

## Call 19

1 P1: ↑what happen lar in this Gotcha? you you ↑what gave her a double bill? ↑what  
 2 ↑what ↑what are you doing?  
 3 P2: ↑ha that's exactly ok ↑now this one is a ↑new  
 4 form called warranty two o:k and it's a brand new form that we made up that she  
 5 didn't ↑fill in when she was getting her ↑phone  
 6 P1: ok  
 7 P2: >↑this form if you  
 8 don't fill it in your phone will be duplicated to another number and your bill will  
 9 rise!<  
 10 P1: oh my god si:u:t!  
 11 P2: ↑where are you going lar?  
 12 P1: \$to fill up my warranty  
 13 two\$  
 14 P2: >dude it doesn't exist come back here!<  
 15 P1: oh ok  
 16 P2: >it's just a Gotcha!<  
 17 P1: ah alright  
 18 ((Phone rings))  
 19 P2: hello good afternoon my name is ah Frankie calling here from xx centre in  
 20 KLCC  
 21 V: yeah  
 22 P2: a:h this on Vxxx XX on the line please?  
 23 V19: yes  
 24 P2: ok ah you  
 25 collected your iPho:ne: four for sixteen gigabyte last week on twenty first  
 26 correct?  
 27 V19: yes  
 28 P2: ah you ↑never sign this second form for warranty two ah?  
 29 V19: ahm  
 30 ↑warranty?  
 31 P2: yeah ↑warranty two ah this one is a two ah one is for the line  
 32 one is for the pho:ne ahm  
 33 V19: aha  
 34 P2: we noticed that ah the discrepancy ↑who:  
 35 you ↑who you collect your phone from ah?  
 36 V19: from the ↑vendor xx

**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]:** Assessment

**Comment [YK9]:** Non-answer Response

**Comment [YK10]:** Yes/No Question

**Comment [YK11]:** Request for Confirmation

**Comment [YK12]:** Answer

**Comment [YK13]:** OIR

**Comment [YK14]:** Wh Question

**Comment [YK15]:** Request for Information

**Comment [YK16]:** Answer

37 P2: from the  
38 vendor is xx distribution ah?

39 V19: ah yes

40 P2: ok so sorry ah [i go over your  
41 V19: [there they didn't ask me  
42 to sign oh yeas they did sign me I did sign the ah

43 P2: you signed the normal  
44 warranty for the phone correct ah? you signed the

45 V19: a:h

46 P2: ok so that one is  
47 ↑fine that one is ↑fine but then there's ah there is a warranty ↑two ah because  
48 ↑now

49 V19: hmm hmm

50 P2: iPhone all got the got the plan eh

51 V19: hmm

52 P2: if I'm not  
53 mistaken ah ok hang on ah look your name V XX? you signed up for the one  
54 hundred ringgit plan which is value one ↑correct ah?

55 V19: yes

56 P2: ah ok so this one ah  
57 you need to sign up for warranty for this form ah if not your

58 V19: warranty ↑two?

59 P2: yeah the label is warranty two one four that's the label lar but ah we call it  
60 warranty two is [normally]

61 V19: [warranty two?]

62 P2: ah normally very important

63 V19: they didn't they didn't  
64 give me ah any form to sign up only the manifest that I ah actually ah [the the

65 P2: [hmm  
66 hmm hmm

67 V19: phone lar

68 P2: because now ah ahm if this case like this ah then  
69 we have to ask for the phone back until you can sign that form ah so I think the  
70 best thing is ah don't don't panic ah you need to come back and sign by ↑now if  
71 you can ah

72 V19: right ↑now? when?

73 P2: because

74 V19: ahm when? Where? Where?  
75 Where?

- Comment [YK17]: Yes/No Question
- Comment [YK18]: Request for Confirmation
- Comment [YK19]: Answer
- Comment [YK20]: Yes/No Question
- Comment [YK21]: Request for Confirmation
- Comment [YK22]: Answer
- Comment [YK23]: Yes/No Question
- Comment [YK24]: Request for Confirmation
- Comment [YK25]: Yes/No Question
- Comment [YK26]: Request for Confirmation
- Comment [YK27]: Answer to YK23& YK25
- Comment [YK28]: Yes/No Question
- Comment [YK29]: Request for Confirmation
- Comment [YK30]: Answer
- Comment [YK31]: Yes/No Question
- Comment [YK32]: Request for Confirmation
- Comment [YK33]: Non-answer Response
- Comment [YK34]: Yes/No Question
- Comment [YK35]: Request for Confirmation
- Comment [YK36]: Wh Question
- Comment [YK37]: OIR
- Comment [YK38]: NO RESPONSE TO YK34
- Comment [YK39]: Non-answer Response to YK36
- Comment [YK40]: Wh Question
- Comment [YK41]: OIR
- Comment [YK42]: Wh Question
- Comment [YK43]: Request for Information
- Comment [YK44]: OIR
- Comment [YK45]: OIR

76	P2:	I'm in the lobby I'm sitting in I'm I'm from the call centre but you can	Comment [YK46]: NO RESPONSE TO YK40
77		see up up to you lar you wanna you wanna what time you wanna come? I	Comment [YK47]: Non-answer Response to YK42
78		can arrange for you	Comment [YK48]: OIR
79	V19:	a:hmm where are you now?	Comment [YK49]: OIR
80	P2:	I'm in KLCC ah	Comment [YK50]: Wh Question
81		ma'am I'm at the bottom can you explain your arrangement ah because I'm	Comment [YK51]: Request for Information
82		scared later the person who passed you took the form ah then he can actually use	Comment [YK52]: Non-answer Response
83		the form to get a line huh \$under your bill you know\$ that's why I'm scared so	Comment [YK53]: Wh Question
84		can you come this afternoon ah?	Comment [YK54]: Request for Information
85	V19:	afternoon?	Comment [YK55]: Answer
86	P2:	ah	Comment [YK56]: Yes/No Question
87	V19:	to where?	Comment [YK57]: Request for Information
88	P2:	to	Comment [YK58]: Non-answer Response
89		KLxx ya come I need you because I scared later a:h if someone sign the form	Comment [YK59]: Yes/No Question
90		on your behalf and they change the rate ah=	Comment [YK60]: Request for Confirmation
91	V19:	hmm	Comment [YK61]: Answer
92	P2:	=they can have a	Comment [YK62]: Wh Question
93		subsequent line and=	Comment [YK63]: Request for ...
94	V19:	hmm	Comment [YK64]: Answer
95	P2:	=it charge to you you know?	Comment [YK65]: Yes/No Question
96	V19:	ok what do I	Comment [YK66]: Suggestion
97		have to do now?	Comment [YK67]: Non-answer ...
98	P2:	now you have to come and \$sign the form\$ before this	Comment [YK68]: Wh Question
99		afternoon if now the person make call from last Friday till now=	Comment [YK69]: Request for ...
100	V19:	hmm	Comment [YK70]: Answer
101	P2:	=is eight six five	Comment [YK71]: Yes/No Question
102	V19:	eight hundred?	Comment [YK72]: Request for ...
103	P2:	=and sixty five so I'm	Comment [YK73]: NO RESPONSE
104	V19:	seriously?	Comment [YK74]: Yes/No Question
105	P2:	this is	Comment [YK75]: Request for ...
106		the zero one xx number ah confirm not yours ah?	Comment [YK76]: Non-answer ...
107	V19:	my god! that's not mine!	Comment [YK77]: Yes/No Question
108	P2:	but you definitely don't know the person ah?	Comment [YK78]: Request for ...
109	V19:	nop nop nothing	Comment [YK79]: Answer
110	P2:	ok	Comment [YK80]: Yes/No Question
111	V19:	I have only	Comment [YK81]: Assessment
112		one line at the moment	Comment [YK82]: Answer
113	P2:	ok you you hold on ah don't panic ah but if aiyo: this	Comment [YK83]: Yes/No Question
114		one confirm not yours ah? the eight hundred?	Comment [YK84]: Request for ...
115	V19:	nop nop nop	Comment [YK85]: Yes/No Question
			Comment [YK86]: Request for ...
			Comment [YK87]: Answer to YK8

116 P2: haiya it's  
117 under your name ah V

118 V19: I haven't registered the line

119 P2: ok my colleague will call  
120 the person you don't mind better you stay on the line I scared later I cannot get  
121 you=

122 V19: hmm

123 P2: =and \$then there's more charges\$ and then after that you have to  
124 pay for everything ah

125 V19: ↑can you stop the ↑line at the moment? **Comment [YK88]: Yes/No Question**

126 P2: a:h we ↑stop  
127 already ↑nnaaw that's why we doing the investigation you hold one minute ah **Comment [YK89]: Request for Information**  
**Comment [YK90]: Answer**

128 V19: hmm

129 P2: ↑hold a minute OK a:h ah Vxxxxxx

130 V19: yes

131 P2: ↑this one the other person is  
132 on the line ah he say he know ↑who you ↑are

133 V19: ↑who is she or he? **Comment [YK91]: Wh Question**

134 P2: ah ok you  
135 talk **Comment [YK92]: Request for Information**  
**Comment [YK93]: Non-answer Response**

136 P3: ↑Vxxx

137 V19: ↑yes

138 P3: ↑you don't know ↑who this is? **Comment [YK94]: Yes/No Question**

139 V19: no **Comment [YK95]: Request for Confirmation**

140 P3: you know ↑what  
141 this is? **Comment [YK96]: Answer**  
**Comment [YK97]: Yes/No Question**

142 V19: no **Comment [YK98]: Request for Information**

143 P3: let me spell it out for you you got pen and paper? **Comment [YK99]: Answer**

144 V19: yes **Comment [YK100]: Yes/No Question**

145 P2: ↑why  
146 not we both spell it out at the same time? **Comment [YK101]: Request for Information**  
**Comment [YK102]: Answer**

147 P3: ok **Comment [YK103]: Yes/No Question**

148 P2: one two three  
149 P2 & P3: G O T C H A **Comment [YK104]: Suggestion**  
**Comment [YK105]: Answer**

150 P3: GOTCHA!!

151 P2: GOTCHA!!

152 V19: OH MY GOD!

153 P3: oh my god! ↑hi V!

154 ((Laughing))

155 V19: oh my! OK ↑who give you my number?

156 P2: a::h Rxxxxx and Axxx

157 V19: oh my god!

158 ((Laughing))

159 V19: oh my god!

160 P3: marah ah?  
angry ah?

161 V19: ↑marah nie  
I am angry

162 P2: sapa dia?  
who is it?

163 V19: ↑am I on air right

164 now?

165 P3: yeah you're on air say ↑hi to Rxxxxx and Axxx

166 V19: oh my god! I'm so

167 gonna XXX

168 ((Laughing))

169 V19: o::k alright alright

170 P2: we gonna say at the same time ↑right P3 ↑one ↑two

171 ↑three

172 P2 & P3: GOTCHA!!!

**Comment [YK106]:** Wh Question

**Comment [YK107]:** Request for Information

**Comment [YK108]:** Answer

**Comment [YK109]:** Yes/No Question

**Comment [YK110]:** Request for Information

**Comment [YK111]:** Answer

**Comment [YK112]:** Wh Question

**Comment [YK113]:** Request for Information

**Comment [YK114]:** Non-answer Response

**Comment [YK115]:** Yes/No Question

**Comment [YK116]:** Request for Confirmation

**Comment [YK117]:** Answer