

# The audio file with Betty Ong has been edited

Flight 11 hijacked



## Claim

The claim was made by Thomas Nørgaard, physics teacher at Ørestad High School, Copenhagen, on July 26 2017 on 911facts.dk's Facebook wall:

*Dear 911facts*

*This is a claim I would like you to investigate for me. Thanks.*

*The publically accessible audio file of Betty Ong's call from AA 11 deviates a lot from the transcription the FBI made of her call on the day of September 11 2001.*

*Among many others are the sentences "He stood upstairs", "What operation we are talking about" not found on the official audio file. Many other things are in quite a different order.*

*Here FBI's transcription <https://vault.fbi.gov/.../9-11-interviews-2001-09-sep-04-of-08>*

*Here the publicized audio file: <https://youtu.be/icfkIH3j-nk>*

*From this, we can conclude that either 1) there are two different audio files or 2) the audio file made public is an edited version of the FBI-transcribed from September 11 2001.*

*Do you agree with this claim? Do you want to investigate it for me? Thanks.º*

## Background

The claim is used to support the claim that Flight 11 was not hijacked, which means this part of the official investigations must be false.

## Facts

Betty Ong was a flight attendant on American Airlines Flight 11<sup>2</sup>, the first plane to hit the World Trade Center on September 11 2001. During the time leading to the collision, Betty Ong succeeded in making a phone call from a telephone on the plane. She got in touch with two employees at American Airlines. The part of the conversation that managed to be recorded lasted for just over four minutes<sup>3</sup>. Later the same day, September 11, one of the two employees at American Airlines, Nydia Gonzalez, interviewed over the phone by an FBI agent. During the interview, Gonzalez plays the recorded

conversation with Betty Ong twice. During the interview, the FBI agents writes down what Gonzalez says, and what Betty Ong says on the recording.

### Telefonafskriften

11. september 2001



It is unknown why the recording is not played from the beginning at the first playback, but from about 1 minute and 10 seconds from the start. The FBI agent does not get everything written down and must also deal with a difficult sound quality, given that the interview takes place over the phone. He does take notes all the way through and writes “(UI)”, “unintelligible” when he cannot either hear clearly or understand what is being said. At the second playback the same day, the recording is played almost from the start, which results in a lot more notes and adjustments. However, there are still a number of errors made.

The next day, the FBI has gotten hold of the recording, and can now perform a thorough analysis, resulting in a complete transcription of the recording of Betty Ong.

### Båndafskriften

12. september 2001



Both transcripts, in the following called phone transcript and tape transcript, were subsequently publicized in one document by the FBI<sup>4</sup>.

The audio file of Betty Ong can be found several places and in several versions on the Internet. One of the best can be found here:

There is a distinct difference in quality of the transcripts of the Betty Ong conversation when heard through the phone during the FBI interview with the employee at American Airlines (the phone transcript) and what emerges from the more accurate transcript by the FBI, after the tape itself was received (the tape transcript).

But when we compare the phone transcript and the tape transcript, it becomes clear that it is the same conversation, since the chronology fits. It also becomes clear that there are a number of misunderstandings, factual erroneous recounting, simplifications and exclusions in the phone transcripts. This is to be expected, when hearing the conversation in a low sound quality and having the need to play it twice, after which a verbatim transcript of the recording was made the following day. On the other hand, there is sufficient of correct information to be included in the criminal investigation of the terror attack already happening at that time, where the primary goal was to identify the hijackers.

Note: **Pxx** og **Txx** designate the order of the phone transcript and the tape transcript.

Phone transcript, 1st run			Phone transcript, 2nd run			Tape transcript		
No	Person	Statement	No	Person	Statement	No	Person	Statement
						T01	FA ONG:	Number 3 in the back, ah, the cockpit is not answering, somebody stabbed in business class and ah, I think there is mace that we can't breathe, I don't know, I think we're getting hijacked.
						T02	AA Agent:	Which flight are you on?
						T03	FA ONG:	Flight 12
			P24	UNIDENTIFIED MALE (UM):	(UI) Is anybody there? Is anybody there?	T04	AA Agent:	And what seat are you in? Ma'am are you there?
						T05	FA ONG:	Yes
			P25	[ ]	What, what seat are you in?	T06	AA Agent:	What, what, what seat are you in? Ma'am what seat are you in?
			P26	ONG:	We've just left Boston and we're up in the air. We're suppose to go to LA and (UI).	T07	FA ONG:	We're in flight, we just left Boston. We're up in the air.
						T08	AA Agent:	I know, what
						T09	FA ONG:	We are suppose to go to LA and the cockpit is not answering their phone.
			P27	[ ]	But what seat? What's the number of your seat?	T10	AA Agent:	Okay, but what seat are you sitting in? What's the number of your seat?
			P28	ONG:	Okay. I'm in the jump seat right now. 3R	T11	FA ONG:	Okay, I'm in my jumpseat right now.
						T12	AA Agent:	Okay
						T13	FA ONG:	At 3R
			P29	[ ]	Okay, are you the flight attendant? I'm sorry, did you say you're the flight attendant?	T14	AA Agent:	Okay, you're the flight attendant? I'm sorry, did you say you're the flight attendant?
			P30	ONG:	Hello?	T15	FA ONG:	Hello

					T16	AA AGENT:	Can't	
					T17	FA ONG:	Hello	
			P31	[ ]	Hello, what is your name?	T18	AA Agent:	What, what is your name?
			P32	ONG:	Uhm, you'll have to speak up. I can't hear you.	T19	FA ONG:	You'll have to speak up. I can't hear you.
			P33	[ ]	What is your name?	T20	AA Agent:	Sure, what is your name?
P01	ONG:	(UI) This is ah Ong. We can't breathe (UI). He's got mace or something.	P34	ONG:	Okay, my name is BETTY ONG. I'm number three on Flight 11.	T21	FA ONG:	Okay, my name is BETTY ONG, I'm number 3 on Flight 11.
			P35	[ ]	Okay.	T22	AA Agent:	Okay
			P36	ONG:	The cockpit is not answering their calls and there's somebody back in business class and there, we can't breathe in business class. Somebody's got mace or something.	T23	FA ONG:	And the cockpit is not answering their phone. And there is somebody stabbed in business class and there is, we can't breathe in business class, so somebody's got mace or something
P02	[ ]	Can you describe the person that you said went into the flight deck or (UI)?	P37	[ ]	Can you describe the person that you said, someone is flying business class?	T24	AA Agent:	Can you describe the person that you said, someone is in is business class.
P03	ONG:	I'm, I'm sitting in the back coming back from business. Can you hold on for one second, he's coming back?	P38	ONG:	I'm, I'm sitting in the back, he's coming back from business. If you can hold on for one second, he's coming back.	T25	FA ONG:	Ah, ah, I'm sitting in the back, somebody is coming back from business. If you can hold on for one second.
						T26	AA Agent:	Certainly.
P04	Unintelligible noise in the background.		P39	Unintelligible noise in the background.		T27	FA ONG:	(In background:) They want to know who's....I don't know but Karen and Bobbie got stabbed.
						T28	(Lots of talking with other individuals at this point)	
P05	ONG:	On, on number one. He stood upstairs (UI). Ah, nobody knows what he's going to do. (UI) Ah, I'm (UI) is his (UI) right now. (UI) Ah, we can't get to the cockpit, the door won't open. Hello?	P40	ONG:	Our, our number one who (UI) stabbed. Or, something stabbed. Ah, nobody knows who stabbed who and we can't even get up to business class because nobody can breathe. Our number one in (UI) stabbed right now. In number five.	T29	FA ONG:	Our number 1 got stabbed. A person is stabbed, nobody knows who stabbed who and we, we can't even get up to business class right now, cause nobody can breathe. Ah, our number 1 is stabbed right now.

					The first class passenger that, ah first ah class galley flight attendant and our passenger is stabbed. We can't get to the cockpit, the door won't open. Hello?	T30	AA Agent:	Okay
						T31	FA ONG:	Our number 5, our first class passengers are, our first class, our galley flight attendant and our purser has been stabbed. And we can't get into the cockpit, the door won't open. Hello?
P06	[ ]	Can you (UI) information relative to ah, you know, force, force that. Uhm, at this point? What operation, what flight are we talking about, Flight 12?	P41	[ ]	Yeah, we're getting all the information. We're also, you know, of course, recording this. Uhm, at this point?	T32	AA Agent:	Yeah, I'm taking it down, all the information, we're also ah, you know of course recording this, ah, at this point
			P42	[ ]	This is operations. What flight number are we talking about?	T33	OP Agent:	This is operations, what flight number are we talking about?
			P43	[ ]	Flight 12.	T34	AA Agent:	Flight 12
			P44	[ ]	Flight 12, okay.	T35	OP Agent:	Flight 12, okay
P07	ONG:	Right now? Okay. We're on Flight 11 right now. Flight 11.	P45	ONG:	Okay, we are Flight 11 right now. This is Flight 11.	T36	FA ONG:	We're on flight 11 right now. This is flight 11.
P08	[ ]	Flight 11, okay.	P46	[ ]	This is Flight 11, okay.	T37	AA Agent:	It is flight 11, I'm sorry NYDIA.
P09	ONG:	(UI) we are working on	P47	ONG:	Boston to Los Angeles.	T38	FA ONG:	Boston to Los Angeles
P10	[ ]	Yeah.	P48	[ ]	Yeah.	T39	AA Agent:	Yes
P11	ONG:	One of the flight attendants (UI) has been stabbed.	P49	ONG:	And the one that has been stabbed and our flight attendant has been stabbed.	T40	FA ONG:	Our number 1 has been stabbed and our 5 has been stabbed. Can anybody get up to the cockpit? Can anybody get up to the cockpit? We can't even get into the cockpit. We don't know who's up there.
P12	[ ]	Can anybody get up to the cockpit? Can anybody get up to the cockpit?	P50	[ ]	Can anybody get up to the cockpit? Can anybody get up to the cockpit?			
P13	ONG:	We can't even get a manager to the cockpit. We don't know what's going on up there.	P51	ONG:	We can't even get into the cockpit. We don't know who's up there.			
P14	[ ]	(UI) keep the door closed and	P52	[ ]	(UI) keep the door closed and	T41	AA Agent:	Well if they were shrewd they would keep the door closed and..
P15	ONG:	Okay.	P53	ONG:	I'm sorry?	T42	FA ONG:	I'm sorry?
P16	[ ]	(UI) Did you see the girl who got stabbed?	P54	[ ]	Can they not see the girls get upset?	T43	AA Agent:	Would they not maintain a sterile cockpit?

P17	ONG:	I think the guys are up there. They might have gone, they are on their way up there or, or something. Nobody can call the cockpit to see if we can get inside. Hey, is anybody still there?	P55	ONG:	I think the guys are up there. They might have gone or they are on their way up there or, or something. Somebody can call the cockpit. We can't even get inside. Is anybody still there?	T44	FA ONG:	I think the guys are up there, they might have gone or jammed their way up there or something, nobody can call the cockpit, we can't even get inside. Is anybody still there?	
P18	[ ]	Yes, I'm still here.	P56	[ ]	Yes, we're still here.	T45	AA Agent:	Yes, we'll still here.	
P19	ONG:	Okay, I'm staying on the line as well.	P57	ONG:	Okay, I'll stay on the line as well.	T46	FA ONG:	Okay, I'm staying on the line as well.	
P20	[ ]	Okay.	P58	[ ]	Okay.	T47	AA Agent:	Okay.	
P21	[ ]	(UI), who is calling reservations? Is it a flight attendant, or who? (UI)	P59	VANESSA:	(UI) who is calling reservations? Is it a flight attendant or who?	T48	OP Agent:	Hi, how is calling reservations? Is this one of the flight attendants or who, who are you, hon?	
P22	[ ]	We need for (UI) call.							
			P60	[ ]	I believe her name is BETTY ONG.	T49	AA Agent:	She gave her name as BETTY ONG.	
			P61	VANESSA:	BETTY.	T50	OP Agent:	Betty	
P23	ONG:	I'm number three. I'm number three on this flight. (UI) on this flight and (UI) Flight 11 (UI). Have you guys called anyone else? You know, ah somebody's calling medical and we can't get them.	P62	ONG:	I'm number three, I'm number three on this flight. (UI) on this flight.	T51	FA ONG:	I'm number 3, I'm number 3 on this flight	
							T52	OP Agent:	You're the number 3 on the flight.
			P63	[ ]	Yeah.	T53	FA ONG:	Yes	
							T54	OP Agent:	And this is flight 11, from where to where?
			P64	ONG:	I'm Flight 11.	T55	FA ONG:	Flight 11.	
			P65	[ ]	From where to where? Have you guys called anyone else?	T56	OP Agent:	Have you guys called anyone else?	
			P66	ONG:	No, we're just calling medical and we can't get	T57	FA ONG:	No. Somebody is calling Medical and we can't get	

Thus, there is nothing that indicates that there are two different audio recordings in the two transcripts, or that the recording has been edited.

## Logic

If the FBI had altered or swapped the recording with Betty Ong, the bureau would immediately have exposed itself by publicizing a document where both transcripts were included. The reason why both transcripts were included is probably the wish to present as much as possible from the criminal investigation.

By pointing to the first FBI transcript as being a correct account, while rejecting the second transcript, Thomas Nørgaard considers the FBI simultaneously as a trustworthy source and an untrustworthy source.

The claim contradicts a number of other conspiracy theories, namely that there shouldn't be hijackers or planes involved in the attack on the World Trade Center on September 11 2001. The claim acknowledges that it is a conversation between a flight attendant on board one of the planes used in the attack, and also acknowledges that both transcripts show that the plane was hijacked.

## Conclusion

The claim is thus:

- False
- Illogical
- Self-contradicting

## Sources



**Thomas Nørgaard** ▸ 911facts.dk  
July 26 at 8:24am · 🌐

Kære 911facts

Her er en påstand I gerne må undersøge for mig. Tak.

Den offentlig tilgængelige lydfil med Betty Ongs opkald fra AA 11 afviger meget fra den transskription, FBI lavede af hendes opkald på selve dagen den 11. september 2001.

Blandt mange andre er sætningerne "He stood upstairs", "What operation we are talking about" ikke med på den officielle lydfil. Mange andre ting står i en helt anden rækkefølge.

Her FBIs transskription <https://vault.fbi.gov/.../9-11-interviews-2001-09-sep-04-of-08>

Her den offentliggjorte lydfil <https://www.youtube.com/watch?v=icfklH3j-nk>

Heraf kan vi konkludere, at der enten 1) Er tale om at der har været 2 forskellige lydfiler eller 2) at den lydoptagelse, der er offentlig tilgængelig, er en redigeret udgave af den FBI transskriberede fra den 11. september 2001.

Er i enige i denne påstand? Vil I undersøge den for mig? Tak.

[vault.fbi.gov](https://vault.fbi.gov)  
VAULT.FBI.GOV

1. [Lærerstab](#), Ørestad Gymnasium
2. [Flight 11, passagerliste](#)
3. <https://www.youtube.com/embed/AUpG5CMbQRw>
4. [Transcript of phone conversation with Betty Ong](#)