

Call 20

- 1 P1: >you ↑know P2 and I we love our iPhones ↑ anyway what ↑ happened is we
 2 called up this guy who: is been wa:i:ting a lo:ng time to get his iPhone cause he
 3 ↑ keeps not being able to make the time he suppose to collect it<
- 4 P2: haiyo::h!
- 5 P1: =and then we called him up and said ↑ they you coming today right? ↑ yeah
 6 cannot come today because we have to give the iPhone away to boss punye
 7 friend boss punye friend is P2
- 8 ((Laughing))
- 9 P1: so
- 10 P2: that fella marah dak?
- 11 P1: ↑marah ↑hey this is listen lar!
- 12 P2: oh ok
- 13 ((Phone rings))
- 14 V20: hello
- 15 P1: *hello selamat pagi ah ni V ade?*
 hello good morning ah this V around?
- 16 V20: yeah yeah
- 17 P1: oh k ah nie nie
- 18 Lxxxx dari xx
- 19 V20: aha
- 20 P1: I'm calling from xx ↑ where are you now?
- 21 V20: on the way to
- 22 xx Academy
- 23 P1: ok because I have to I'm telling you now because you suppose to
 24 collect your iPhone=
- 25 V20: aha
- 26 P1: =but this one is not ready yet for you ah
- 27 V20: ↑how
 28 come it's not ready?
- 29 P1: because ah because ah ↑ last stock has to be give away so
 30 this ↑ stock is not ready for you to collect
- 31 V20: ↑why how ↑ how come? this this
 32 is not my fault cause Monday I go one of your people say that they won't delay
 33 at all but how ↑ how come this is happening? this is not my fault at all
- 34 P1: I
 35 ↑ know it's not your fault
- 36 V20: this is the second time the xx doing this to me you
 37 know

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]: Wh Question

Comment [YK8]: Request for Information

Comment [YK9]: Answer

Comment [YK10]: Wh Question

Comment [YK11]: Request for Information

Comment [YK12]: OIR

Comment [YK13]: OIR

Comment [YK14]: OIR

Comment [YK15]: Wh Question

Comment [YK16]: Request for Information

Comment [YK17]: NO RESPONSE TO YK10 & YK15

38 P1: I'm ve:ry sorry that this happened to you one more time but I'll have
39 have to inform you that you can collect your phone I think it is maybe for March
40 ya

41 V20: for ↑March?|↑now you are delaying it to March? **Comment [YK18]: Request for Confirmation**

42 P1: March yeah **Comment [YK19]: Yes/No Question**

43 V20: then **Comment [YK20]: Request for Confirmation**

44 ↑who do I speak to? **Comment [YK21]: Answer**

45 P1: a::hm **Comment [YK22]: Wh Question**

46 V20: I wanna make the complain or whatever **Comment [YK23]: Request for Information**

47 P1: you **Comment [YK24]: Non-answer Response**

48 ↑can talk to me also because I'm one of the head people ↑for ↑for distribution
49 of iPhone department

50 V20: so this is ridiculous you know the ↑main user need to
51 take an off day just to come to collect the phone ↑do you know that? **Comment [YK25]: Yes/No Question**

52 P1: o:h

53 V20: and

54 ↑now you're telling me at this moment that you are not able to give me the
55 phone

56 P1: no I'm so sorry maybe I can make the process ↑faster for you but I this **Comment [YK26]: Answer**
57 one you might have to pay a little bit more money because then I get the faster
58 deliver

59 V20: ↑now you want me to pay more ↑money is it? **Comment [YK27]: Yes/No Question**

60 P1: no | I I asking it's **Comment [YK28]: Request for Confirmation**

61 a option I'm not saying you need to pay **Comment [YK29]: Answer**

62 V20: oh no ↑now it is not my fault twice
63 it has been twice that i've been to xx Academy

64 P1: I know but I'm saying this

65 ↑time I admit someone suppose to inform you and then this morning=
66 V20: and? **Comment [YK30]: Request for Information**

67 P1: =I suppose to give the the phone ah away so we have no more ↑stock because
68 we work for the ↑first come ↑first serve basis **Comment [YK31]: Yes/No Question**

69 V20: your friend told me that that **Comment [YK32]: Request for Information**
70 you book one for me ↑can you check out ↑who is she? **Comment [YK33]: Answer**

71 P1: ok can ↑where **Comment [YK34]: OIR**

72 ↑when was the call made to you? **Comment [YK35]: Request for Information**

73 V20: there's no call made to me at ↑all **Comment [YK36]: Answer**

74 P1: then **Comment [YK37]: Wh Question**

75 ↑when were you informed? **Comment [YK38]: Request for Information**

76 V20: I already sent an SMS yesterday **Comment [YK39]: Non-answer Response**

77 P1: ok ↑what **Comment [YK40]: Wh Question**

78 time you SMS? **Comment [YK41]: Request for Information**

79 V20: SMS was right ↑after I made the booking

80 P1: ok I check ah for

81 you hand one one second .hhh .hhh ok I got the sms here to say ahm but you

82 suppose to come at nine ↑thirty

83 V20: ↑did you put the time limit there? ↑on

84 the SMS there's ↑no time [limit or whatever!]

85 P1: [oh no there's no time limit there's no time limit ok I

86 wait I think because a:h I understand you are upset I tell you the truth ah what

87 happened is because the ah boss ah he got one customer which ah the boss's

88 friend so the boss have to give ah this friend the the iPhone first that's why we

89 that's why we have to wait

90 V20: so so ↑what's that? I'm I'm still a ↑client you

91 know?

92 P1: I know I ↑understand I ↑understand ok because this one the boss has to

93 give his friend his friend got priority lar because if he doesn't give to his friend

94 his friend is gona do a Gotcha call from Hitz dot FM on him

95 V20: OH MY GOD!

96 P1: OH MY GOD!

97 V20: a::h xxx

98 P1: what's up Hxxxxx?

99 V20: a::h am I on air? haha

100 P1: ↑hey dude!

101 it's ↑P1 here from ↑Hitz dot FM! ↑how are you doing man?

102 ((Laughing))

103 V20: oh mannn! o::k

104 P1: >dude ↑don't ya worry! you are on your way to get you iPhone

105 ↑now make sure you get it ↑now OK?

106 V20: ↑yes ↑yes ↑yes

107 ((Laughing))

108 P1: NOW YOU'RE HAPPIER RIGHT?

109 V20: ↑yeah man!

110 P1: ok good while you are still

111 happy I'm gonna say GOTCHA!!!

112 V20: wwa::h

113 ((Laughing))

114 V20: ↑yes ↑yes Gotcha! Gotcha!

115 ((Laughing))

116 P1: alright Hendry you take care ↑have fun with your ↑phone!

117 V20: ok ok thanks man!

Comment [YK42]: Answer

Comment [YK43]: Yes/No Question

Comment [YK44]: Request for Confirmation

Comment [YK45]: Answer

Comment [YK46]: Wh Question

Comment [YK47]: Request for Information

Comment [YK48]: Yes/No Question

Comment [YK49]: Assessment

Comment [YK50]: Answer to YK46

Comment [YK51]: Answer to YK48

Comment [YK52]: Wh Question

Comment [YK53]: Request for Information

Comment [YK54]: Request for Confirmation

Comment [YK55]: Non-answer Response

Comment [YK56]: Yes/No Question

Comment [YK57]: Non-answer Response

Comment [YK58]: Wh Question

Comment [YK59]: Request for Information

Comment [YK60]: Answer

Comment [YK61]: Yes/No Question

Comment [YK62]: Suggestion

Comment [YK63]: Answer

Comment [YK64]: Yes/No Question

Comment [YK65]: Request for Confirmation

Comment [YK66]: Answer

118 P1: ↑first thing you do ↑first thing you do when you get your iPhone four ↑make
119 sure you get the Hitz dot FM ah iPhone app ok so that you can ah listen to this
120 Gotcha over and over ↑again!

121 V20: A::WW!!

122 ((Laughing))

123 V20: man ↑may I know ↑who ↑who ↑who send this?

Comment [YK67]: Wh Question

124 P1: ah yeah ↑of course Andrew

Comment [YK68]: Request for Information

125 Lock

Comment [YK69]: Answer

126 V20: a:h

127 ((Laughing))

128 V20: I should have known! Thanks! Thanks!

129 P1: ok ↑cheers buddy!