

## Video Transcript: Meet Bill from North Wales

Time	Audio	Visual
00:00	Hi, I'm Bill, I live in Connah's Quay in North Wales	Bill has recently had a new boiler installed by BOXT. He is standing in his kitchen and is smiling. He is wearing a blue shirt, glasses, and is holding a glass jar
00:03	and I'm retired.	Bill is seated in his living room on a sofa and he is speaking to the camera. Behind him are glass doors leading onto a garden. Upon saying that he is retired, Bill smiles, raises his arms and clenches his fists triumphantly.
00:06	I needed to get a boiler installed quickly at sensible money.	The outside of Bill's house is shown with the front door ajar. Parked in his front drive is a small red convertible and a white motorhome.
00:09	The online process,	A black clock is shown hanging on the wall with the time 10:38. The wall behind the clock is tiled and there is a houseplant off to the right of the shot.

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00:11 it was very simple.

Bill is seated in his living room and is speaking to the camera.

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00:13 It made sense to me. It was by far and away the best of the services I checked out to that point.

Bill is holding a tablet computer and he is using the BOXT website. He is on a page where he is asked to select where he wants the new boiler to be put, and he has selected the 'utility room' option.

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00:18 They arrived at seven minutes past nine and worked until ten past five.

Bill is holding a small glass jam jar with a red and white chequered lid. The camera then focuses on a blue, vintage radio sitting on the window sill.

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00:24 They didn't waste any time. They came in. They did the job. They put dust sheets down. They even mopped the floor.

Bill is seated in his living room and is speaking to the camera.

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00:30 I believe I may well have bet my wife a curry

Bill's wife is shown laughing. She is wearing a white shirt and is standing next to a window looking out over the garden.

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00:34      That it wouldn't happen on time and I  
had to buy a curry.

Bill is shown examining his boiler  
which is in a large cupboard. The  
door to the cupboard is open and Bill  
is checking the boiler's control panel.

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00:36

Bill is seated on the sofa in his living  
room and is smiling.

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00:38

Background colour: Red/orange

Image centre: BOXT logo

Text centre: BOXT.CO.UK

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