

Call 22

1 P1: this ↑girl was supposed to pay for her phone bill she paid one day late so we
 2 ↑decided to mess with her and say ↑because of that now we gotta delete and
 3 minus ↑all numbers she has
 4 ((Phone rings))
 5 V22: hello
 6 P1: hello good morning my name is Kumar
 7 V22: yes
 8 P1: I'm calling from xxx
 9 ma'am
 10 V22: yeah
 11 P1: can I know is this Miss V?
 12 V22: yeah
 13 P1: hello Miss Vrmini a:h
 14 we've been trying to contact you ah thru mail and we never got thru so we
 15 wondering when will you be settling your payment ah?
 16 V22: ↑what payment?
 17 P1: for
 18 your bill
 19 V22: I don't have a xx number
 20 P1: ahm no ma'am the your number is zero
 21 one xx ah five six five it's been with you for you for quite some time now it's
 22 been used
 23 V22: I'm sorry you know ↑what I've already made a complain to your
 24 centre in the xx in regards to this because I didn't even ↑have a number of this
 25 they took my ↑IC but they didn't give me any SIM cards ↑and the customer
 26 service guy is already like said there is no problem cause because I've
 27 ↑launched a police complain and I've already given everything to them and I
 28 don't understand ↑why I'm being=
 29 P1: so
 30 V22: =called now
 31 P1: no because oh
 32 because they've passed is thru the ah that collection we are from collection we
 33 are collecting we collect the payment that overdue ↑what do you mean ah a:h
 34 they they took your IC and you never got your card?
 35 V22: you ↑see when I was
 36 walking on the street this ↑guy came and ask me to register for it and they took
 37 down the number ahm I mean my IC photocopy it and everything and said that
 38 they will send it to your home but we've ↑never received anything and they
 39 started sending me bills for about six months and I got very xxxed off and I

Comment [YK1]: Yes/No Question

Comment [YK2]: Request for Information

Comment [YK3]: Answer

Comment [YK4]: Wh Question

Comment [YK5]: Request for Information

Comment [YK6]: Non-answer Response

Comment [YK7]: Wh Question

Comment [YK8]: Request for Information

Comment [YK9]: Answer

Comment [YK10]: Wh Question

Comment [YK11]: Request for Information

40 actually took this and made a ↑police complain I've send it to your service
41 centre and they said that yeah it's ↑all solved and we will

42 P1: did ↑they ↑who a:h
43 ↑who ↑who ↑who ↑who about said said it's solved?

44 V22: ↑this was in two thousand
45 nine and I can take the police complain and I can take all the reports back to
46 your centre if you want

47 P1: ahm because it's just ah pushed forward to our
48 collection agency sir ma'am ma'am and we we're settling all the problems and
49 a:h the truth is ah because we've we've tracked down all the numbers you used

50 V22: ↑but ah ↑don't you have a record? or ↑everything that a:h

51 P1: no no the the we've
52 only got the record of the the debt that has not been collected and and ah we've
53 we manage to get your number thru a:h all your registrations and stuff and ah we
54 know this is registered under Mister Thevaratnam it yeah and the and the t
55 hing is ah we we are about to blacklist all the numbers that ah come under ↑you
56 you ↑know? so the the do ↑you mean you have ah answered to this already?

57 V22: a:hm yeah maybe I could just go back to your service centre and see
58 ↑what has been done

59 P1: you ↑can you ↑can no problem ↑do you have ah and the
60 the copies still? can you ↑fax it to me? because the the thing is if you ↑do not by
61 ah this ↑afternoon all your numbers or anything will be will be blacklisted and
62 and you won't be able to use it

63 V22: o:h you ↑can't do that and because ah this is ↑not
64 my fault! this is ↑your customer service problem you see so ↑no problem I will
65 go back there and ahm give them a piece of my mind because you see this has
66 been settled so long ago almost two years and I don't know ↑why is it being
67 ↑you know issued ↑now

68 P1: it's I don't know because ah so so the thing is you
69 do have ah a copy yeah

70 V22: I ↑do have all the copies I will just take it over and see
71 ↑what your customer service has to say about it!

72 P1: do no you ↑don't have to be
73 angry but we we are just trying to solve a ↑problem that ah

74 V22: >\$↑no ↑no I'm
75 not angry\$ I'm just saying that ah I'm not blaming you but it's probably
76 your people who did not do their work well because they told me that they took
77 all the complains they took everything and they said don't worry ma'am ah
78 within ah few period they would actually settle everything and they said and I I
79 ↑asked them if I'm going to receive any more bills and they said you will not we
80 will close this and everything and they apologised everything then I said ok
81 ↑fine<

82 P1: alright alright

- Comment [YK12]: Answer
- Comment [YK13]: OIR
- Comment [YK14]: OIR
- Comment [YK15]: OIR
- Comment [YK16]: OIR
- Comment [YK17]: OIR
- Comment [YK18]: Wh Question
- Comment [YK19]: Request for Information
- Comment [YK20]: NO RESPONSE
- Comment [YK21]: Yes/No Question
- Comment [YK22]: Request for Information
- Comment [YK23]: Answer
- Comment [YK24]: Yes/No Question
- Comment [YK25]: Assessment
- Comment [YK26]: Yes/No Question
- Comment [YK27]: Request for Confirmation
- Comment [YK28]: NO RESPONSE TO YK13
- Comment [YK29]: Answer to YK26
- Comment [YK30]: Yes/No Question
- Comment [YK31]: Request for Confirmation
- Comment [YK32]: Yes/No Question
- Comment [YK33]: NO RESPONSE TO YK30 & YK32
- Comment [YK34]: Yes/No Question
- Comment [YK35]: Answer

83 V22: >almost a year I've not received anything but now
84 you're calling me and saying I'm having a ↑debt and this is really ridiculous
85 because I've not ↑even received a SIM card and used any numbers<

86 P1: I
87 understand I understand ok hold on ah ma'am I have got a little note here on
88 your case report ↑oh it ↑states here that ah a::h ↑hold on ah ↑can you confirm
89 this fact?]

90 V22: yes

91 P1: I ↑don't know it states here that ah Puvani wants to
92 Gotcha! you

93 V22: MY GOODNESS!

94 ((Laughing))

95 V22: I can't believe XX

96 ((Laughing))

97 V22: OH MY GOTCHA!

98 ((Laughing))

99 V22: XXX I should have know with that Indian accent!

100 P1: OH GOD!

101 ((Laughing))

102 P1: \$but you ↑didn't! your sister says that you change numbers too often so it's
103 time to Gotcha! you\$

104 ((Laughing))

105 V22: NO this ↑that never should change this time they fooled me! ah I don't even
106 have ah xx number in the first place! oh god!

107 ((Laughing))

108 P1: but anyway GOTCHA!!!

109 ((Laughing))

110 V22: \$ok thank you!\$

Comment [YK36]: Yes/No Question

Comment [YK37]: Request for Confirmation

Comment [YK38]: Answer