

Call 13

- 1 P1: let's ↑face it if you have this phone you know what we're talking about when
 2 you wanna buy apps in this certain phone you need to have an ↑ID for that
- 3 P2: ↑now
- 4 P1: =and you need a credit card
- 5 P2: ↑exactly a:h ↑actually you can create an
 6 ID without the credit card that's legal we decided to say ooh no you need a
 7 credit card and now your ID is ↑gone you no longer can use your phone
- 8 P1: yeah
- 9 you ↑can't get apps anymore too
- 10 P2: ↑can you believe that?
- 11 P1: you made it up lar
- 12 P2: ha:
- 13 ((Phone rings))
- 14 V13: ↑hello
- 15 P2: hello good morning can I speak to a:h Lxx Pxx ↑Yxxx please?
- 16 V13: ahm|↑who is speaking please?
- 17 P2: ahm my name is Joseph calling from xxx
 18 Malaysia|
- 19 V13: ↑oh ok
- 20 P2: the thing is a:hm that ID that that you have is=
- 21 V13: ↑aha
- 22 P2: =without a credit card right?
- 23 V13: ↑yes ↑yes because I don't want to put any
 24 information on the credit card
- 25 P2: I ↑understand I ↑understand ok
 26 ↑that has expired so::: ahmm yo::u need to put in a:h credit card by the end of
 27 the day
- 28 V13: ↑how come?
- 29 P2: a::hm ↑because if you want to ↑buy any ↑apps you need
 30 to have a >credit card<
- 31 V13: ↑but how come some of my friends they can get the
 32 xxx until they get without any credit information?
- 33 P2: ↑no ↑no it's like this you
 34 can have the xxx ID for a week and then after that you have to put in ah the
 35 credit card
- 36 V13: ↑because I would prefer not to give any credit card information=
- 37 P2: I ↑understand I ↑understand=

Comment [YK1]: Yes/No Question

Comment [YK2]: Request for Information

Comment [YK3]: Answer

Comment [YK4]: Wh Question

Comment [YK5]: Request for Information

Comment [YK6]: Answer

Comment [YK7]: Yes/No Question

Comment [YK8]: Request for Confirmation

Comment [YK9]: Answer

Comment [YK10]: Wh Question

Comment [YK11]: Request for Information

Comment [YK12]: Answer

Comment [YK13]: Wh Question

Comment [YK14]: Request for Confirmation

Comment [YK15]: Answer

38 V13: =only when it want to=

39 P2: =I'm not asking you to

40 give me the credit cards information I'm not asking you to give me the credit

41 card information I'm saying by the end of the day you have to put it in=

42 V13: ↑ok

43 P2: we are gonna ha put your ID on hold so you won't be able to go in to the apps

44 store right, until you put it in

45 V13: ↑o:h all right now until?

46 P2: >↑until you put in

47 the credit card<

48 V13: ↑o:h ok

49 P2: >because the the thing is you might just

50 make a purchase that that you don't know and and ↑how are we gonna get that

51 payment for it? you understand?<

52 V13: o:h ok ↑but as I understand my brother

53 he just bought ah four S also but he doesn't he don't have to a:h key in the credit

54 card info

55 P2: ↑ok you know ↑what? how about I just at the moment

56 V13: hmm hmm

57 P2: put your xxx ID on freeze: and once you figure out your problem yo::u can put t

58 he credit card in a::nd you settle it ↑alright

59 V13: ↑no no no wait ↑WHY ARE YOU

60 FREEZING MY ACCOUNT?

61 P2: ↑because I I informed you there's no credit card

62 so I have to freeze it therefore you have to put in the credit card later to unfreeze

63 it I told you this ↑earlier

64 V13: >↑ok that means right now I have but you said

65 you give me until the end of the day to=

66 P2: [I understand

67 V13: [=key in the credit card

68 info

69 P2: =but I still have to freeze it so could you ple:a:se authorise it so that I

70 can freeze it

71 V13: a:hm ok can you just say I'm having the problem and ahm can I

72 call any number?

73 P2: I can give you a number our customer service number

74 but ple:a:se I need to freeze your account ↑now

75 V13: a:hm I don't think I will

76 say that!

77 P2: you just told me that you'll deal with it ↑later?

78 V13: >↑yes I will deal with it later but I don't want you to freeze it ↑now<

Comment [YK16]: Wh Question

Comment [YK17]: Request for Information

Comment [YK18]: Answer

Comment [YK19]: Wh Question

Comment [YK20]: Assessment

Comment [YK21]: Yes/No Question

Comment [YK22]: Assessment

Comment [YK23]: NO RESPONSE TO YK10

Comment [YK24]: Non-answer Response to YK21

Comment [YK25]: OIR

Comment [YK26]: Wh Question

Comment [YK27]: Suggestion

Comment [YK28]: Non-answer Response

Comment [YK29]: Wh Question

Comment [YK30]: Request for Information

Comment [YK31]: Answer

Comment [YK32]: Yes/No Question

Comment [YK33]: Suggestion

Comment [YK34]: Answer

Comment [YK35]: Yes/No Question

Comment [YK36]: Suggestion

Comment [YK37]: Yes/No Question

Comment [YK38]: Request for Information

Comment [YK39]: NO RESPONSE TO YK35

Comment [YK40]: Answer to YK37

Comment [YK41]: Yes/No Question

Comment [YK42]: Assessment

Comment [YK43]: Answer

79 P2: but ↑that's
80 the procedure, I ↑have to freeze it ↑now!
81 V13: ok but ahmm just give me until
82 the end of the day and then I'll key in the credit card info and you don't do
83 anything now
84 P2: I ↑understand but .hhh you have to understand I'm doing my job
85 ma'am I'm so sorry I just have to freeze that account now
86 V13: >↑because I need to
87 find out I couldn't just ask someone to freeze my account please you should
88 understand my situation where I cannot tell anybody to freeze my account<=
89 P2: =but .hhh ahh
90 V13: =I ↑understand that you're doing your job but I think it's my
91 right that I couldn't say anything that you just ask me to say
92 P2: ok how bout=
93 V13: >=I
94 bought this phone with the money<
95 P2: =fine
96 V13: =and again I have the right to do
97 whatever I ↑want but not by you giving me instruction right ↑now
98 P2: this is true
99 this is true I'm so sorry that I've annoyed you aahh how bout this you take down
100 my number you call me ok take down my number it's zero three nine five four
101 three double three double one and you speak to P2 from Hitz dot FM ok?
102 V13: oh my god!
103 ((Laughing))
104 V13: who did it to me?
105 P2: Wei Jin
106 V13: ↑oh my god! \$I'm gonna kill her!\$
107 ((Laughing))
108 P2: \$there's no such as that rule\$
109 ((Laughing))
110 V13: oh my goodness! that's so:
111 ((Laughing))
112 P2: \$but I still gotta say\$ GOTCHA!!!
113 V13: \$oh my god!\$
114 ((Laughing))

Comment [YK44]: Wh Question

Comment [YK45]: Request for Information

Comment [YK46]: Answer