

Call 16

1	P1:	P2	
2	P2:	↑yeai	
3	P1:	why do you have to take her iPhone four away?	
4	P2:	because it's the ↑most <u>desirable</u> thing in the planet ↑aside from a beautiful girl	
5		for dinner what would you rather have? an iPhone four as this girl is actually a	
6		girl so that doesn't <u>apply</u> but the matter is that we ↑took away her iPhone four	
7		and gave her an iPhone three	
8	P1:	\$I'm so confused\$	
9		((Phone rings))	
10	V16:	↑hello	
11	P2:	↑hello good morning <u>can I speak to V xx please</u>	Comment [YK1]: Yes/No Question
12	V16:	yes ↑speaking	Comment [YK2]: Request for Information
13	P2:	↑hi Axx here calling from xx centre in Queensbay mall	Comment [YK3]: Answer
14	V16:	yeah	
15	P2:	a:h you ada beli thru your xx credit card tu for the iPhone four a:h	
		<u>a:h you have bought an iPhone four thru your xx credit card a:h?</u>	Comment [YK4]: Yes/No Question
16	V16:	yeah	Comment [YK5]: Request for Confirmation
17	P2:	<u>↑this one for the sixteen gigabyte?</u>	Comment [YK6]: Answer
18	V16:	aha	Comment [YK7]: Yes/No Question
19	P2:	ok we get we get letter from xx	Comment [YK8]: Request for Confirmation
20		group today that the phone that ahm the ones that we distributed ah to you and to	Comment [YK9]: Answer
21		another sixty other customer	
22	V16:	aha	
23	P2:	a:h the phone has to be ↑recalled	
24	V16:	oh my <u>↑why is that?</u>	Comment [YK10]: Wh Question
25	P2:	ok ah the ↑reason is because ah the memory will ah reset	Comment [YK11]: Request for Information
26		<u>after it hits a certain amount=</u>	Comment [YK12]: Answer
27	V16:	ok	
28	P2:	=after you make certain calls so we have	
29		to take back the phone because we don't want ah later if it reset=	
30	V16:	hmm	

31 P2: =or it

32 it it will ah bit it's ↑ok we will replace the phone for you immediately yeah

33 V16: =alright so when I need to come and return it?

34 P2: a:h a::h as soon as possible

35 V16: I'll be there on Friday is that ok?

36 P2: >Friday is fine but the only problem is

37 when we give back the phone we cannot give you back iPhone four cause we

38 have to wait for aah next shipment iPhone four is only come in february <

39 V16: in ↑when?

40 P2: in february february so

41 V16: February?

42 P2: so we will give you ah

43 ↑iPhone three ↑GS sixteen gigabyte

44 V16: but I don't want a \$iPhone three GS\$ I

45 wanna a:h iPhone ↑four

46 P2: a:h but this this is the only one that we have is in

47 stock ↑otherwise if you keep your phone=

48 V16: hmm

49 P2: =ah we scared later the

50 phone will ↑reset=

51 V16: hmm

52 P2: =and you'll ↑lose all your call you ↑lose all your

53 memory you'll [↑lose all your song

54 V16: [hmm ok fine but what if I wait till

55 february? can I wait till February then?

56 P2: your phone ↑confirm will definitely

57 reset if not already reset will confirm reset I latest by the end of the week

58 because we have ↑four complain ready

59 V16: ah ok ↑fine then if I just return

60 the phone and I wait till February can you give an iPhone four in February then?

61 P2: oh ↑this one we cannot do that then what will you be using until February?

62 V16: ahmm well I'll just use my ahm current phone and

63 P2: [but we cannot there's a problem

64 V16: [my my old phone

Comment [YK13]: Wh Question

Comment [YK14]: Request for Information

Comment [YK15]: Answer

Comment [YK16]: Yes/No Question

Comment [YK17]: Request for Confirmation

Comment [YK18]: Answer

Comment [YK19]: Wh Question

Comment [YK20]: Request for Information

Comment [YK21]: Answer

Comment [YK22]: Yes/No Question

Comment [YK23]: Request for Confirmation

Comment [YK24]: NO RESPONSE

Comment [YK25]: Wh Question

Comment [YK26]: Suggestion

Comment [YK27]: Yes/No Question

Comment [YK28]: Request for Confirmation

Comment [YK29]: NO RESPONSE TO YK27

Comment [YK30]: Answer to YK25

Comment [YK31]: Yes/No Question

Comment [YK32]: Request for Confirmation

Comment [YK33]: Answer

Comment [YK34]: Wh Question

Comment [YK35]: Request for Information

Comment [YK36]: Answer

65	P2:	miss we ↑have to give you back a phone because you already paid the amount	
66	V16:	hmm	
67	P2:	your commitment every month is one hundred and fifty five ↑ringgit	
68		later you come back to us say you pay that much but you have no phone how?	Comment [YK37]: Wh Question
69	V16:	no I I	Comment [YK38]: Request for Confirmation
70		want use my current cause I don't want to I mean I paid for an iPhone four I	
71		don't want to go back to a three GS ↑right=	Comment [YK39]: Answer
72	P2:	↑but its	Comment [YK40]: Assessment
73	V16:	=it's not fair also	Comment [YK41]: Yes/No Question
74	P2:	I I I	Comment [YK42]: Non-answer Response
75		↑understand but it's actually very similar the phone its only the shape and the	
76		features that's all that's not important	
77	V16:	>no then if it doesn't ok if not I would	
78		have I would have taken the three GS earlier and I wouldn't have to wait for a	
79		iPhone four right?<	Comment [YK43]: Yes/No Question
80	P2:	▷but then maybe I can give you a discount an UK	Comment [YK44]: Assessment
81		original aha ah nine hundred ninety ringgit I can pay a hundred ringgit of that	
82		and give you rebate?<	Comment [YK45]: No RESPONSE
83	V16:	ahm no I'm ↑really not in for that	Comment [YK46]: Suggestion
84	P2:	so you want to wait	
85		until ↑febry? ok wait the waiting list at the moment is another hundred and	Comment [YK47]: Yes/No Question
86		forty people ma'am so it looks like I think because now iPhone four is now very	Comment [YK48]: Request for Confirmation
87		much in demand ah=	
88	V16:	hmm	
89	P2:	=it maybe until in only in March or in April you	
90		get to pick up a phone	Comment [YK49]: Non-answer Response
91	V16:	hu:h↑	Comment [YK50]: OIR
92	P2:	↑are you ok with that? if you are ↑ok you don't	Comment [YK51]: Yes/No Question
93		mind waiting I can promise you that by end of April you you get your iPhone	Comment [YK52]: Request for Confirmation
94	V16:	↑what about your other centres? ↑can I actually get something from your other	Comment [YK53]: No RESPONSE
95		centres?	Comment [YK54]: Suggestion
96	P2:	we ↑can but it's already designated to other people the thing is ah	Comment [YK55]: Wh Question
97		the only the only other centre is in ↑KL that has ah iPhone for available before	Comment [YK56]: Yes/No Question
98		April	Comment [YK57]: Request for Information
			Comment [YK58]: Answer
			Comment [YK59]: Answer

99 V16: ↑ok sorry to ask but the other day when I walked in right=
100 P2: hmm
101 V16: =I didn't do a book-in for my iPhone four=
102 P2: hmm
103 V16: =that was two weeks ago in
104 sun on Saturday night=
105 P2: correct correct
106 V16: just walk in and you had ready stock?=
107 P2: yeah we had ready stock
108 V16: ↑why then? ↑why can't I get a ready stock? I
109 mean I don't think it would be sold out in a period of one ↑week right?
110 P2: ah it
111 ↑actually has that's why I think everybody buy for ↑Christmas lar for all the
112 festive season at the end of the year with Christmas
113 V16: .hhh hmm this is really very
114 disappointing
115 P2: I'm very sorry to disappoint you
116 V16: I mean no it mean ↑what
117 kind of check that has been done right? we pay one four five and=
118 P2: that's ↑why
119 V16: =for the phone and this is what we get
120 P2: >I think you can
121 blame for for for us is definitely our quality control instructor that should be
122 blamed here what I can do is that I can give you their name you can actually
123 make a complain to them ok please<
124 V16: yes can you? ah I'll ↑appreciate if you do
125 that
126 P2: ok yeah ok so you call this number zero three ah nine=
127 V16: yeah
128 P2: =four three double three double one
129 V16: nine five four three double three double
130 one?
131 P2: yes you ask for either P1 or P2 its up to you both will handle the
132 situation for you

Comment [YK60]: Yes/No Question

Comment [YK61]: Assessment

Comment [YK62]: Answer

Comment [YK63]: OIR

Comment [YK64]: Wh Question

Comment [YK65]: Request for Information

Comment [YK66]: Yes/No Question

Comment [YK67]: Assessment

Comment [YK68]: NO RESPONSE TO YK64

Comment [YK69]: Answer to YK66

Comment [YK70]: Wh Question

Comment [YK71]: Assessment

Comment [YK72]: Non-answer Response

Comment [YK73]: Yes/No Question

Comment [YK74]: Request for Confirmation

Comment [YK75]: Answer

Comment [YK76]: Request for Confirmation

Comment [YK77]: Answer

133 ((Breathes))
 134 ((Laughs xxx))
 135 P2: >↑V your husband Kxxxxx set this up!<
 136 V16: \$this is ↑horrible!\$
 137 P2: haiya your
 138 husband set this up
 139 V16: \$↑you are not making my day here\$
 140 P2: ↑wwhaat ↑why
 141 ↑why are you saying this? you still got an iPhone four dear!
 142 ((Laughing))
 143 V16: thank you very much
 144 P2: wait wait one two three GOTCHA!!!!
 145 V16: thank you guys!

- Comment [YK78]: OIR
- Comment [YK79]: Wh Question
- Comment [YK80]: Request for Information
- Comment [YK81]: Non-answer Response