Call 15

1	P1:	don't mess with a person's iPhone
2	P2:	↑yes because it's like their child
3	P1:	it is
4		man hows your kid?
5	P2:	good
6	P1:	ok ahm now what happen is we tried to take the
7		iPhone away from this girl she got really mad I made up a serial number and she
8		believed it=
9	((Laughing))	
10	P1:	=so ↑check it out!
11	((Phone rings))	
12	V15:	hello
13	P1:	hello good afternoon can I speak to miss V Mxx Jx please
14	V15:	a:h ↑yess
15	P1:	ok my name is Rahmat and I'm calling from ah xx that
16		centre in ah based in Kuala Lumpur
17	V15:	ah ha
18	P1:	so can I check with you you have
19		purchased a new iPhone four?
20	V15:	yes
21	P1:	ahm ok
22	V15:	correct
23	P1:	because ↑why
24		currently your batch of iPhone we need to return a:h for to give you a new batch
25		have you downloaded ah application into the iPhone?
26	V15:	yes I have
27	P1:	a:h
28		wha what need to happen is now ah please backup your phone ah and=
29	V15:	yes
30	P1:	
31		=then need to return ah the current models to us before anything happens and
32		then we will give you ah new iPhone ah within ah certain period, ok?
33	V15:	a
34		certain period that means how long?
35	P1:	ah I think within ah the next four months
36		you should receive your phone
37	V15:	↑four months?

Comment [YK1]: Yes/No Question

Comment [YK2]: Request for Information

Comment [YK3]: Answer

Comment [YK4]: Yes/No Question

Comment [YK5]: Request for Confirmation

Comment [YK6]: Answer

Comment [YK7]: Yes/No Question

Comment [YK8]: Request for Information

Comment [YK9]: Answer

Comment [YK10]: Yes/No Question

Comment [YK11]: Request for Confirmation

Comment [YK12]: NO RESPONSE

Comment [YK13]: Wh Question

Comment [YK14]: Request for Information

Comment [YK15]: Answer

Comment [YK16]: Yes/No Question

Comment [YK17]: Request for Confirmation

38	P1:	within within the
39		four months period

40	V15:	\$that's re:a:lly long\$ ok ↑what if I don't want to return
41		the phone?

42	P1:	>ah if you ↑don't return the phone we can actually ↑shut it down
43		because there is a fault in the phone so before we you ah realise the fault we
44		need to take the phone back and replace the the model if you read the terms and
45		agreement of ah xx they it actually says at any point of time xx in this service
46		can withdraw the phone back<

47	V15:	o::k

48	P1:	you must read them the contract
49		properly I'm I'm sure you agreed to the terms and agreement ah while installing
50		iTunes?

51	V15:	ok can I do it like next week? I'm really busy this week

52	P1:	a::h
53		↑no ahm I'm calling you ↑now we need you to act within twenty four hours or
54		otherwise we cannot present you with a new phone it needs to be within the
55		twenty four hours of this phone call I'm sure you read the contract already?

56	V15:	ah ↑no actually I didn't

57	P1:	>in article wait one four point one four there it
58		says that ah ah at any point of time if xx in season xx recall need you to return
59		the phone you know to replace of ↑or because of faulty ↑or because of xx
60		realise that there is a fault of the phone you must return within twenty four hours
61		in order to claim the new phone<

62	V15:	ok ↑wait my friend is getting married
63		tomorrow so I'm really busy like seriously

64	P1:	ma'am if ↑you don't return the
65		phone I'm sorry ah because I gave this warning and the terms of agreement is
66		says if you don't return the phone I'm sorry ah because I gave this warning and
67		the terms of agreement is says it has to be you act within twenty four hour I'm
68		sure you understand this when you agreed to the agreement?

69	V15:	ok ok ↑fine
70		↑fine ahm since it says within twenty four hours

71	P1:	↑yes within twenty four
72		hours what time?

73	V15:	yeah ok ok I can't give you a time but I will go ↑today

74	P1:	>you need to give me the time so mister Ixxx can expect you so hopefully we
75		can then I will queue you for the new phone otherwise this could take a long
76		time because ah there ah iPhone four is very in demand<

77	V15:	ok ↑how bout three?

78	P1:	ok wait one second °ah Hxxxx pukul tiga dia nak dia nak masuk ah boleh inform
79		Encik ah Ixxxxx nama dia yang nie aaah Hx Mxx Jx°

80	P3:	°V Hx Mxx Jx°

81	P1:	°a:h betul°
82	P3:	°ok°
83	P1:	*ok nama nama awak V ah?*
84		Ok name your name is V ah?

Comment [YK40]: Yes/No Question

85	V15:	ah yeah V

Comment [YK41]: Request for Confirmation

Comment [YK42]: *Answer*

86	P1:	>ok ok a:h so then you go there ah ah you look for mister Ixxxx if mister
87		Ixxxx is not there you can look for their officers ah one his name is mister P2
88		and one his name is mister P1<
89	V15:	oh my ↑gosh! xxx oh my ↑gosh!
90	P1:	↑oh
91		my god!
92	V15:	e:: aiyo:
93	P1:	aiyo:: ↑whats going on lar V?

Comment [YK43]: Wh Question

94	V15:	↑who did
95		this lar?

Comment [YK44]: Request for Information

Comment [YK45]: No Response

96	P1:	↑who did this? ↑Axxxx

Comment [YK46]: Wh Question

97	V15:	o:h my! OK you know I'm like
98		shaking right now I'm really xxx

Comment [YK47]: Request for Information

Comment [YK48]: OIR

99	P1:	↑don't don't don't shake

Comment [YK49]: *Answer*

100	V15:	xxx man!!
101	P1:	↑Axxxx lar the one that made me you do the this this thing called
102		ah GOTCHA!!!
103	V15:	$thank you!$