

Call 21

- 1 P1: ↑hi for this one this girl had got a ↑brand new Blackberry she's so: ↑happy
 2 with it she's been using it for about a week we decided to call her from the shop
 3 she got it from and told her that ↑hey your Blackberry belongs to somebody else
 4 ↑ple:a:se don't use it anymore=
 5 P2: yup
 6 P1: =and you've got to return it and
 7 wait quite: some time to get you:rs
 8 ((Phone rings))
 9 V21: hello
 10 P1: hello good morning can I speak to Hxx Mxx Yxx please
 11 V21: yeah she's
 12 just speaking
 13 P1: ↑hi Hxx Mxx Yxx this is Fxxxx here calling from ah xx ah
 14 V21: aha
 15 P1: ↑last Sunday you come by=
 16 V21: aha
 17 P1: =you bought the xx bold from us
 18 correct with a package and everything?
 19 V21: yeah
 20 P1: ok ah here's ah bit of a
 21 confusion
 22 V21: hmm
 23 P1: I think you bought it from Fxxx ↑right? Fida is the one=
 24 V21: yeah
 25 P1: =that sold it to you I want to=
 26 V21: ok
 27 P1: =I want to apologise on on behalf
 28 of xx really because the unit we gave you:u:=
 29 V21: hmm
 30 P1: =is actually on ↑hold is not
 31 ah a sale unit=
 32 V21: o:h
 33 P1: that unit is a reserve unit=
 34 V21: ok
 35 P1: =so now there's a bit of
 36 confusion ↑are you ↑are you free to bring the unit ↑back?
- 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 Confirmation
Comment [YK9]: Answer
Comment [YK10]: OIR
Comment [YK11]: Yes/No Question
Comment [YK12]: Request for Information

37	V21:	bring the unit	
38		↑back? and you gonna ↑exchange one for me?	Comment [YK13]: Non-answer Response
39	P1:	I ↑will exchange for you	Comment [YK14]: Yes/No Question
40		↑but ah the thing is we are out of stock at the moment a:h we have to take two to	Comment [YK15]: Request for Confirmation
41		process the cancelation=	Comment [YK16]: Yes/No Question
42	V21:	hmmm	Comment [YK17]: Suggestion
43	P1:	=and ah while during that time do you have an	Comment [YK18]: NO RESPONSE TO YK9
44		alternate phone?	Comment [YK19]: Answer
45	V21:	aha:: I don't have an alternate phone but ↑how is my	Comment [YK20]: Yes/No Question
46		↑problem that I have to come back to your office and return it to you because of	Comment [YK21]: Request for Information
47		your mistake that you made?	Comment [YK22]: Answer
48	P1:	yes I understand that it is our mistake and I'm	Comment [YK23]: Wh Question
49		very sorry I will get Fida to apologise to you profusely	Comment [YK24]: Assessment
50	V21:	ok	Comment [YK25]: Non-answer Response
51	P1:	so ↑what we	Comment [YK26]: OIR
52		↑can do ↑have you used the phone a lot already?	Comment [YK27]: Yes/No Question
53	V21:	hmmm yeah I have been	Comment [YK28]: Request for Information
54		using it a lot	Comment [YK29]: Answer
55	P1:	↑have you dropped the phone or anything?	Comment [YK30]: Yes/No Question
56	V21:	no	Comment [YK31]: Request for Information
57	P1:	ok ok ah	Comment [YK32]: Answer
58		because right now what I can do is we will have to reimburse into your platinum	Comment [YK33]: Yes/No Question
59		card correct? is it you?	Comment [YK34]: Assessment
60	V21:	yes	Comment [YK35]: Yes/No Question
61	P1:	or ↑alternatively what you can do is you	Comment [YK36]: Request for Confirmation
62		can purchase this phone at a wholesale price	Comment [YK37]: Answer to YK33 & YK35
63	V21:	wholesale price?	Comment [YK38]: Yes/No Question
64	P1:	and then you	Comment [YK39]: Request for Confirmation
65		can keep the phone but then I cannot give you the package	Comment [YK40]: NO RESPONSE
66	V21:	but what I ↑don't	
67		understand is=	
68	P1:	a:h	
69	V21:	=a:h if I take the wholesale price then the package will	Comment [YK41]: Yes/No Question
70		not be available anymore?	Comment [YK42]: Request for Confirmation
71	P1:	no the package will be	Comment [YK43]: Answer
72	V21:	but I have to sign another	
73		package to get all the internet access that I want	
74	P1:	you ↑can but the price for	Comment [YK44]: OIR
75		the package for monthly will change	Comment [YK45]: Yes/No Question
76	V21:	ok would it would it be ↑more expensive?	Comment [YK46]: Request for Information
77	P1:	it is ahm unfortunately ↑more expensive	Comment [YK47]: Answer

78 V21: that's ↑why that's ↑why I don't
79 want the the reason I wanted to to to xx centre upgrade the ↑plan=
80 P1: yes
81 V21: =is
82 because the the ↑price there is reasonable and=
83 P1: I understand
84 V21: =I get to use
85 the xx phone=
86 P1: I understand
87 V21: =so you ask me to you ↑know get a wholesale
88 price=
89 P1: yes yes
90 V21: =and change everything ↑again=
91 P1: yes
92 V21: =then it's really a
93 ↑hassle for me
94 P1: I understand and I'm so sorry about this
95 V21: yeah
96 P1: ahm so I I I
97 my ↑solution that I can only give you ↑now is you bring the phone back then
98 you have to wait for the next ah xx bold three to arrive
99 V21: aha
100 P1: I mean I
101 can wait till till tomorrow latest I got I suppose and
102 V21: if you want me to come
103 over on a weekday I really cannot do so ahm I I I want to help=
104 P1: hmm
105 V21: =I
106 know it's not your fault I really cannot come on a weekday
107 P1: ok is there any way
108 that I can send someone to collect from you? because on my end also I'm
109 between a ↑rock and a very ↑hard place
110 V21: hmmmmm
111 P1: so I had ah
112 V21: ↑how much longer that I have to wait if I return it to you?
113 P1: that's why it might
114 be ah two weeks
115 V21: two weeks?
116 P1: two weeks

- Comment [YK48]:** Yes/No Question
- Comment [YK49]:** Request for Information
- Comment [YK50]:** Non-answer Response
- Comment [YK51]:** Wh Question
- Comment [YK52]:** Request for Information
- Comment [YK53]:** Answer
- Comment [YK54]:** Yes/No Question
- Comment [YK55]:** Request for Confirmation
- Comment [YK56]:** Answer

117 V21: I think you should be the
 118 one that come out with the better solution I really ↑ cannot wait you understand
 119 that? and as the client=

120 P1: yes

121 V21: =you sold something to your client and you aspect
 122 your client=

123 P1: yes

124 V21: =to to return it back to you and you aspect the client to
 125 wait for two weeks

126 P1: yes

127 V21: it's a bit unreasonable don't you think?

128 P1: the only
 129 other solution is the ah that I can think of I think that will suit both of us is if I
 130 tell you this is a Gotcha call

131 V21: hahaha OH MY GOD! ↑seriously?

132 P1: ↑yes

133 Veronice! Is ISN'T IT THE BEST SOLUTION?

134 V21: IT IS!!

135 P1: I LOVE IT!!

136 V21: ↑thank you soo much!

137 P1: I love it ↑wait ↑wait let me say this first GOTCHA!!!

138 ((Laughing))

Comment [YK57]: Yes/No Question
 Comment [YK58]: Assessment
 Comment [YK59]: Answer

Comment [YK60]: Yes/No Question
 Comment [YK61]: Assessment

Comment [YK62]: Non-answer Response
 Comment [YK63]: Yes/No Question
 Comment [YK64]: Request for Confirmation

Comment [YK65]: Answer
 Comment [YK66]: Yes/No Question
 Comment [YK67]: Assessment
 Comment [YK68]: Answer