

**<http://www.iflorist.co.uk>
5 September 2007**

▶You are now being connected to an advisor. Your expected wait time is 0 minutes. You are number 1 in queue.

▶You are now chatting with 'Suzzane'

Suzzane: Hello. Welcome to iFlorist. How may I assist you today?

Salvatore Conte: Hallo

Salvatore Conte: Thank for your help

Suzzane: hi

Salvatore Conte: I have a problem with my order

Suzzane: May i know your concern?

Salvatore Conte: it would be delivered last moday but until now it is not shipped

Suzzane: Please wait while I check that for you

Salvatore Conte: The number is: 138867

Suzzane: Thank you

Suzzane: Just checked the flowers you had choosen were florist delivered flowers.

Suzzane: So your order was allocated to our local florist

Suzzane: Your order must have been delivered./

Salvatore Conte: And how can I check delivery?

Suzzane: The tracking on the website is for orders delivered by courier service

Suzzane: You can check with the recipient if you wish

Suzzane: Or we call call the florist to confirm that for you?

Salvatore Conte: I think you know this is a difficult case. The recipien is in Jail because your Government has put an innocent facing death...

Suzzane: Let me call up the florist who delivered the order.

Salvatore Conte: It would be welcome if you could be so kind to check delivery

Suzzane: one moment please

Salvatore Conte: thank you so much

Suzzane: Sure,

Suzzane: No problems

Salvatore Conte: at least if Police took it

Salvatore Conte: hoping they haven't put on littery as many other flowers

Salvatore Conte: Your Ambassador in Rome called Jail to protest

Suzzane: I understand

Suzzane: ok

Salvatore Conte: thank you

Suzzane: Actually I am not from U.K

Suzzane: You are welcome.

Salvatore Conte: you too

Salvatore Conte: actually UK is a shame

Suzzane: I am calling the florist one moment please

Salvatore Conte: thank you so much

Suzzane: No problems.

Salvatore Conte: Excuse me dear Madame, are there any problems?

Suzzane: No, just the phone is busy

Suzzane: :) sorry for that

Salvatore Conte: I don't want to create too many problems.

Salvatore Conte: Can I trust your local florist?

Suzzane: It will take a minute

Suzzane: I am so sorry for the delay

Suzzane: Please bear with me

Salvatore Conte: for me no problem, I don't wish to bore you

Salvatore Conte: take all the time if you are so kind

Suzzane: Thank you for your understanding

Salvatore Conte: for us Pegah's case is the most precious thing

Salvatore Conte: she tried to cmmmit suicide a few days aago

Salvatore Conte: and these flowers are a pray to ask her to not stop her precious life

Salvatore Conte: in the meanwhile I tell you something

Salvatore Conte: you dont' need to reply

Salvatore Conte: Pegah is receiving flowers from all world

Salvatore Conte: Unfortunately most of them are cruelly put away as bargage from English Police of that jail. She neither receives the attached cards...

Salvatore Conte: Of course this is not a fault of You

Salvatore Conte: But it would be important to know by your florist what Police told him at delivery

Suzzane: our florist just confirmed that the order was delivered.

Salvatore Conte: Is he add anything about Police statement?

Suzzane: No.

Suzzane: She just advised that the flowers were delivered at the address ,

Salvatore Conte: I mean he's a professional, he knows jails, he knows problems: does he think Police has delivered flowers to Pegah?

Salvatore Conte: too much cold...

Salvatore Conte: this is the problem now in the world...

Suzzane: As you know that the florist are not allowed to meet the recipient , they always take the flowers at the front desk and promise that the flowers will reach the recipient.

Salvatore Conte: I know, of course

Salvatore Conte: Anyway thank you for your kindness

Suzzane: Thank you for chatting. Should you have any questions please contact us at anytime.

Salvatore Conte: I think this would be last time to send flowers to an innocent in a British jail!

Salvatore Conte: Anyway thank you again

Suzzane: You are welocme.'

Suzzane: welcome

Salvatore Conte: You too, by

Feedback comment by Salvatore Conte:

Great kindness but not useful: all the system is too cold and an innocent is in a British jail, Ms. Pegah, why they put flowers for her in the bargage???? SHAME!!!