\_\_\_ Gain Set \_\_\_\_\_  
 Mike Distance ~ 1.5 cm \_\_\_\_\_ Soundproofing \_\_\_\_\_  
 Mike/Headset Type SennHeiser HMD 224 414 410 Other \_\_\_\_\_  
 Lab Conditions: Quiet Average Loud

Do you smoke? Yes No Any food or drink within the last two hours? Yes No  
 Any dairy products? Yes \_\_\_\_\_ No  
 Do you have a cold or allergy problem right now? Yes No

Data Set Recorded: C1 C2 C3 C4 C5 C6 C7 C8 C9 C10 C11 C12

IBM Mode Set Recorded: C1 C2 Unique Word Mode Recorded: From \_\_\_\_\_ To \_\_\_\_\_

Spont. Scene 1 2 3 4

Recorded in: Speech Lab \_\_\_\_\_ Agora Lab \_\_\_\_\_ Other \_\_\_\_\_

Comments: \_\_\_\_\_  
 \_\_\_\_\_

Recorded by: \_\_\_\_\_

## 4 Transcription Conventions

Each utterance is marked with the initials of the speaker, the scene number, and the utterance number. The speech is then transcribed including words, human noises, non-human noises, silences, false starts, and, transcriber comments.

### 4.1 Human Noises

Human noises are enclosed by slashes. The most common human noises are: /ah/, /eh/, /er/, /hm/, /mm/, /nn/, /oh/, /uh/, /um/

/cg/ is used for cough

/h#/ is used for inhale or exhale

/lg/ is used for laugh

/ls/ is used for lip smack

Uncommon speech sounds are spelled out, for instance /whistle/

### 4.2 Non-Human Noises

Non-human noises are enclosed in angle brackets and words are separated by an underscore. For example: <key\_click> or <door\_slam>

### 4.3 Silence

Noticeable silences were marked with either \*pause\* for a silence of less than two seconds, or \*silence\* for a silence of two seconds or more.

### 4.4 False Starts

Occasionally a speaker will start to say something, stop and then start again. They may begin again with the same words, or change thoughts and use a different set of words. Such false starts are marked with square braces. If the false start was part of a word that the transcriber could predict, the rest of the word that was not spoken was added in parentheses.

For example: could you [g(ive)] give me your name? In this example the speaker stopped on the g sound in the word "give" and then started again. From the sound of it the transcriber could predict that the speaker had started to say the word "give" and then stopped.

Square braces would also be used if a speaker made a mistake and started over with a new thought.

For example: my number is [two three] /ah/ area code four one two



#### **4.5 Transcriber Comments**

Comments made by the transcriber are enclosed in curly braces. {comma}, {period} and {quest} are used subjectively to indicate punctuation based on intonation.

For example: thank you {period} can you make the hotel reservation {quest}

{crosstalk} is the comment that is used to indicate that there was a conversation that was going on in the background that was also picked up by the microphones.

#### **4.6 Numbers and Spellings**

All numbers are expanded into their spellings.

For example: three seven two {comma} four one eight two {period}

Spellings in the dialogs are done in capital letters with a space between each one.

For example: my last name is spelled S M I T H

#### **4.7 Other Conventions**

The following abbreviations are used for titles: Dr for doctor, Mr for mister, Ms for Miz, Mrs for misses

A single quote can be used to denote missing sounds.

For example: 'em for them or 'cause for because

AI is pronounced A I and stands for Artificial Intelligence FedEx is pronounced Fed Ex and stands for Federal Express

Names begin with a capital letter. All other words appear in lower case as the beginnings and endings of sentences are not clear and the comments about the punctuation are highly subjective.

## 5 Background on the Speakers

### 5.1 Female Speakers

SPEAKER	SCENE	AGE	EDUCATION	RAISED IN
fckn	2	32	Undergraduate	Pittsburgh, PA.
fckn	3	32	Undergraduate	Pittsburgh, PA.
fckn	4	32	Undergraduate	Pittsburgh, PA.
fejh	3	30	High School	Pittsburgh, PA.
fejh	4	30	High School	Pittsburgh, PA.
fhmK	1	54	BA	Pittsburgh, PA.
fhmK	4	54	BA	Pittsburgh, PA.
fknc	1	26	Undergraduate	National City, CA.
flmm	1	22	Undergraduate	Cincinnati, OH.
flmm	2	22	Undergraduate	Cincinnati, OH.
fnas	3	31	High School	Pittsburgh, PA.

## 5.2 Male Speakers

SPEAKER	SCENE	AGE	EDUCATION	RAISED IN
maem	3	24	BS	Mesa, AZ.
maem	4	24	BS	Mesa, AZ.
mddj	2	24	Undergraduate	New York, NY.
mddj	4	24	Undergraduate	New York, NY.
mdkr*	1	23	BS	Winnipeg, Canada.
mdkr*	2	23	BS	Winnipeg, Canada.
mjab	1	22	Grad Student	Pennsylvania
mthf	2	18	Undergraduate	Galveston, TX.
mthf	3	18	Undergraduate	Galveston, TX.

\* See Speaker Notes Section

## 5.3 Speaker Notes

mdkr has a slight Canadian accent. All other speakers are very close to "generic" American English.

## **6 General Notes**

Users should be forewarned that English speakers often delete many phonemes during rapid speech which can make recognition very difficult. Also pronunciations of the same word may vary, even for the same speaker within the same dialog. Sometimes this variation depends on context, sometimes due to the word being stressed in the sentence, sometimes there is no apparent reason for the variation at all. In some cases the speaker may even *insert* phonemes that are not present in the word or phrase. A person's natural rate of speech also greatly effects phoneme deletion. The faster a person is speaking, the more likely he is to omit phonemes in the speech.

## **7 Questions or Assistance**

If there are any questions or problems please do not hesitate to contact Cindy A. Wood at Carnegie Mellon University. ARPA net address - [caw@speech.cs.cmu.edu](mailto:caw@speech.cs.cmu.edu)

## 8 A Listing of the Conference Scenes

### 8.1 Scene 1

Instructions: You wish to attend a computer science conference that is taking place in Osaka, Japan. You are calling the conference secretary to find out the following information:

Please use the spaces below for your notes.

DATES: \_\_\_\_\_

LOCATION: \_\_\_\_\_

HOTEL COST: \_\_\_\_\_

TRANSPORTATION (airport to hotel): \_\_\_\_\_

REGISTRATION FEE: \_\_\_\_\_

## 8.2 Scene 2

Instructions: You have registered for a computer science conference that is taking place in Osaka, Japan. You sent your check on May 1st of this year but you have not received a confirmation letter or registration packet yet. You are calling the conference secretary to find out if s/he has received your check and when you might expect your registration packet.

You would also like to submit a paper to the conference. You need to find out the latest possible date you can send in your paper.

Please use the spaces below for your notes.

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### 8.3 Scene 3

Instructions: You wish to attend a computer science conference that is going to take place in Osaka, Japan. You are calling the conference secretary to find out if you can still register, book a hotel room. You also wish to submit a paper to the conference.

Please use the spaces below for your notes.

SUBMISSION

DEADLINE: \_\_\_\_\_

HOTEL

COST: \_\_\_\_\_

### 8.4 Scene 4

Instructions: You have just found out that you can not attend a conference in Osaka Japan for which you are already registered. You have also submitted a paper to the conference. You are calling the conference secretary to find out the following information:

Please use the spaces below for your notes.

REGISTRATION

REFUND?: \_\_\_\_\_

PAPER

ACCEPTED?: \_\_\_\_\_



## 9 Conference Information Sheet

### Conference Registration Fact Sheet - Spontaneous Experiment

Date: June 8th - June 18th, 1993. Reception: June 9th, 7pm.

Place: Hotel New Otani, Osaka Japan

Cost: \$580.00

Registration Deadline: May 19th, 1993.

Transportation: Bus service or taxi from airport to hotel.

Submission Deadline: March 15th, 1993.

Payment: Personal or company check, master card, visa, american express.

Discount for AAI members?: No.

Hotel Information: Single room \$110 per night. Double room \$160 per night.

Misc. Info: Proceedings book and reception are included in the registration fee.

## 10 Dialog Transcriptions

### 10.1 fckn2

Caller: fckn Secretary: fsma Scene: 2

fsma2\_1 /s/ /h#/ conference registration office {comma} \*pause\* may I help you {quest}

fckn2\_2 /h#/ /um/ hi {comma} \*pause\* my name's Cindy Neelan /h#/ /uh/ quite some time ago {comma} \*pause\* I registered for a computer science conference {comma} \*pause\* there in Osaka {comma} \*pause\* /h#/ and /uh/ [I] I sent a check in {comma} \*pause\* on about the first of May {comma} \*pause\* but I haven't {comma} \*pause\* yet received a confirmation letter {comma} \*pause\* or {comma} \*pause\* some kind of packet <key\_click> that I was supposed to get {period} <key\_click>

fsma2\_3 could you spell your last name for me {comma} and I'll look it up {quest}

fckn2\_4 <key\_click> /s/ sure {comma} it's /uh/ Neelan {comma} \*pause\* N as in Nancy {comma} \*pause\* double E {comma} L A N {comma} /h#/ <key\_click> /h#

fsma2\_5 thank you {period} \*pause\* hold on for just a moment please {period}

fckn2\_6 /h#/ okay {comma} \*pause\* I can hold {period} <key\_click> /h#

fsma2\_7 /h#/ okay {comma} I've found {comma} \*pause\* your {comma} \*pause\* records here {comma} \*pause\* it says that we did receive your check {comma} \*pause\* /h#/ and {comma} \*pause\* I believe {comma} \*pause\* the registration packet was sent out just a couple days ago {comma} according to my records {comma} \*pause\* so you should be getting it in the mail pretty soon {period} \*pause\* /h#/ is there anything else I can help you with {quest}

fckn2\_8 /s/ /h#/ oh yes {comma} \*pause\* there is /uh/ one more thing {period} \*pause\* /h#/ I'd like to submit a paper {comma} \*pause\* /uh/ to the conference {comma} \*pause\* /um/ I have to know {comma} \*pause\* exactly what date I need to have that /uh/ paper {comma} \*pause\* sent in by {period} \*pause\* <key\_click> /h#

fsma2\_9 /h#/ okay {comma} \*pause\* [the] the submission deadline for papers is March \*pause\* fifteenth {period} \*pause\* /h#/ so {comma} \*pause\* that {comma} \*pause\* has \*pause\* already passed {comma} \*pause\* /um/ \*pause\* /s/ I think at this point {comma} \*pause\* /um/ \*pause\* [w] all I can suggest is that {comma} \*pause\* perhaps you try next year {period} \*pause\* /h#/ /um/ [it's] [it's] yeah I don't think there's anything else that I can do on that {period} the only other thing that I could suggest if you want is I could /um/ \*pause\* ask {comma} \*pause\* [the] the people who are running the conference if they would accept a paper at this late date {comma} \*pause\* but {comma} \*pause\* [at] at this point I'm pretty sure that it's too late {period} /h#

fckn2\_10 /s/ /h#/ /um/ okay {comma} then yeah I'm disappointed {comma} \*pause\* but /uh/ that's okay {period} \*pause\* thanks very much {comma} /h#/ <key\_click> /h#

fsma2\_11 /h#/ okay {comma} \*pause\* thank you {comma} \*pause\* and {comma} \*pause\* please

get ahold of us if you haven't received the registration packet within [a] {comma} a {comma}  
\*pause\* week or so {period} \*pause\* /s/ have a nice day {period}

fckn2\_12 thanks {comma} \*pause\* bye {comma} <key\_click> /h#/

fsma2\_13 /s/ /h#/ goodbye {comma}





fckn3\_24 /h#/ no I think that's it {period} \*pause\* thank you very much {period}  
<microphone\_noise> <key\_click> <microphone\_noise>

fsma3\_25 /h#/ okay {comma} thank you Ms Neelan {comma} \*pause\* and \*pause\* I'll {comma}  
\*pause\* send the packet out to you {comma} \*pause\* and {comma} \*pause\* have a nice day  
{comma} \*pause\* goodbye {period}

## 10.3 fckn4

Caller: fckn Secretary: fsma Scene: 4

fsma4\_1 /h#/ conference office {comma} may I help you {quest}

fckn4\_2 /ls/ /h#/ hi I just had some bad news {comma} I can't /uh/ attend the {comma} \*pause\* computer science conference {comma} \*pause\* /h#/ that you're holding {period} \*pause\* and /uh/ I need to cancel {comma} \*pause\* my reservations {period} \*pause\* <key\_click> /h#/

fsma4\_3 /h#/ okay [y(ou)] [i] /um/ it's getting pretty close {comma} \*pause\* to [the] \*pause\* the conference here {comma} and usually they won't {comma} \*pause\* give \*pause\* refunds {comma} \*pause\* on \*pause\* the \*pause\* registration fee {period} \*pause\* have you already sent your money in {quest} /h#/

fckn4\_4 /h#/ well [I] I gave you my /uh/ \*pause\* American Express number {comma} \*pause\* for it {comma} when I booked the reservations {period} /h#/ <key\_click>

fsma4\_5 /ls/ okay so it already has been paid for then {period} /h#/ /um/ we can {comma} \*pause\* cancel you {comma} \*pause\* but {comma} \*pause\* we're not going to be able to give you a refund {comma} on that {period} \*pause\* do you have somebody else that you could send instead of you {quest} [we could] we could transfer it to somebody else's name {comma}

fckn4\_6 /h#/ /ls/ /hm/ since I'm not getting a refund {comma} I'm going to have to /uh/ check into this a little bit more {comma} \*pause\* /h#/ oh [I] I also {comma} \*pause\* /uh/ \*pause\* submitted a paper for the conference {period} \*pause\* /uh/ can you {comma} \*pause\* let me know {comma} \*pause\* if the paper has been accepted {quest} \*pause\* <key\_click> /h#/

fsma4\_7 /h#/ can you tell me what your name is please {quest}

fckn4\_8 /h#/ oh yeah {comma} \*pause\* sorry {comma} \*pause\* it's /uh/ Cindy Neelan {comma} \*pause\* N {comma} \*pause\* E E {comma} \*pause\* L A N {comma}

fsma4\_9 /h#/ I'll check on that {period} \*pause\* could you hold for a moment please {comma}

fckn4\_10 /ls/ sure {comma} \*pause\* I'll hold {comma} \*pause\*

fsma4\_11 /h#/ okay {comma} \*pause\* you said that was Cindy Neelan {quest} yes {comma} \*pause\* I see that the paper has been accepted {comma} \*pause\* /h#/ /um/ and {comma} \*pause\* we should be sending out an author kit to you fairly soon {period} \*pause\* /h#/ /um/ if you {comma} \*pause\* aren't going to be able to come {comma} \*pause\* do you have somebody else that could present the paper for you {quest} do you think {quest}

fckn4\_12 /ls/ /h#/ well {comma} \*pause\* especially now {comma} \*pause\* since my paper's been accepted {comma} \*pause\* I'm gonna really {comma} /h#/ [h(ave)] make a great [a] effort to come {comma} \*pause\* and if I can't come myself I will try and find someone else since I've got to pay for it anyway {period}

fsma4\_13 /ls/ /h#/ okay I hope it works out that you can actually make it {period} we certainly

would [a(ppreciate)] appreciate having you \*pause\* come and I'm sure that you would enjoy it {period} \*pause\* /h#/ /uh/ is there anything else that I can help you with {period}

fckn4\_14 /h#/ no thanks very much /h#/ <key\_click>

fsma4\_15 /h#/ okay {comma} \*pause\* please get in touch with us as soon as you know {comma} \*pause\* one way or the other if you're gonna [make] \*pause\* be making it {quest} \*pause\* and \*pause\* we \*pause\* hope to see you {period} \*pause\* good bye {period}



## 10.4 fejh3

Caller: fejh Secretary: fsma Scene: 3

fsma3\_1 hello {comma} conference office {comma} may I help you {quest}

fejh3\_2 \*silence\* <key\_click>

fsma3\_3 I'm sorry I didn't get that {comma} could you repeat that again please {quest}

fejh3\_4 /h#/ I'm calling from Carnegie Mellon University in Pittsburgh Pennsylvania {comma} and I'm afraid I may have missed the conference deadline {period} could you tell me if it's too late to register {quest}

fsma3\_5 no it's not too late to register {comma} you can register up until May nineteenth of nineteen ninety three {period} \*pause\* /h#/ would you like to do so {quest}

fejh3\_6 /h#/ \*pause\* yes I would {period} \*pause\* I'd also like to submit a paper {period} is that possible {quest} <key\_click>

fsma3\_7 /h#/ yeah {comma} the deadline {comma} for {comma} submitting a paper is March fifteenth of nineteen ninety three {comma} by that time we'd have to have a draft {period} /h#/ /um/ /s/ could you give me your name and address and I'll send you out {comma} an information packet {comma} \*pause\* for the registration {period}

fejh3\_8 /h#/ yes {comma} I'd like it sent to my business address {period} please address it to Jean Harpley {comma} \*pause\* /h#/ at the School of Computer Science {comma} \*pause\* Carnegie Mellon <terminal\_beep> University {comma} \*pause\* five thousand Forbes Avenue {comma} \*pause\* Pittsburgh P A {comma} \*pause\* one five two one three {comma} \*pause\* /h#/ three eight nine one {period} \*pause\* thank you {period} /h#

fsma3\_9 okay {comma} I have that as Jean Harpley {comma} \*pause\* School of Computer Science {comma} \*pause\* Carnegie Mellon University {comma} \*pause\* /h#/ five thousand Forbes Avenue {comma} \*pause\* Pittsburgh Pennsylvania {comma} \*pause\* could you tell me the zipcode again please {quest}

fejh3\_10 /s/ that's one five two one three {comma} \*pause\* dash three eight nine one {period} <key\_click>

fsma3\_11 okay {comma} one five two one three {comma} dash three eight nine one {period} /h#/ the packet will have all the information that you need to register {period} /h#/ it will also have a {comma} \*pause\* brief description of <door\_slam> what's required in the draft {comma} \*pause\* /um/ if the paper's accepted {comma} \*pause\* then {comma} \*pause\* they'll send you out an author kit {period} [will give you] which will give you more specific details about /h#/ things like the size of the margins {comma} [and] and other formatting aspects {comma} \*pause\* to get it into the proceedings {period} \*pause\* /h#/ is there anything else I can help you with today {comma}

fej3\_12 /s/ yes {comma} I'm also going to need a hotel {period} \*pause\* /h#/ \*pause\* do you have rooms available {quest}

fsma3\_13 /h#/ yes there are rooms available at the Hotel New Otani which is where the conference is taking place {comma} /h#/ would you be interested in a single room {comma} \*pause\* for a hundred and ten dollars per night {comma} \*pause\* or a double room {comma} \*pause\* for a hundred and sixty dollars per night {period}

fej3\_14 /h#/ /s/ I need a single room {period} \*pause\* I will be arriving one day before the conference begins {comma} and {comma} \*pause\* leaving one day after the conference ends {period} \*pause\* [are y(ou)] do you have rooms available for that timespan {quest} /h#/  
<key\_click>

fsma3\_15 /h#/ yes we do so that would be a single room for a hundred and ten dollars per night {comma} \*pause\* beginning on June seventh {comma} of nineteen ninety three {comma} \*pause\* /h#/ and ending on June {comma} \*silence\* eighteenth {comma} \*pause\* of \*pause\* nineteen ninety three {comma} that would allow you to stay {comma} \*pause\* through {comma} \*pause\* the day {comma} \*pause\* of the nineteenth {period} \*pause\* would you like to book the hotel right now {quest}

fej3\_16 yes {comma} \*pause\* if that's possible {period} \*pause\* can I charge it to a credit card {quest} <paper\_rustle> <key\_click>

fsma3\_17 yes {comma} we accept most major credit cards {period} could you give me the number {comma} and the expiration date please {quest}

fej3\_18 /h#/ <key\_click> I'll be charging it to a Visa card {comma} the number is eight \*pause\* five \*pause\* nine \*pause\* four {comma} \*pause\* /h#/ three \*pause\* two \*pause\* two \*pause\* six {comma} \*pause\* two \*pause\* nine \*pause\* five {comma} \*pause\* one \*pause\* nine \*pause\* seven {period} \*pause\* expiration date {comma} June {comma} \*pause\* of nineteen ninety three {period}

fsma3\_19 okay {comma} I have that as Visa {comma} eight five nine four {comma} \*pause\* three two two six {comma} \*pause\* two nine five {comma} \*pause\* one nine seven {comma} \*pause\* with an expiration of June of nineteen ninety three {period} \*pause\* and would you be interested in a Japanese style {quest} \*pause\* or Western style room {period} \*pause\* we have both available {period}

fej3\_20 /s/ as I'm [familiar] {comma} \*pause\* unfamiliar with Japanese traditions {comma} \*pause\* I would really like the Western style room if that's possible {period} \*pause\* thank you {period} \*pause\* /h#/  
<key\_click>

fsma3\_21 sure {comma} that would be fine {period} \*pause\* is that all I can help you with today {quest}

fej3\_22 /s/ I believe so {comma} thank you {comma} you've been very helpful {period} /h#/  
<key\_click> /h#/  
<key\_click>

fsma3\_23 okay {comma} thank you {comma} \*pause\* goodbye {period}

## 10.5 fejh4

Caller: fejh Secretary: fsma Scene: 4

fsma4\_1 hello this is the conference office {comma} \*pause\* may I help you {quest}

fejh4\_2 /h#/ /s/ hi I'm calling from Carnegie Mellon University in Pittsburgh Pennsylvania {period} I need to find out if my paper was accepted for the computer science conference in June of ninety three {period} <key\_click>

fsma4\_3 /h#/ if you could give me your name {comma} \*pause\* and the title of the paper {comma} I can go look it up for you {comma}

fejh4\_4 /h#/ /s/ my name is Jean Harpley {comma} \*pause\* and the paper was {comma} \*pause\* spontaneous speech {period} <key\_click>

fsma4\_5 hold on for just a moment please {comma}

fsma4\_6 /h#/ yes that paper was accepted {comma} \*pause\* and {comma} \*pause\* I believe they sent out an author kit {comma} \*pause\* about {comma} \*pause\* four days {comma} ago {comma} for you {comma} on that {comma} \*pause\* /h#/ /um/ \*pause\* /s/ as soon as you get the author kit {comma} \*pause\* could you please look through it and that will give some information on how to format it {comma} \*pause\* [(or)] so that it can be accepted for the proceedings {period}

fejh4\_7 /h#/ it doesn't seem likely I'll be able to attend the conference {period} \*pause\* do you think at this point I should ask for a registration refund {quest} or try to find someone to take my place and present the paper for me {period} <key\_click> /h#/

fsma4\_8 /h#/ I think at this point {comma} especially since the paper has [t] been accepted {comma} they would prefer that you {comma} \*pause\* find somebody to {comma} \*pause\* take your place {comma} so that you can {comma} \*pause\* /h#/ have them {comma} present the paper for you {comma} \*pause\* /h#/ I think in this case they'd be willing to transfer the registration fee {comma} but {comma} \*pause\* they aren't usually {comma} \*pause\* willing \*pause\* to \*pause\* refund it at this late date {period}

fejh4\_9 /h#/ /s/ do they make exceptions of {comma} medical leave {quest} perhaps if I just found out I was expecting a child in June of ninety three and could not possibly travel to Japan {comma} \*pause\* they may refund my fee {quest} \*pause\* do you know of that {quest} /h#/ <key\_click>

fsma4\_10 /h#/ I can certainly ask for you {comma} would you like to {comma} \*pause\* leave your {comma} \*pause\* phone number with me {quest} and I could give you a call back {comma}

fejh4\_11 /s/ yes I think what I going to do is try to find someone to take my place {comma} but just in case it doesn't work out {comma} I would really be interested in knowing if I could get that money back {period} \*pause\* /h#/ they can call me at four one two {comma} \*pause\* two six eight {comma} \*pause\* three eight oh two {period} \*pause\* thank you {period} \*pause\*

<key\_click>

fsma4\_12 /ls/ okay {comma} I'll ask about that {comma} but in the meantime {comma} \*pause\* if you find somebody {comma} to take your place {comma} \*pause\* please give us a call and let us know who it is and we'll change the arrangements on that {period} \*pause\* /h#/ is there anything else I can help you with today {quest}

fej4\_13 /h#/ /ls/ no that's all {comma} \*pause\* thank you very much {comma} <key\_click>

fsma4\_14 /ls/ /h#/ thank you {comma} \*pause\* goodbye {period}

## 10.6 fhmk1

Caller: fhmk Secretary: fcaw Scene: 1

fhmk1\_1 <key\_click>

fcaw1\_2 hello {comma} \*pause\* conference registration office {period}

fhmk1\_3 <key\_click> /h#/ hello {comma} \*pause\* this is Hilda Krutz {period} /h#/ /uh/ I'd like some information about your computer science conference that is going on over there {period} I'd like to know the dates {comma} \*pause\* and /uh/ \*pause\* how much the fee would be {period} <key\_click>

fcaw1\_4 yes ma'am {comma} I can help you with that {period} \*pause\* the dates are {comma} \*pause\* June eighth {comma} \*pause\* through June eighteenth {comma} \*pause\* and the {comma} \*pause\* registration cost {comma} is five hundred and eighty dollars {period}

fhmk1\_5 /h#/ okay {comma} \*pause\* I'd like to sign up /um/ \*pause\* I'd like to give you my name and /uh/ the information here {comma} /h#/ /uh/ put me down {comma} Hilda Krutz K R U T Z {period} \*pause\* and I want to charge that five hundred and eighty dollar registration fee {comma} \*pause\* /h#/ to card number {comma} \*pause\* zero four three one {comma} \*pause\* two seven nine {comma} \*pause\* eight four {comma} \*pause\* seven {comma} three three {period} \*pause\* that's a Visa {comma} \*pause\* and {comma} it expires April

fcaw1\_6 I'm sorry ma'am the last part of that /uh/ message got cut off {period} \*pause\* I understand /uh/ your last name is spelled K R U T Z {comma} and your Visa card is zero four three one {comma} \*pause\* two seven nine {comma} \*pause\* eight four seven three three {comma} \*pause\* and {comma} I didn't catch the expiration date on that {period}

fhmk1\_7 okay {comma} my expiration date is April sixteenth {comma} \*pause\* nineteen ninety three {period} <key\_click> \*pause\* and {comma} \*pause\* I also need some hotel information {comma} if you have anything there available {quest} <key\_click>

fcaw1\_8 yes ma'am I understand the expiration date is April sixteen {comma} of nineteen ninety three {comma} \*pause\* and the /uh/ hotel {comma} \*pause\* we have a is single room {comma} \*pause\* is one hundred and ten per night {comma} \*pause\* and a double room is one hundred and sixty per night {comma} \*pause\* and that's right there {comma} \*pause\* in the hotel new otani {comma} where the /uh/ conference is going to be held {period}

fhmk1\_9 /ls/ all right {comma} /um/ <key\_click> /h#/ /ls/ let's see {period} I'll be arriving {comma} /h#/ \*pause\* I don't want to see all of the /uh/ \*silence\* all of the /uh/ sessions {period} /h#/ /uh/ I'll be arriving on the tenth {comma} \*pause\* June tenth {comma} \*pause\* and I'll stay through /h#/ \*pause\* <key\_click> /mm/ June thirteenth {period} \*pause\* so if you could arrange some hotel accommodations for me {comma} /h#/ and charge them to the same /uh/

fcaw1\_10 I'm sorry {comma} the last part of that got cut off {period} \*pause\* I understand you want a reservation for the hotel from June tenth {comma} to June thirteenth {comma} and I'm to charge it to the same Visa number is that correct {quest}

fhmk1\_11 /h#/ that's right {period} /uh/ in addition to that I'd like to have some /uh/ \*pause\* information about transportation {comma} /h#/ from the airport to the hotel please {period}

fcaw1\_12 okay {comma} first let me /uh/ [f(ix)] fix the /uh/ hotel information for you {period} /h#/ I have Japanese style {comma} \*pause\* and Western style {comma} rooms available {period} \*pause\* and also I need to know if you'd like a single room {comma} or a double room {comma} for those nights {period}

fhmk1\_13 /s/ /h#/ okay {comma} single room {period} \*pause\* and /h#/ \*pause\* oh what the heck {period} when in Rome do as the Romans do {period} \*pause\* let's go Japanese {period}

fcaw1\_14 okay {comma} that's a single Japanese style room {comma} \*pause\* from June tenth to June thirteenth {comma} \*pause\* and will you be staying the night of the thirteenth {quest} or checking out that day {period}

fhmk1\_15 I'll be checking out that day {period}

fhmk1\_16 \*silence\*

fhmk1\_17 <key\_click>

fhmk1\_18 /s/ /h#/ okay {comma} I'm sorry {period} I didn't get your last /uh/ \*pause\* information there {period} \*pause\* /h#/ /um/ could you repeat that please {period} <key\_click>

fcaw1\_19 okay I'm sorry about that {period} we seem to have a bad connection {period} \*pause\* /h#/ I was confirming that /uh/ you want a /uh/ single {comma} \*pause\* Japanese style room {comma} \*pause\* and you will be checking out {comma} on the thirteenth {comma} \*pause\* /h#/ and the /uh/ transportation we have available is bus service {comma} from the airport to the hotel {comma} \*pause\* or you can also take a taxi {period}

fhmk1\_20 /h#/ okay then {pause} I'll handle the taxi service then from my end whenever I get there {period} /h#/ is there anything else that you might need /uh/ \*pause\* information on to set me up and \*pause\* /h#/ could you FAX {comma} \*pause\* a confirmation of this {comma} \*pause\* to me {period} <key\_click>

fcaw1\_21 surely {period} can I have /uh/ a mailing address for you {quest}

fhmk1\_22 /h#/ okay /h#/ /uh/ that would be /um/ \*pause\* nine {comma} \*pause\* four one two {comma} \*pause\* two six eight {comma} \*pause\* five seven three nine {period} \*pause\* and {comma} just address it to K R U T Z {comma} \*pause\* Hilda {comma} \*pause\* in care of Wean Hall {comma} \*pause\* <key\_click> room fifty three thirteen {comma} \*pause\* Carnegie Mellon University {comma} \*pause\* five thousand Forbes Avenue <microphone noise>

fhmk1\_23 <microphone noise>

fcaw1\_24 I'm sorry we had an interruption on the line again {period} let me repeat that first part to you {period} \*pause\* /h#/ /uh/ your FAX number is nine four one two {comma} \*pause\* two six eight five seven three nine {comma} \*pause\* /h#/ and I got as far on your address as {comma}

\*pause\* Wean Hall fifty three thirteen {comma} \*pause\* Carnegie Mellon University {comma}  
\*pause\* five thousand Forbes Avenue {period}

fhmk1\_25 okay {comma} five thousand Forbes Avenue {comma} that's Pittsburgh {comma}  
Pennsylvania {comma} /h#/ one five two one three {period} \*pause\* is there anything else that  
you might need {period}

fhmk1\_26 <key\_click>

fcaw1\_27 no ma'am {comma} I think that will do it {period} is there anything else I can help you  
with {quest}

fhmk1\_28 \*silence\*

fhmk1\_29 no there isn't {period} \*pause\* thanks a lot then I'll wait for your FAX {period} bye now  
{period} <key\_click>

fcaw1\_30 you're welcome {period} \*pause\* goodbye now {period}



## 10.7 fhmk4

Caller: fhmk Secretary: fcaw Scene: 4

fcaw4\_1 hello {comma} conference registration office {period}

fhmk4\_2 hello {comma} this is Hilda Krutz {period} /h#/ I registered for your conference and also submitted a paper and I found out /h#/ that I'm not going to be able to attend {period} \*pause\* /h#/ so I'd like to know the procedure now {comma} and {comma} /uh/ find out if my paper was accepted {comma} \*pause\* /h#/ and whether or not I can get a registration refund {period} can you answer those questions for me {period} <key\_click>

fcaw4\_3 sure {comma} I can help you with that {period} \*pause\* I'm afraid {comma} that it's {comma} \*pause\* too late to get a registration refund {comma} \*pause\* however you can have someone else take your place {period} \*pause\* /h#/ /um/ will you be able to do that {quest}

fhmk4\_4 /s/ no {comma} I'm afraid not {period} you mean that [that] that /uh/ registration fee that we {comma} \*pause\* placed {comma} is going to be lost to us {period} <key\_click>

fcaw4\_5 /h#/ I believe so {comma} usually they ask to /uh/ send someone else instead of you [w(hen)] when it gets this close to the conference {period} /h#/ but you never know {comma} they may change their mind {comma} I could certainly ask for you {period} /h#

fhmk4\_6 all right {comma} I'll tell you what I'll do {period} \*pause\* /h#/ I'll try to find a replacement and I'll get back to you on that /um/ give me another maybe twenty four hour period here {period} /h#/ how 'bout my paper {period} I wonder if you could check and find out whether or not the paper was accepted {quest} it's called making a fool of yourself {comma} on transmitting {quest} thank you {period}

fcaw4\_7 okay Dr Krutz {comma} could you spell your last name please for me and I'll check on your paper {period}

fhmk4\_8 That's K R U T Z {quest}

fcaw4\_9 okay {comma} if you hold on for just another moment I'll look that up for you {period} <key\_click>

fhmk4\_10 <key\_click> okay {comma} I'll hang on {period} <key\_click>

fcaw4\_11 yes ma'am I have found your paper but it's still in committee {period} /h#/ so they haven't decided yet /uh/ all of the papers that will be accepted {period} /h#/ and I don't {comma} really know exactly when they'll get done with them {period} they're supposed to make a decision by the end of next week {period} /h#/ I could give you a call back then {comma} or you could call me {comma} when I find out for sure {period} if your paper's accepted then they'll be sending you an author kit {period}

fhmk4\_12 /h#/ okay /uh/ \*pause\* I will be calling you back anyhow within twenty four hours about this replacement {comma} /h#/ and /um/ \*pause\* perhaps you can have ready for me

some number that I could /uh/ try to find out a little bit sooner {period} \*pause\* okay {quest}  
<key\_click> <key\_click>

fhm4\_13 <key\_click>

fhm4\_14 <key\_click> \*silence\* <key\_click> \*silence\* <key\_click> <key\_click> <key\_click>  
\*silence\* {crosstalk} <key\_click> <key\_click>

fcaw4\_15 yes ma'am I'll do that {period} if you want to give me a call back tomorrow then  
{comma} I'll check to find out if {comma} \*pause\* the registration could possibly be refunded and  
I'll see if I can find out for sure when they'll make the decisions on the papers {period} is there  
anything else I can help you with {quest}

fhm4\_16 oh {comma} I'm afraid you've been more than patient enough {period} \*pause\* thank  
you very much {period} <key\_click> /h#/

fcaw4\_17 you're most welcome {period} \*pause\* goodbye now {period}

fhm4\_18 goodbye to you too {period} /h#/ <key\_click>

## 10.8 fknk1

Caller: fknk Secretary: fcaw Scene: 1

fcaw1\_1 hello {comma} conference registration office {period}

fknk1\_2 what are the dates for the conference {quest} /h#/ <key\_click>

fcaw1\_3 the conference begins on {comma} June eighth {comma} \*pause\* and ends June eighteenth {period}

fknk1\_4 where is the conference being held {period} /h#/ <key\_click> /cg/

fcaw1\_5 all of the sessions are going to be held at the Hotel New Otani {comma} and that's in Osaka {comma} Japan {period}

fknk1\_6 /h#/ what is the cost {comma} associated with staying at the hotel /h#/ <key\_click>

fcaw1\_7 /uh/ their single rooms are {comma} one hundred and ten dollars a night {comma} \*pause\* and {comma} \*pause\* the double room is one hundred and sixty per night {period}

fknk1\_8 /h#/ what kind of transportation arrangements are there from the airport to the hotel /h#/ <key\_click>

fcaw1\_9 /uh/ we will have a bus service {comma} from /uh/ the airport to the hotel or you could also take a taxi there {period} /h#/ more detailed information /uh/ about /uh/ how much it will be and where to find them {comma} \*pause\* will be sent out with the registration packets {period}

fknk1\_10 /h#/ how much is the registration fee /h#/ <key\_click>

fcaw1\_11 /uh/ the registration {comma} for the conference itself is five hundred and eighty dollars {period} \*pause\* would you like me to send you a packet {quest}

fknk1\_12 /s/ yes /h#/ <key\_click>

fcaw1\_13 okay can you give me your mailing address then {quest} /h#/

fknk1\_14 /s/ [I don't have an address to give you] /lg/

fknk1\_15 /h#/ my address is {comma} \*pause\* P O box {comma} \*pause\* five two six two {comma} \*pause\* Pittsburgh {comma} \*pause\* that's P I T T S B U R G H {comma} \*pause\* Pennsylvania {comma} \*pause\* /h#/ /uh/ the zipcode is one five two oh six /h#/ <key\_click> <key\_click> /cg/

fcaw1\_16 okay I have that as P O box {comma} [on(e)] five two six two {comma} \*pause\* Pittsburgh Pennsylvania {comma} and the zipcode is one five two zero six {period} \*pause\* is that correct {quest}

fknk1\_17 yes /h#/ <key\_click>

fcaw1\_18 okay {comma} is there anything else I can help you with {quest}

fknk1\_19 no {comma} that's all thank you {period} /h#< <key\_click>

fcaw1\_20 all right {comma} goodbye then {period}

## 10.9 flmm1

Caller: flmm Secretary: fsma Scene: 1

fsma1\_1 hello {comma} conference office {comma}

flmm1\_2 /uh/ yes {comma} \*pause\* I'd like to attend the {comma} computer science conference in Japan {comma} \*pause\* /um/ could you tell me what the dates for that conference are {quest} <key\_click>

fsma1\_3 /h#/ sure {comma} \*pause\* the conference begins on June eighth {comma} \*pause\* of nineteen ninety three {comma} and ends on June eighteenth {period} \*pause\* can I help you [t(o)] /um/ \*pause\* register for that {quest}

flmm1\_4 /um/ yes {comma} \*pause\* I'd like to {comma} know the registration fee {comma} and I'd like to register now {period} <key\_click>

fsma1\_5 /ls/ okay the registration fee is five hundred and eighty dollars {comma} \*pause\* /h#/ /um/ would you like to register over the phone {quest} or shall I send you a packet to do it with {period}

flmm1\_6 <key\_click> /um/ I'll register over the phone {period} \*pause\* /um/ what information do you need {quest} <key\_click>

fsma1\_7 /h#/ I'll need your name {comma} your address {comma} a \*pause\* telephone number {comma} and \*pause\* a \*pause\* major credit card number {period}

flmm1\_8 /h#/ okay {comma} my address is /uh/ five thousand Forbes Avenue {comma} \*pause\* /uh/ Pittsburgh Pennsylvania {comma} \*pause\* /h#/ one five two one seven {period} \*pause\* /um/ my phone number is {comma} \*pause\* two six eight {comma} \*pause\* eight eight nine one {comma} <key\_click>

fsma1\_9 /h#/ okay the address was five thousand Forbes Avenue {comma} Pittsburgh Pennsylvania {comma} one five two one seven {comma} \*pause\* /h#/ what was the phone number again {quest}

flmm1\_10 the phone number was {comma} \*pause\* two six eight {comma} \*pause\* eight eight nine one {period} <key\_click>

fsma1\_11 okay {comma} two six eight {comma} \*pause\* eight eight nine one {period} \*pause\* /h#/ that address looks familiar {comma} \*pause\* is that for Carnegie Mellon University {quest}

flmm1\_12 /h#/ /uh/ yes it is {comma} \*pause\* that's my office {period} \*pause\* number {period}

fsma1\_13 /ls/ /h#/ okay {comma} do you have {comma} \*pause\* an actual office {comma} \*pause\* number {quest} or is that just the address for the university {period} and also it looks to me like the zipcode {comma} I think I've been given a different zipcode for that {comma} could you check on that for me please {quest}

flmm1\_14 /h#/ yeah {comma} \*pause\* okay that's not my actual office address {comma} \*pause\* that's just the address of the university and then [they'll] \*pause\* /h#/ they'll send [the] {comma} \*pause\* the packet to me {period} \*pause\* /um/ [the] /uh/ the zipcode is I think {comma} \*pause\* one five two one three {period} \*pause\* <key\_click> [is it] {quest}

fsma1\_15 /h#/ okay {comma} \*pause\* that's the zipcode that I had been given before {period} \*pause\* /h#/ all right {comma} \*pause\* could you tell me what your name is please {quest}

flmm1\_16 /s/ yes it's {comma} Linda {comma} \*pause\* Macaluso {quest} <key\_click>

fsma1\_17 and {comma} \*pause\* could you spell the last name for me {quest}

flmm1\_18 yes it's {commma} M A {comma} \*pause\* C A {comma} \*pause\* L \*pause\* U \*pause\* S \*pause\* O {period}

fsma1\_19 /s/ /h#/ okay {comma} \*pause\* I assume the area code on that is four one two {comma} \*pause\* and {comma} I still need a credit card number from you {period}

flmm1\_20 /h#/ /uh/ yes {comma} \*pause\* the area code is four one two {comma} \*pause\* and [my] /uh/ /h#/ my credit card is an American Express {quest} /h#/ <key\_click>

fsma1\_21 okay {comma} and can you give me {comma} the {comma} \*pause\* card number {comma} \*pause\* and the expiration date {comma} for the {comma} \*pause\* American Express card please {quest}

flmm1\_22 yes {comma} \*pause\* [i] the number is one nine seven {comma} \*pause\* /h#/ eight three four {comma} \*pause\* four nine two one three {period} <key\_click>

fsma1\_23 /h#/ okay that's an American Express {comma} \*pause\* number one nine seven {comma} \*pause\* eight three four {comma} \*pause\* four nine two one {comma} \*pause\* three {period} \*pause\* and what's the expiration date {quest}

flmm1\_24 /h#/ the {comma} expiration date is {comma} \*pause\* May nineteen ninety four {period} <key\_click>

fsma1\_25 okay {comma} \*pause\* that's May of nineteen ninety four {period} \*pause\* /h#/ okay {comma} we'll send out a registration packet {comma} \*pause\* /um/ \*pause\* to you {comma} just so that \*pause\* you have all the information that comes along with it {comma} but we'll also send you a receipt {comma} for [the] {comma} \*pause\* /h#/ the credit card {comma} /um/ payment {comma} of the registration {period} \*pause\* /h#/ is there anything else that I can {comma} help you with today {quest}

flmm1\_26 /um/ yes {comma} \*pause\* I'd like to know the exact location {comma} \*pause\* of the conference {comma} \*pause\* and /uh/ also {comma} \*pause\* the hotel {comma} \*pause\* cost {comma} \*pause\* and {comma} \*pause\* how I can get from the airport to the hotel {comma} \*pause\* transportation {period}

fsma1\_27 okay the {comma} \*pause\* conference is gonna be at the Hotel New Otani {comma}

\*pause\* that's in Osaka Japan {period} \*pause\* /h#/ /uh/ it's the same \*pause\* place {comma} \*pause\* [we also] we have rooms available in that hotel and I can book them for you {period} \*pause\* /h#/ /uh/ the cost {comma} \*pause\* depends on whether you want a single room {comma} or a double room {comma} \*pause\* so for a single room {comma} it would be one hundred ten dollars per night {comma} \*pause\* /h#/ and a double room would be a hundred sixty dollars per night {period}

fimm1\_28 /ls/ /h#/ okay {comma} \*pause\* /um/ is there anybody else that's {comma} \*pause\* getting a double room {quest} who needs a roommate {quest} could I share a {comma} double room with someone {quest}

fsma1\_29 /h#/ /uh/ we had somebody ask that information {comma} \*pause\* previously {comma} \*pause\* I'll go and look and see if we have anybody on file {period} \*pause\* can you hold for just a moment {quest}

fimm1\_30 <key\_click> \*silence\*

fsma1\_31 okay we have a person {comma} \*pause\* named John Smith {period} \*pause\* who {comma} \*pause\* says that he's from Pittsburgh {comma} \*pause\* and is looking for somebody to share a room with him {period} I don't know if you'd want to share with a male {comma} but {comma} \*pause\* /h#/ [that] \*pause\* you can work that out between yourselves {period} /um/ would you like me to give you his name and address {quest} he said it would be okay to pass it out {period}

fimm1\_32 /h#/ /um/ sure {comma} \*pause\* that would be okay {comma} \*pause\* /um/ \*pause\* if you could give me that information {quest} <key\_click>

fsma1\_33 /h#/ okay {period} \*pause\* his name is John Smith {comma} \*pause\* and {comma} \*pause\* his address is one eight two nine {comma} \*pause\* Fallen Road {comma} \*pause\* Pittsburgh Pennsylvania {comma} \*pause\* one five two three two {period} \*pause\* and his phone number is area code four one two {comma} \*pause\* five five five {comma} \*pause\* one eight two four {period}

fimm1\_34 /h#/ okay {comma} \*pause\* thank you very much {comma} \*pause\* and /uh/ I'd also like to know about transportation {comma} \*pause\* /um/ from the airport to the hotel {comma} <key\_click>

fsma1\_35 okay {comma} \*pause\* we have a bus service {comma} \*pause\* or you can also take a taxi from the airport to the hotel {period} \*pause\* /h#/ I believe it's about a {comma} \*pause\* half hour {comma} \*pause\* /uh/ travel distance {period} \*pause\* /h#/ we'll be sending you some more information about that {comma} in the registration packet that I'll send out \*pause\* to you \*pause\* /uh/ within a day or two {period}

fimm1\_36 /ls/ okay so I can reserve space [on the] on the bus {comma} [you know] \*pause\* /uh/ [when I] when I register for the conference {period} is that correct {quest}

fsma1\_37 well you've already made the [registration for the] the {comma} \*pause\* reservation

for the conference {period} \*pause\* /um/ /h#/ we {comma} \*pause\* don't have {comma} \*pause\* actual space reserved on it {comma} \*pause\* it's just gonna be a shuttle that goes from the airport to the hotel {comma} \*pause\* and then back {period} \*pause\* /h#/ /um/ so we don't have reservations for it {comma} but we will be sending out information that will tell you what the price will be {comma} you can pay when you actually get there {period} \*pause\* /h#/ /um/ so {comma} \*pause\* [I] are you gonna get back to me on whether you want a single room or a double room depending on what happens when you call {comma} \*pause\* Mr Smith {quest}

flmm1\_38 /h#/ /uh/ yes {comma} \*pause\* [I'll] I'll get back to you on that {period} [I'll] /uh/ I'll give you a call {comma} /uh/ after I call him {comma} and then /uh/ {comma} I'll let you know if I'll be sharing the room with him {period}

fsma1\_39 okay {comma} \*pause\* the other thing you might want to consider is that \*pause\* the hotel has both Japanese style and Western style rooms available {comma} [so you think it] you should think about {comma} \*pause\* /h#/ that \*pause\* when you're /um/ talking to him as well {period}

flmm1\_40 /s/ oh okay {comma} \*pause\* well I'd definitely like a {comma} \*pause\* Japanese style room {period} so /uh/ are there any {comma} \*pause\* single {comma} \*pause\* Japanese style rooms {comma} \*pause\* available {quest} \*pause\* <key\_click>

fsma1\_41 yes {comma} there are still some of those available {comma} \*pause\* have you {comma} \*pause\* decided that you'd like to book one of those right now {quest}

flmm1\_42 <key\_click> /h#/ /uh/ yes I would {comma} if one's available {comma} \*pause\* that /uh/ sounds very interesting {comma} <key\_click>

fsma1\_43 okay {comma} we can go ahead and do that {comma} \*pause\* the single room is one hundred and ten dollars per night {comma} \*pause\* /h#/ /um/ would you like me to stick it {comma} \*pause\* on the same credit card that you gave me earlier {quest}

flmm1\_44 /h#/ yes {comma} \*pause\* that would be fine {period} <key\_click>

fsma1\_45 okay I'll put it on there {period} \*pause\* /h#/ would you like to {comma} [to] reserve the room for the entire {comma} \*pause\* stay of the conference {quest} that would be from {comma} \*pause\* June {comma} \*pause\* seventh {comma} the conference begins on the eighth {comma} until {comma} \*pause\* the nineteenth {comma} \*pause\* [the d(ay)] the night {comma} after the conference ends {quest}

flmm1\_46 <key\_click> /h#/ no {comma} I probably won't be reserving for the nineteenth {comma} \*pause\* but /uh/ from the seventh {comma} through the eighteenth {comma} /uh/ yes {comma} I would like the room {period}

fsma1\_47 okay {comma} we'll go ahead and do that {period} \*pause\* is there anything else I can help you with today {quest}

flmm1\_48 /uh/ no that's all {comma} \*pause\* you've answered all my questions {comma} \*pause\* thank you very much {period} <key\_click>



fsma1\_49 sure {comma} thank you for calling {period} \*pause\* have a nice day {comma} \*pause\* and {comma} \*pause\* I'll get the information packet out to you as soon as possible {period}

flmm1\_50 okay {comma} \*pause\* thank you very much {period} \*pause\* goodbye {comma} <key\_click> /h#/

fsma1\_51 goodbye {comma}

## 10.10 flmm20

Caller: flmm Secretary: fsma Scene: 2

fsma2\_1 hello conference office {comma} \*pause\* how may I help you {period}

flmm2\_2 /uh/ yes {comma} \*pause\* I registered for the conference {comma} on May first of this year {comma} but I haven't received any {comma} confirmation letters {comma} \*pause\* or the registration packet yet {period} \*pause\* /h#/ /um/ I'd like to know if you've received the check {comma} \*pause\* and {comma} when I can expect the registration packet {period} <key\_click>

fsma2\_3 can you give me your name {comma} \*pause\* I'll {comma} go look it up for you {period}

flmm2\_4 /ls/ /uh/ yes {comma} \*pause\* my name is Linda {comma} \*pause\* Macaluso {comma} \*pause\* it's M A {comma} \*pause\* C A {comma} \*pause\* /h#/ L {comma} U S O {period} <key\_click>

fsma2\_5 okay {comma} hold on for a moment please {period}

fsma2\_6 okay Ms [maz] Macaluso {quest} \*pause\* [!] it seems {comma} \*pause\* you paid for that with a credit card {period} \*pause\* is that correct {quest}

flmm2\_7 /h#/ oh that's right {comma} \*pause\* yes I did {comma} \*pause\* I'd forgotten {period} \*pause\* /um/ but I haven't received my registration packet yet {comma} \*pause\* and I'd like to know {comma} if that's in the mail {comma} \*pause\* [or] {comma} or {comma} just what's going on {period} /h#/ <key\_click> /h#/

fsma2\_8 /h#/ okay {comma} it looks like we sent that out {comma} \*pause\* quite a {comma} \*pause\* while ago {comma} \*pause\* but it was sent back to us {period} \*pause\* we had it addressed as Carnegie Mellon {comma} \*pause\* five thousand Forbes Avenue {comma} \*pause\* but [the] \*pause\* [campus] the school apparently /h#/ didn't know {comma} \*pause\* how to get in touch with you {comma} so {comma} they sent it back {period} do you have a more {comma} specific address {comma} that you can give us {quest} we'll send it out again {period}

flmm2\_9 /ls/ /h#/ okay yes {comma} \*pause\* I'll have you send it to my home address {comma} \*pause\* it's /um/ /h#/ eight twenty six Mellon Street {comma} \*pause\* /h#/ that's /uh/ Pittsburgh P A {comma} \*pause\* /h#/ one five two {comma} \*pause\* oh six {period} <key\_click> /whinney/

fsma2\_10 okay {comma} we'll send that out again {comma} \*pause\* and {comma} \*pause\* hopefully it will be {comma} \*pause\* there within {comma} \*pause\* a week {comma} \*pause\* or a week and a half {period} \*silence\* is there anything else I can help you with today {quest}

flmm2\_11 /ls/ /h#/ /um/ yes {comma} \*pause\* I'd also like to {comma} \*pause\* submit a paper to the conference {comma} \*pause\* /um/ and I'd like to {comma} find out the {comma} latest possible date {comma} \*pause\* I could send that in {comma} \*pause\* for approval {period} <key\_click>

fsma2\_12 /h#/ okay {comma} if you want to submit a paper {comma} \*pause\* you would have to send a draft to us by March fifteenth {comma} \*pause\* of nineteen ninety three {period} \*pause\* /h#/ /um/ at that point {comma} \*pause\* if it's accepted {comma} then they'll send you out an author kit {comma} to tell you [how to] \*pause\* how to {comma} \*pause\* format it exactly for submission {period} \*pause\* but {comma} \*pause\* in the meantime a draft would be acceptable {period} /h#/

flmm2\_13 /h#/ okay {comma} \*pause\* why don't you just send me the kit {comma} \*pause\* right away {comma} \*pause\* with the /uh/ registration packet {period} \*pause\* [and] /uh/ and then I'll send in {comma} \*pause\* a formatted copy {comma} \*pause\* of the report {period}

fsma2\_14 /h#/ well {comma} [the] they don't send the author kit out {comma} unless the paper has actually been accepted {period} so {comma} \*pause\* a draft {comma} \*pause\* in any format would be okay {period} if you look at the registration packet when it gets to you /h#/ it'll have a few guidelines [for] for what they would like in the draft {comma} \*pause\* like the number of pages {comma} \*pause\* [and] and things like that {period} /h#/ /um/ [a(nd)] I guess that's all the information I can give you right now {period} /h#/

flmm2\_15 /h#/ /ls/ all right {comma} \*pause\* and {comma} \*pause\* /uh/ could you tell me what address {comma} \*pause\* I can send that draft to {quest} /h#/ <key\_click>

fsma2\_16 /h#/ yeah {comma} \*pause\* [they're] \*pause\* [accepting] \*pause\* [these things] {comma} \*pause\* they have a post office box {comma} \*pause\* at the hotel {period} /h#/ so if you could send it {comma} \*pause\* to {comma} \*pause\* /um/ the {comma} conference registration office {comma} \*pause\* /h#/ at {comma} \*pause\* Hotel New Otani {comma} \*pause\* Osaka Japan {comma} \*silence\* and {comma} \*pause\* add to that [a] a {comma} \*pause\* country code {comma} \*pause\* /uh/ zipcode of {comma} four nine three seven {comma} \*pause\* then {comma} \*pause\* that should get to them {period} oh {comma} \*pause\* [plea(se)] please put on there {comma} that this is for the computer science conference registration {period}

flmm2\_17 /h#/ okay {comma} \*pause\* thank you very much {period} \*pause\* [!] /uh/ I appreciate you're \*pause\* helping me out {period} /um/ thanks a lot {comma} \*pause\* thanks again {comma} \*pause\* goodbye {period} <key\_click>

fsma2\_18 you're very welcome {period} have a nice day {period} goodbye {period}

## 10.11 fnas3

Caller: fnas Secretary: fcaw Scene: 3

fcaw3\_1 hello {comma} \*pause\* conference registration office {period} <key\_click>

fnas3\_2 hello {comma} this is Natalie Schmerin calling from Carnegie Mellon University {comma} \*pause\* I was wondering if it was too late to register for the upcoming conference {quest} <key\_click>

fcaw3\_3 no it's not too late {period} \*pause\* you can still register {period} /uh/ if you'd like to give me your /uh/ address {comma} I can send out a registration packet to you {period}

fnas3\_4 <key\_click> \*silence\* {crosstalk} <key\_click> {crosstalk}

fcaw3\_5 I'm sorry I didn't hear the /uh/ last thing that you said {period} could you repeat that please {quest}

fnas3\_6 I said [u(h)] /uh/ oh I'm requesting information {comma} \*pause\* my name is Natalie Schmerin {comma} \*pause\* /uh/ my address is Carnegie Mellon University {comma} \*pause\* five thousand Forbes Avenue {comma} \*pause\* it's Pittsburgh Pennsylvania {comma} \*pause\* one five two one three {period} <key\_click>

fcaw3\_7 okay {comma} that's Carnegie Mellon University {comma} \*pause\* five thousand Forbes Avenue {comma} \*pause\* Pittsburgh {comma} Pennsylvania {comma} \*pause\* one five two one three {period} \*pause\* and could you spell your last name for me please {quest}

fnas3\_8 {crosstalk} /h#/ my last name is S C H {comma} \*pause\* M E R {comma} \*pause\* I N {period}

fcaw3\_9 okay thank you {comma} \*pause\* is there anything else that I can help you with {quest}

fnas3\_10 /h#/ yes {comma} \*pause\* I was wondering if it might be possible for me to present a paper at the conference {quest}

fcaw3\_11 sure {period} \*pause\* the submission deadline is March fifteenth {period} \*pause\* and [we] \*pause\* we need a draft {comma} by that date {period}

fnas3\_12 /ls/ okay {comma} that's no problem {comma} I will be sending you a draft {comma} and I look forward \*pause\* to submitting my paper to you {comma} I hope that I will be able to be part of the presentation team {period} \*pause\* /h#/ by the way {comma} I'm also going to be needing a hotel room {comma} \*pause\* would you be able to arrange that for me please {period} <key\_click>

fcaw3\_13 sure I can help you with that {period} \*pause\* /uh/ we have single rooms {comma} \*pause\* at one hundred and ten dollars per night {comma} and double rooms {comma} are one hundred and sixty per night {period}

fnas3\_14 /ls/ \*pause\* I'd like to arrange for a single room please {comma} \*pause\* I'd like to be

on a lower floor {comma} if possible {period}

fcaw3\_15 okay {comma} that's a single room {comma} and we have both Japanese and Western style rooms available {comma} which would you prefer {period}

fnas3\_16 I'm not sure {comma} can you tell me what the difference is {comma} between Western and Japanese {quest}

fcaw3\_17 sure the /uh/ Japanese style rooms do not have a standard Western type of bed {comma} they have a tatami mat that's on the floor {comma} \*pause\* /h#/ and /uh/ also the /uh/ bathrooms are a bit different {period} \*pause\* /h#/ the /uh/ Japanese rooms have a much deeper bathtub {comma} and there's not a standard toilet as you're used to it in the United States {comma} it's rather sort of dished out into the floor {period} \*pause\* it's best to be prepared for that kind of thing if you're gonna try it {period}

fnas3\_18 thank you for the information {comma} \*pause\* I think I'll just have a Western room {period} \*pause\* <key\_click> /lg/

fcaw3\_19 okay fine {period} in order to book that I will need a /uh/ credit card number for you then {comma} to hold the room {period}

fnas3\_20 I'd like to use {comma} my MasterCard {quest} /uh/ the number is zero four three one {comma} \*pause\* two seven nine {comma} \*pause\* eight four seven three three {period} <key\_click>

fcaw3\_21 okay let me see if I've got that {period} it's zero four three one {comma} \*pause\* two seven nine {comma} \*pause\* eight four seven {comma} \*pause\* three three {period} \*pause\* and {comma} \*pause\* could you tell me when the expiration date is please {quest}

fnas3\_22 the number is correct {comma} /uh/ the expiration date is April {comma} \*pause\* sixteenth {comma} \*pause\* nineteen ninety three {period} <key\_click>

fcaw3\_23 all right {comma} I have that as April sixteenth {comma} \*pause\* of ninety three {comma} and /uh/ that's all I need {comma} is there anything else I can help you with {quest}

fnas3\_24 yes {comma} could you tell me when I will be receiving {pronounced 'ceiving} my registration packet {period}

fcaw3\_25 I can get that out to you today {comma} and I would {comma} expect you to have it {comma} by {comma} \*pause\* the middle of next week {period}

fnas3\_26 that's great {period} \*pause\* thank you very much for everything {period} bye {period} <key\_click>

fcaw3\_27 you're most welcome {period} \*pause\* goodbye {period} <key\_click>

## 10.12 maem3

Caller: maem Secretary: fsma Scene: 3

fsma3\_1 hello conference registration office may I help you {quest}

maem3\_2 /h#/ yes /um/ I'm calling about the spontaneous speech conference in Osaka {period} is this the right number {quest} <key\_click>

fsma3\_3 yes it is {comma} how may I help you {period}

maem3\_4 /h#/ yes I wanted to find out /um/ am I still allowed to register for it at this point {period} <key\_click>

fsma3\_5 /h#/ yes you can <door\_slam> the registration deadline is not until May nineteenth {period} \*pause\* would you like me to send you a registration packet or do you already have one {quest}

maem3\_6 /h#/ /um/ I have some other information about it {comma} but I don't have a registration packet yet {period} could you send me one {period} /h#/ <key\_click>

fsma3\_7 sure {comma} could you give me your name and address where I can send it to {quest}

maem3\_8 /h#/ yes my name is Arthur McNair {comma} /h#/ /um/ the address is /h#/ thirteen sixty four Denniston {comma} floor three /h#/ {comma} Pittsburgh Pennsylvania one five two one seven /h#/ <key\_click>

fsma3\_9 okay that's Arthur McNair {comma} thirteen sixty four Denniston floor three {comma} /h#/ Pittsburgh Pennsylvania one five two one seven is that correct {quest}

maem3\_10 <key\_click> yes that's right {period} <key\_click>

fsma3\_11 /h#/ could you spell you last name for me please {period}

maem3\_12 <key\_click> /h#/ okay that's M as in Michael {comma} /h#/ C {comma} N as in November {comma} A I R {period} <key\_click>

fsma3\_13 /h#/ thank you Mr McNair I'll send that out to you right away {comma} is there anything else I can help you with today {quest}

maem3\_14 <key\_click> /h#/ yes I think I'll need a hotel room {comma} can you help me with that at all {quest} <key\_click>

fsma3\_15 /h#/ sure we'll have rooms at the Hotel New Otani available that's the place the same hotel where the conference will be taking place {period} /h#/ would you like a single room or a double room {quest} the single rooms are a hundred and ten dollars per night {comma} the double rooms are one hundred sixty dollars per night {period}

maem3\_16 <key\_click> /h#/ is there any way to find out if I can share the room with somebody else who's already going {quest} /h#/ <key\_click>

fsma3\_17 /ah/ I'm not sure if we have that information available to give out but I can check with somebody {period} /um/ [can you give me] would you like me to call you back on that {quest}

maem3\_18 /h#/ /ls/ yes I would {period} <key\_click>

fsma3\_19 /h#/ okay why don't you give me your phone number and I'll see what I can find out for you {period}

maem3\_20 /h#/ okay that's {comma} [four one two] the area code {comma} four one two {comma} \*pause\* /h#/ five five five {comma} \*pause\* five two nine six {period} <key\_click>

fsma3\_21 /h#/ okay then I'll get back to you as soon as I can {period} /um/ in the mean time {comma} [are] would you be interested in getting a Japanese style room or a western style room you might want to think about that {period}

maem3\_22 /ls/ okay I'm quite sure it'll be a western style room {period} /h#/ /um/ /h#/ all right I think that's everything {comma} thanks very much {period} /um/ I expect you'll call me back soon {quest} /h#/ <key\_click>

fsma3\_23 /h#/ yeah I'll try to call you back within the next day or two and I'll send out the packet for you in the mean time {period} /h#/ thanks very much goodbye {period}

maem3\_24 /h#/ thank you {comma} goodbye {period} <key\_click>





fsma4\_15 okay that will be fine {period} I also have a note here that when you registered for the conference /um/ /h#/ you were trying to find out if there would be somebody else that would be available to stay in the same hotel room with you {period} are you still interested in that information {quest}

maem4\_16 /h#/ /um/ no not at this time since I'm not gonna be able to attend {period} thanks {period}

fsma4\_17 /h#/ okay great {period} is there anything else I can help you with today {quest}

maem4\_18 /h#/ not at the moment {comma} thanks {period}

fsma4\_19 \*silence\*

maem4\_20 <key\_click> /s/ /h#/ I'm sorry [I di(dn't)] I didn't hear what you just said {period} can you /ah/ say that again {period} <key\_click>

fsma4\_21 yeah I'm sorry we seem to be having a problem with the line {period} /h#/ /um/ I said that we'll be sending out half of [the] the conference registration fee to you in as a refund {period} and \*pause\* that we'll be looking forward to having John /ah/ Mr Trenton come in your stead to present the paper /h#/ and I guess that was it {period} \*pause\* /ah/ if we can do anything more for you that would be fine {period}

maem4\_22 /h#/ /s/ okay the only thing I'm wondering /um/ do you have an exact amount that I will [get b(ack)] get back as a refund {quest} <key\_click>

fsma4\_23 /h#/ well the registration fee was five hundred eighty dollars {comma} so it'll be half of that {period}

maem4\_24 /h#/ all right {comma} thanks a lot {comma} that'll be all {period} /h#/ <key\_click>

fsma4\_25 okay thank you {comma} goodbye {period}

maem4\_26 /h#/ goodbye {period} /h#/ <key\_click>

## 10.14 mddj2

Caller: mddj Secretary: fsma Scene: 2

fsma2\_1 hello conference registration office {comma} may I help you {quest}

mddj2\_2 /uh/ yeah hi /um/ /h#/ I sent in a check {comma} \*pause\* a while back {comma} \*pause\* /uh/ but I haven't gotten any /uh/ confirmation {comma} \*pause\* that it's been received {period} \*pause\* can you check on it for me {quest} \*silence\* /h#/ <key\_click> /h#

fsma2\_3 /h#/ sure I can do that {comma} can you tell me what your name is and {comma} \*pause\* do you have an idea of [what] {comma} \*pause\* approximately [what time] [y(ou)] \*pause\* what date you sent it in {quest}

mddj2\_4 /h#/ /uh/ yeah I {comma} \*pause\* sent it in on {comma} \*pause\* May first {comma} \*pause\* and the name's Doug DeJulio {period} /h#/ <key\_click> /h#

fsma2\_5 okay if you hold on just a moment I'll look it up {period}

mddj2\_6 okay {comma} thanks {comma} <key\_click>

fsma2\_7 /h#/ Mr DeJulio {comma} \*pause\* I {comma} \*pause\* don't seem to have any record of that {comma} \*pause\* /um/ \*silence\* is there any other information you can give me on that like perhaps a different name that it may have been sent under that I can look by {quest}

mddj2\_8 <microphone\_noise> /s/ well my full first name is Douglas {comma} \*pause\* you could check with that {comma} <key\_click>

fsma2\_9 /h#/ okay {comma} \*pause\* could you spell your last name for me {quest}

mddj2\_10 <microphone\_noise> /s/ sure {comma} that's D E {comma} \*pause\* capital J {comma} \*pause\* U L I O {period}

fsma2\_11 okay I'll go look again {period} \*pause\* hold on {period}

fsma2\_12 /h#/ yes we do have that {period} \*pause\* it looks to me like a {comma} \*pause\* confirmation letter was sent out just last week {period} it may not have been able to get to you by now {period}

mddj2\_13 /s/ okay {comma} \*pause\* thanks {period} \*pause\* /uh/ one more thing {comma} \*pause\* I'm considering submitting a paper to the conference {period} \*pause\* /uh/ when's the latest date {comma} I can send it out {quest} <key\_click>

fsma2\_14 /h#/ the deadline for sending papers to us would be March fifteenth of nineteen ninety three {period} \*pause\* /h#/ by that time we would need to have a draft {period} \*pause\* [if the let(ter)] if the paper is accepted {comma} then they will send out an author kit to you that will {comma} \*pause\* give you some information on formatting it more specifically for the proceedings {period}

mddj2\_15 <microphone\_noise> okay {comma} thanks {period} \*pause\* bye {comma} /h#/  
<key\_click> /h#/

fsma2\_16 thank you {period} goodbye {period}

## 10.15 mddj4

Caller: mddj Secretary: fsma Scene: 4

fsma4\_1 /h#/ hello {comma} this is the conference office {comma} may I help you {quest}

mddj4\_2 /s/ yeah hi {comma} \*pause\* I {comma} \*pause\* just found out {comma} that I {comma} \*pause\* can't attend your conference {comma} \*pause\* although I've already registered for it {period} \*pause\* /h#/ /uh/ is there any chance I could get a refund {quest} /h#/ <key\_click>

fsma4\_3 /h#/ yeah you can get a refund until the registration deadline which is May nineteenth {period} /h#/ /um/ any time before that it would be possible {period} \*pause\* how did you pay for it {quest}

mddj4\_4 /s/ I sent a large bundle of cash {comma} <key\_click> /h#/

fsma4\_5 okay can you give me your name {quest} and I'll {comma} \*pause\* go look up your record {comma} \*pause\* and see how [who] we can take care of this {quest}

mddj4\_6 /s/ /h#/ /uh/ yeah {comma} \*pause\* the name's Doug DeJulio {period} /h#/ <key\_click>

fsma4\_7 okay Mr {comma} \*pause\* DeJulio {comma} \*pause\* I'll be with you {comma} \*pause\* in just a minute {period} <microphone\_noise>

fsma4\_8 /h#/ all right {comma} \*pause\* we received that {period} \*pause\* /h#/ could you give me {comma} \*pause\* an address {comma} \*pause\* where I could send [a] {comma} \*pause\* a refund check to you {quest}

mddj4\_9 /h#/ /h#/ yeah {comma} you can send that to /uh/ suite number {comma} \*pause\* hundred and twenty eight {comma} \*pause\* /h#/ /uh/ two fourteen {comma} \*pause\* South Craig Street {comma} \*pause\* Pittsburgh Pennsylvania {comma} \*pause\* /h#/ /uh/ one five two one three {period} <key\_click>

fsma4\_10 /h#/ okay {comma} \*pause\* that's \*pause\* to \*pause\* Doug DeJulio {comma} \*pause\* suite one twenty eight {comma} \*pause\* /h#/ two one four South Craig Street {comma} Pittsburgh Pennsylvania {comma} one five two one three {quest} /h#/

mddj4\_11 /s/ yep {comma} \*pause\* that's right {period} <key\_click>

fsma4\_12 /s/ okay {comma} \*pause\* is there anything else I can help you with today {comma}

mddj4\_13 /s/ /h#/ yeah {comma} /uh/ I also submitted a paper to the conference {comma} and I'm wondering if it was accepted {period} <key\_click>

fsma4\_14 /h#/ I'll check for you {comma} hold on {comma}

fsma4\_15 /s/ Mr DeJulio {comma} \*pause\* it looks like they haven't {comma} \*pause\* made all the decisions on the papers yet {period} \*pause\* /uh/ they should be {comma} \*pause\* getting to

them within about a week {comma} and then they'll send out {comma} \*pause\* /h#/ /um/ an author kit if the paper's been accepted {comma} \*pause\* and otherwise they'll send out a rejection notice {period}

mddj4\_16 okay {comma} \*pause\* thanks {period} <key\_click>

fsma4\_17 okay {comma} \*pause\* I'll have them {comma} send that out {comma} \*pause\* to the same address {period} \*pause\* thank you {comma} \*pause\* goodbye {period}

mddj4\_18 /s/ so long {period} /h#/ <key\_click>

## 10.16 mdkr1

Caller: mdkr Secretary: fcaw Scene: 1

fcaw1\_1 hello conference registration office {period} <key\_click>

mdkr1\_2 /ls/ /h#/ hi /um/ I'm calling to get some information 'bout the computer science conference that's gonna be happen in Osaka {quest} \*pause\* /h#/ /um/ could I get some information about it please {period} /h#/ <key\_click>

fcaw1\_3 /ls/ /h#/ sure what can I help you with /h#/ {period} <key\_click>

mdkr1\_4 /h#/ /ls/ well let's see {comma} \*pause\* /um/ can you tell me the dates when it starts and finishes {quest} /h#/ <key\_click> /h#/

fcaw1\_5 /h#/ the conference starts on June eighth and runs through June eighteenth {period} /h#/

mdkr1\_6 /ls/ /h#/ okay so the sessions actually run all the way through the end {comma} of the \*pause\* day of the eighteenth {quest} /h#/ <key\_click>

fcaw1\_7 /h#/ it's scheduled to end at five o'clock on June eighteenth but you can never really tell it could be /ah/ as late as six {period} \*pause\* right now they're predicting five {period} <key\_click>

mdkr1\_8 /h#/ /ls/ okay and /um/ where is the exact location {quest} /um/ and also with respect to the airport \*pause\* /h#/ /um/ [to get there] {period} I guess to get to the hotel that I'm going to be staying at for the conference {quest} /h#/ <key\_click>

fcaw1\_9 <paper\_rustle> okay all the sessions are going to be held at the Hotel New Otani and that is in Osaka Japan {period} \*pause\* /h#/ and we will have a bus service /ah/ from the airport to the hotel /h#/ or you could also take a taxi {period} <key\_click>

mdkr1\_10 /mm/ okay /h#/ /ah/ /um/ how long does it take to get from the airport to the hotel {period} and /ah/ /h#/ from the hotel how do I get to and from the \*pause\* the actual conference {period} are you running some kind of a shuttle {quest} /h#/ <key\_click> /h#/

fcaw1\_11 /h#/ /ah/ no the conference itself is taking place in the [New O(tani)] /ah/ Hotel New Otani {period} \*pause\* /h#/ and /ah/ we have a block of rooms booked there if you want to stay in the same place as the hotel {comma} /h#/ and as far as the /ah/ trip from the airport I'm not exactly sure I think it is about a forty-five minute trip {period} <key\_click>

mdkr1\_12 /h#/ /ls/ okay and /eh/ what about the fee {comma} [how much] /h#/ how much is the registration fee for the conference {period} /h#/

fcaw1\_13 /h#/ the registration fee is five hundred and eighty dollars {comma} and that includes the proceedings and the reception \*pause\* on /ah/ June ninth

mdkr1\_14 /h#/ what if I don't want to go the reception {comma} and I'm a student {period} can I

get discounts for either of those {period} <key\_click> /h#/  
 /h#/

fcaw1\_15 <paper\_rustle>/ls/ as far as I know there's no discount if you choose not to go to the reception \*pause\* /h#/ /ah/ I don't know for sure if there is a discount for students if you'd like to give me a name and a phone number I can check that out for you and get back to you {period} <key\_click>

mdkr1\_16 <key\_click> /h#/ /ls/ okay that sounds good {period} my name is Deb \*pause\* Roy {comma} that's D E B {comma} R O Y and the number is area code four one two /h#/ \*pause\* two six eight /h#/ \*pause\* four eight {comma} four nine {period} /h#/ and that's my number at work <key\_click> /h#/  
 /h#/

fcaw1\_17 /h#/ okay Mr Roy I have /ah/ four one two \*pause\* two six eight four eight four nine \*pause\* and your last name is spelled R O Y {comma} correct {quest} <key\_click>

mdkr1\_18 /h#/ /ls/ yes that's right {period} /h#/ and I guess that's everything I need to know for now so thanks a lot {period} <key\_click>

fcaw1\_19 /h#/ okay would you like \*pause\* me to send you a registration packet or do you already have one {period} <key\_click>

mdkr1\_20 /h#/ /ls/ no actually if you could send me one {comma} [I] I just got your number from a friend {period} /h#/  
 /h#/

fcaw1\_21 /ls/ /h#/ okay if you could give me your address {comma} then I'll send that right out <key\_click> /h#/  
 /h#/

mdkr1\_22 <key\_click> /h#/ /ls/ okay /um/ so if you address it to Deb Roy {comma} /h#/ School of Computer Science {comma} /h#/ \*pause\* Carnegie Mellon University {comma} /h#/ Pittsburgh Pennsylvania {comma} /h#/ and the zip code is one five two one seven {period} /h#/ and then USA {period} <key\_click> /h#/  
 /h#/

fcaw1\_23 <paper\_rustle> all right I have that as the School of Computer Science {comma} Carnegie Mellon University {comma} Pittsburgh Pennsylvania {comma} one five two {comma} one seven {period} /h#/ would you also like me to /ah/ [m(ake)] make a reservation for you at the hotel or do you wanna wait 'til you get the registration packet {period} <key\_click>

mdkr1\_24 /ls/ /h#/ yeah I think I'd better check mainly because I don't know if I'm gonna have to fly in the day before or I can arrive the same day as the conference so I don't know how many days I'll need the hotel for {period} /h#/  
 /h#/

fcaw1\_25 <key\_click> all right then if that's all {comma} I'll send that right out to you {comma} and thanks for calling {period} /h#/ <key\_click>

mdkr1\_26 /ls/ thank you very much {comma} bye {period}

fcaw1\_27 <key\_click> goodbye now {period} /h#/ <key\_click>

## 10.17 mdkr2

Caller: mdkr Secretary: fcaw Scene: 2

fcaw2\_1 hello {comma} \*pause\* conference registration office {comma}

mdkr2\_2 /h#/ hi {period} my name is Deb Roy {comma} /h#/ and {comma} \*pause\* I sent in [a] {comma} a check and a registration \*pause\* /um/ package {comma} \*pause\* /h#/ to /um/ register for the computer science conference and /uh/ I sent it back {comma} \*pause\* on May first {comma} \*pause\* and I haven't received anything from you yet {comma} so I wanted to make sure everything was going okay with that {period}

fcaw2\_3 okay {comma} can you give me your last name please and I'll check for you {period} /h#/ <key\_click>

mdkr2\_4 <key\_click> /h#/ yes my name is Deb \*pause\* Roy {comma} \*pause\* that's D E B {comma} \*pause\* R O Y {period} <key\_click>

fcaw2\_5 /h#/ all right Mr Roy {comma} hold on for just a moment and I'll see if I can find your check {period}

fcaw2\_6 /h#/ hello {comma} thanks for waiting {comma} \*pause\* I \*pause\* did find your check {comma} I'm going to look \*pause\* /uh/ if you could hold on for just another minute to see whether or not your registration packet has gone out {period} \*pause\* I'll be right with you {period}

mdkr2\_7 /s/ okay thanks {comma} /h#/ \*pause\* <microphone\_noise>

fcaw2\_8 yes Mr Roy {comma} your registration packet went out with the second batch of them {comma} about two weeks ago {comma} so you should be getting it {comma} \*pause\* about the middle of next week {comma} \*pause\* /uh/ the end of next week at the very latest {period}

mdkr2\_9 /s/ okay great {comma} \*pause\* /h#/ /um/ \*pause\* I also \*pause\* was {comma} \*pause\* planning on submitting a paper to the conference {comma} \*pause\* /h#/ /um/ [w] so when is the deadline {comma} for submission {period} <key\_click>

fcaw2\_10 I would need to have /uh/ the draft {comma} of your paper {comma} by March fifteenth {period}

mdkr2\_11 /s/ okay and {comma} \*pause\* what form {comma} do you need the /uh/ \*pause\* paper to be submitted in {quest} /h#/ <microphone\_noise>

fcaw2\_12 there are some general directions in the /uh/ registration packet that you'll be receiving {comma} /h#/ but the form {comma} for the draft {comma} really isn't terribly important {period} if your paper is accepted {comma} then they'll send you an author kit with specifics on how they want it done {period}

mdkr2\_13 /s/ /h#/ I see {period} /h#/ okay so I'll wait for [that] {comma} \*pause\* /h#/ that package {comma} \*pause\* and if I don't receive it by the end of next week {comma} you'll



probably be hearing from me again {period} /h#/ <microphone\_noise>

fcaw2\_14 okay {comma} thank you very much {comma} and sorry for the delay on that {period}  
/h#/

mdkr2\_15 /s/ no problem {period} /h#/ goodbye {period} /h#/

fcaw2\_16 goodbye {period}

## 10.18 mjab1

Caller: mjab Secretary: fsma Scene: 1

fsma1\_1 hello {comma} this is the conference office {comma} may I help you {quest}

mjab1\_2 yes {comma} \*pause\* /uh/ \*pause\* I'm calling for information about the conference in {comma} \*pause\* Osaka {quest} <key\_click>

fsma1\_3 I can help you with that {comma} what would you like to know {period}

mjab1\_4 /s/ /uh/ well {comma} \*pause\* when and where does it take place {quest} <key\_click>

fsma1\_5 /h#/ the conference {comma} \*pause\* is {comma} \*pause\* taking place at the Hotel New Otani {comma} that's N E W {comma} \*pause\* [A T] {comma} \*pause\* [I'm sorry] N E W {comma} \*pause\* O T A N I {comma} \*pause\* /h#/ in Osaka Japan {comma} \*pause\* /h#/ and {comma} \*pause\* it begins on June eighth of ninety three {comma} \*pause\* and ends on June eighteenth {period}

mjab1\_6 /s/ /h#/ okay {comma} \*pause\* and {comma} \*pause\* /h#/ how much {comma} /uh/ \*pause\* does it cost {quest} <key\_click>

fsma1\_7 /h#/ the registration fee is five hundred and eighty dollars {period}

mjab1\_8 /s/ and {comma} \*pause\* what about the cost of the hotel {quest} <key\_click>

fsma1\_9 /h#/ there are rooms available {comma} at the hotel {comma} \*pause\* and {comma} they are a hundred and ten dollars per night for a single room {comma} \*pause\* /h#/ and a hundred sixty dollars per night for a double room {period}

mjab1\_10 /h#/ would I be able to reserve a room now {quest} \*pause\* <key\_click>

fsma1\_11 /h#/ sure you can do that {comma} \*pause\* could you give me your name and address please {quest}

mjab1\_12 /s/ yes {comma} my name is Justin Boyan {quest} B O Y A N {quest} /h#/ and my address is {comma} \*pause\* fifty eight thirty three {comma} Beacon Street {comma} \*pause\* /h#/ Pittsburgh Pennsylvania {comma} \*pause\* /h#/ one five two one seven {period} <key\_click>

fsma1\_13 /h#/ could you spell Beacon for me please {quest}

mjab1\_14 /h#/ sure {comma} that's B E A {comma} \*pause\* /h#/ C O N {period}

fsma1\_15 /h#/ okay and how would you like to pay for that {period} if you want to reserve it on the phone right now {comma} I'd actually need a {comma} \*pause\* credit card {period} if you wanted to send something to me in the mail to {comma} \*pause\* make the reservation then /uh/ you could pay with a personal or a company check {period} /h#/

mjab1\_16 /s/ I'll just send a check then {period} <key\_click>

fsma1\_17 /h#/ okay {comma} when you send that {comma} you should /uh/ indicate whether you would like a Japanese style {comma} or a Western style room {period}

mjab1\_18 /h#/ okay {comma} \*pause\* and {comma} \*pause\* /uh/ one last thing {comma} \*pause\* could you please tell me {comma} \*pause\* how to get {comma} \*pause\* from the airport to the hotel {comma} <key\_click>

fsma1\_19 /ls/ /h#/ there'll be a {comma} bus service going from the airport to the hotel and then back again at the end of the conference {comma} \*pause\* or you can also take a taxi {period} \*pause\* /h#/ [do you have a conference proceedings yet] {quest} \*pause\* [I'm sorry] {comma} \*pause\* do you have a {comma} \*pause\* registration packet yet {quest}

mjab1\_20 /h#/ yes I do {comma} <key\_click>

fsma1\_21 okay {comma} there's some information in the registration packet that tells about the ground [s] transportation {period}

mjab1\_22 <key\_click> okay {comma} thank you very much {comma} <key\_click>

fsma1\_23 thank you {comma} have a nice day {period}

mjab1\_24 /ls/ bye bye {period} <key\_click>

fsma1\_25 goodbye {period}

## 10.19 mthf2

Caller: mthf Secretary: fcaw Scene: 2

fcaw2\_1 hello {comma} \*pause\* conference registration office {comma} <key\_click>

mthf2\_2 /h#/ /s/ yes /um/ could you help me here {comma} [I've] I sent my check in on May first {comma} to /uh/ register [for the con(ference)] for the conference {period} \*pause\* and /uh/ /h#/ I haven't received my confirmation letter {period} \*pause\* /h#/ or my registration packet {period} \*pause\* /h#/ /um/ have you received my check {quest} \*pause\* and {comma} \*pause\* if so {comma} /uh/ [you know] {comma} \*pause\* [i(s)] is it being processed {quest} \*pause\* [I don't] {comma} \*pause\* what's going on {period} <key\_click>

fcaw2\_3 okay {comma} could you give me your name please and I'll look for it {comma} for /uh/ just a second {comma} \*pause\* see if you're on the mailing list {comma}

mthf2\_4 <paper\_rustle> yes {period} \*pause\* my name is Truman Finton {period} /h#/ <key\_click> <paper\_rustle>

fcaw2\_5 all right {comma} hold on for just a moment then Mr Finton and I'll see if I can find the check {period} <key\_click>

fcaw2\_6 /h#/ hello Mr Finton {comma} \*pause\* I do have a record of your check here {period} if you hang on for just another moment {comma} I'll see if I can locate your registration packet {period} \*pause\* find out when that went out {period} <key\_click>

fcaw2\_7 Mr Finton {comma} \*pause\* I do have a record of that {comma} /uh/ being sent out {comma} \*pause\* /h#/ the /uh/ second batch {comma} \*pause\* of registration packets went out {comma} \*pause\* about two weeks ago which means {comma} \*pause\* you would receive it {comma} probably by the middle of next week {period}

mthf2\_8 /h#/ thank you {comma} /um/ /s/ /h#/ I had another question {comma} [u(h)] I have this paper I want to submit to the conference {period} <door\_slam> and /uh/ I'm still working on it {comma} \*pause\* but I was just wondering {comma} \*pause\* when is the latest possible date {comma} <door\_slam> that I could send you my paper {comma} \*pause\* [and] \*pause\* and still have it {comma} \*pause\* accepted {period} <key\_click>

fcaw2\_9 I would need to have a draft {comma} of the paper {comma} by March fifteenth {comma} \*pause\* of ninety three {comma} \*pause\* /h#/ and /uh/ then if your paper is accepted {comma} they will send you an author kit {period}

mthf2\_10 /h#/ [and when would that author kit] {comma} \*pause\* [I guess that would be] /um/ would I bring that with me {comma} to the conference {quest} <key\_click>

fcaw2\_11 /uh/ no sir {comma} the author kit /uh/ is /uh/ just a list of instructions on how to prepare it {comma} /h#/ /um/ to fit into the conference proceedings {comma} for instance a list of what kind of type you could use {comma} \*pause\* or [w(hat)] how large the margins should be {comma} things like that {period} \*pause\* /h#/ they also might /uh/ decide to ask you to make

some changes from your draft {comma} \*pause\* /h#/ so the whole process takes quite a while {comma} unfortunately {comma} \*pause\* and I really couldn't guess right now {comma} when they might get the paper back to you {comma} if it's accepted {period} <key\_click>

mthf2\_12 /h#/ thank you very much {period} /uh/ I appreciate your time {comma} [and] and /uh/ \*pause\* /uh/ I'll be expecting [that] the /uh/ \*pause\* registration information {comma} and [the] /uh/ \*pause\* /h#/ the confirmation letter {comma} \*pause\* shortly {period} \*pause\* thank you {period}

fcaw2\_13 you're welcome {comma} \*pause\* goodbye {period} /h#/ <key\_click>

## 10.20 mthf3

Caller: mthf Secretary: fcaw Scene: 3

fcaw3\_1 /ls/ hello {comma} conference registration office {comma}

mthf3\_2 /ls/ /h#/ yes {comma} I'd like to /uh/ \*pause\* attend the /uh/ \*pause\* computer science conference {period} \*pause\* I'm wondering if I can still register {quest} <key\_click>

fcaw3\_3 sure {comma} I can help you with that /h#/ <key\_click>

mthf3\_4 /h#/ <microphone\_breath> /h#/ first of all I'd like to /uh/ \*pause\* get a hotel room {comma} \*pause\* so that I can \*pause\* [I don't know] so I {comma} \*pause\* have a place to stay {period} \*pause\* /um/ \*pause\* and then {comma} \*pause\* could you give me information on registering {quest} <key\_click>

fcaw3\_5 okay {comma} the conference is taking place {comma} at the Hotel New Otani {comma} \*pause\* and that's in Osaka {comma} Japan {comma} /h#/ and /uh/ the rooms there are {comma} \*pause\* one hundred and ten per night {comma} \*pause\* for a single room {comma} \*pause\* one hundred and sixty dollars per night for a double room {period} \*pause\* which would you like {period} <key\_click>

mthf3\_6 /h#/ I'd like a double room please {comma} /h#/ <key\_click>

fcaw3\_7 okay {comma} and {comma} \*pause\* would you like that American style {quest} \*pause\* or {comma} \*pause\* Japanese style room {period}

mthf3\_8 /h#/ how 'bout Japanese style {period} /h#/ it'd be nice to have a change [for] {comma} \*pause\* for once {period} <key\_click>

fcaw3\_9 okay {comma} \*pause\* that's the /uh/ double room {comma} \*pause\* Japanese style {comma} \*pause\* /h#/ and I will need your name {comma} \*pause\* and a /uh/ credit card number {comma} \*pause\* to guarantee the room {period}

mthf3\_10 <microphone\_breath> /ls/ /h#/ my name is /uh/ Truman Finton {quest} \*pause\* and my /uh/ MasterCard number is {comma} \*pause\* /h#/ one four {comma} seven three {comma} \*pause\* eight nine two {comma} \*pause\* one five six {comma} three three {period} \*pause\* <key\_click>

fcaw3\_11 okay {comma} let me see if I've got that {comma} \*pause\* /h#/ /uh/ it's Truman Finton {comma} and your MasterCard number is one four seven three {comma} \*pause\* eight nine two {comma} \*pause\* one five six {comma} \*pause\* three three {period} \*pause\* and {comma} \*pause\* what is the expiration date {period}

mthf3\_12 /ls/ expiration date is {comma} \*pause\* /h#/ May eighth {comma} \*pause\* nineteen ninety three {period} /h#/  
 .

fcaw3\_13 okay very good {period} \*pause\* that's May eighth {comma} \*pause\* of ninety three {period} \*pause\* also I will need an address for you and then I can mail you a registration packet

{period} /h#/ <key\_click>

mthf3\_14 /s/ my address is /uh/ {comma} \*pause\* /s/ \*pause\* one seven zero {comma} \*pause\* Oak Street {period} \*pause\* in {comma} \*pause\* Exeter New Hampshire {period} \*pause\* /h#/ the /uh/ zipcode is {comma} \*pause\* zero three {comma} \*pause\* eight three three {period} /h#/ <key\_click>

fcaw3\_15 okay I have that as {comma} \*pause\* one seven zero Oak Street [(l)n] Exeter New Hampshire {comma} zero three eight {comma} three three {period} \*pause\* and {comma} \*pause\* could you spell Exeter for me please?

mthf3\_16 /s/ Exeter is {comma} \*pause\* E X E {comma} \*pause\* T E R {period} /h#/ <key\_click>

fcaw3\_17 all right thank you very much {comma} \*pause\* I'll send that right out to you {period} is there anything else that I can help you with {quest} <key\_click>

mthf3\_18 /h#/ yes {comma} do you have any information on /uh/ \*pause\* /h#/ current events taking /uh/ place in Osaka {comma} \*pause\* like /uh/ /s/ operas {comma} \*pause\* [any] any cultural type events {period} [l] I don't know what happens in Japan {comma} I don't know what they do for fun {period} \*pause\* /h#/ I'd sort of like to get a feel for the culture {comma} /um/ \*pause\* /s/ so could you send me anything on {comma} \*pause\* cultural events {comma} \*pause\* [taking] taking place {comma} \*pause\* at the time of the /uh/ conference {period}

fcaw3\_19 I can certainly look that up for you /uh/ [y(ou)] there will be a reception {comma} \*pause\* on /uh/ June ninth {comma} /h#/ /uh/ the second day of the conference {comma} \*pause\* /h#/ and they do {comma} \*pause\* plan to have some tours available {comma} \*pause\* and some local information {comma} \*pause\* I don't know that yet {comma} it's still being decided {comma} but {comma} \*pause\* in the registration packet there will be a little bit of information {comma} \*pause\* /h#/ and there will be more of that at the reception {comma} when you come in {period}

mthf3\_20 /s/ /h#/ thank you very much {comma} \*pause\* I appreciate your help {comma} and your time {period} and /uh/ \*pause\* /h#/ I'm looking forward to coming to Japan {comma} \*pause\* thank you {period}

fcaw3\_21 you're most welcome {period} \*pause\* goodbye now {period} \*pause\* <key\_click>