Call 15

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

V15: that’s really long. what if I don’t want to return the phone?

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

V15: o.k

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

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

P1: a::h

V15: ah no actually I didn’t

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

V15: oh wait my friend is getting married tomorrow so I’m really busy like seriously

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

V15: fine ahm since it says within twenty four hours

P1: yes within twenty four hours what time?

V15: yeah ok I can’t give you a time but I will go today

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

V15: how bout three?

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

P3: °V Hx Mxx Jx°
81  P1: °a:h betul°
82  P3: °ok°
83  P1: °ok nama nama awak V ah?
     Ok name your name is V ah!
85  V15: ah yeah V
86  P1: >ok ok a:h so then you go there ah ah you look for mister Ixxxx if mister
     Ixxxx is not there you can look for their officers ah one his name is mister P2
     and one his name is mister P1<
89  V15: oh my gosh! xxx oh my gosh!
90  P1: oh
91  V15: my god!
92  V15: e:: aiyo:
93  P1: aiy:°what's going on lar V?
94  V15: who did this lar?
96  P1: who did this? Axxxx
97  V15: o:h my! OK you know I’m like
98  V15: shaking right now I’m really xxx
99  P1: don’t don’t don’t shake
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: $thank you!$