Call 23

1   P1:   this ↑girl she got an ↑iPhone from her dad for her birthday present do ↑you <u>see</u>
2   the opportunity?

3   P2:   YES!

4   ((Phone rings))

5   V23:   hello

6   P2:   hello good ↑morning can I speak to ah Miss V?

7   V23:   yes speaking

8   P2:   hi Miss Vchini I'm calling from xxx we're from the [customer service

9   V23:   [ok]

10   P2:   ↑have you <u>recently</u> ah acquired a <u>brand</u> ↑new iPhone?

11   V23:   yes I have

12   P2:   ok ↑serial
13   number eight five xxx Z?

14   V23:   I'm not sure because it's at home

15   P2:   a::h ok
16   ↑have you turned it <u>on</u> before?

17   V23:   a::hm yeah I did ↑yes

18   P2:   you ↑turned it on?
19   did you put in the SIM card to it?

20   V23:   ahm I couldn't because the SIM card is
21   ↑bigger than the one that I'm supposed to put in

22   P2:   ↑who registered you then?

23   V23:   ahm it was my dad

24   P2:   ↑right ok a:hm ok ↑would you be <u>cooperative</u> ↑enough to
25   bring in the phone to us because this ↑phone is actually a <u>stolen</u> phone

26   V23:   are
27   ↑you serious?

28   P2:   I am very <u>serious</u> I'm so sorry about this because once you
29   register we get the serial number if your phone is stolen you can actually you
30   ↑know ah report it

31   V23:   no I don't think so because it was a ↑gift from my dad
32   I'm not sure whether it's [stolen or not

33   P2:   [right I understand I understand I'm ↑not saying that
34   your dad is the <u>thief</u> I'm ↑not saying you are the <u>thief</u> I'm just saying you are the
35   <u>unfortunate</u> soul who bought the phone so we we we are just trying to rectify the
36   problem ↑that's all ↑don't worry ok do you know <u>exactly</u> how much your dad
37   paid for it?

38   V23:   a:hm I'm not sure ↑will I get the money?

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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]: Non-answer Response

Comment [YK10]: Yes/No Question

Comment [YK11]: Request for Information

Comment [YK12]: Answer

Comment [YK13]: Yes/No Question

Comment [YK14]: Request for Confirmation

Comment [YK15]: Yes/No Question

Comment [YK16]: Request for Information

Comment [YK17]: Answer to YK13 & YK15

Comment [YK18]: Wh Question

Comment [YK19]: Request for Information

Comment [YK20]: Answer

Comment [YK21]: Yes/No Question

Comment [YK22]: Suggestion

Comment [YK23]: Non-answer Response

Comment [YK24]: Yes/No Question

Comment [YK25]: Request for Confirmation

Comment [YK26]: Answer

Comment [YK27]: Yes/No Question

Comment [YK28]: Request for Information

Comment [YK29]: Non-answer Response

Comment [YK30]: Yes/No Question

Comment [YK31]: Request for Information

39	P2:	a::hmmm .hhh the
40		↑sad thing is you that money we cannot return do you ↑understand the
41		situation?

Comment [YK32]: Answer
Comment [YK33]: Yes/No Question

| 42 | V23: | ok ↑first of all ho:w did you get my number? |

Comment [YK34]: Request for Confirmation

43	P2:	it's
44		registered someone tried to register with ↑that serial number under ↑your name
45		and this phone number ↑that's why we're calling to check

Comment [YK35]: No Response to YK33
Comment [YK36]: Wh Question
Comment [YK37]: Request for Information

| 46 | V23: | alright so .hhh ok |
| 47 | | fine I'll return the phone |

Comment [YK38]: Answer

48	P2:	I ↑understand where you are coming from I
49		↑understand the procedures that should be taken into the place so could you hold
50		on? can I pass you to my administration so he can handle this for me alright?

Comment [YK39]: Yes/No Question
Comment [YK40]: Request for Information

| 51 | V23: | sure |

Comment [YK41]: Yes/No Question

| 52 | P2: | I'm just the person who works here |

Comment [YK42]: Suggestion

| 53 | V23: | hmm |

Comment [YK43]: Answer to YK39 & YK41

54	P2:	hold on a second
55	P1:	>hello good morning hi< a:h ok Mister Chuah here ah a:h I make this very
56		quick for you a:h
57	V23:	aham
58	P1:	the this one is your case is the stolen phone ah
59		correct ah so ↑what ↑needs to [happen ah

Comment [YK44]: Yes/No Question
Comment [YK45]: Request for Confirmation

| 60 | V23: | [ok] |

Comment [YK46]: Answer

61	P1:	I'll tell you the procedure with us
62		ah we need you to turn your phone in to xx centre a:h closes to you ah
63	V23:	hmm
64	P1:	ok and ah then ah ↑who do I bring for questioning ah is it this one you or your
65		father?

Comment [YK47]: Wh Question

| 66 | V23: | a:hm ↑why do you need to question I [↑mean it wasn't phone |

Comment [YK48]: Request for Confirmation

67	P1:	[a:h to find out where they got the
68		phone from because ah it's also you are under suspicion ↑now until we finalise
69		[your story

Comment [YK49]: No Response
Comment [YK50]: Request for Information

| 70 | V23: | [but if that's the ↑case then you have to go to the shop you ↑can't come and |
| 71 | | question u:s |

Comment [YK51]: Wh Question
Comment [YK52]: Answer

72	P1:	>no I ↑understand I ↑understand but we still have to question
73		you first ↑then we go to the shop but must be must be broken down piece by
74		piece again ah I'm not ↑accusing you ah ma'am but in case that yo:u: have a
75		deal with the shop to buy stolen phone ah in ↑case for us we have to be cautious
76		ah you ↑understand from our side ah I'm not accuse ah I<
77	V23:	hmm
78	P1:	I'm ↑not
79		accuse ah

80	V23:	hmm
81	P1:	so that's ↑why we need to question you either you or your
82		your dad
83	V23:	↑no it doesn't make sense at all ↑fine ahm ↑fair enough ↑fair
84		enough
85	P1:	so you don't mind you come in and then ah you know the ↑shop or not
86		that stole the phone?
87	V23:	I'm ↑not sure if even they stolen the phone ↑how can you
88		accuse ↑most probably=
89	P1:	↑no no no
90	V23:	=someone=
91	P1:	ah so sorry
92	V23:	=I ↑don't=
93	P1:	sorry
94	V23:	=↑fine ok I'll just bring in the phone I can't argue lar I'm ↑working
95		today!=
96	P1:	ok I'm so sorry
97	V23:	=right now it's Monday and I have a lot of ↑work
98		to do!
99	P1:	[ok I told them
100	V23:	[↑can you just make this ↑quick?
101	P1:	yeah ↑of course ↑of course of
102		course ok quick so so that that's my part settle a:h just last bit I send you back
103		and then after that a:h I look forward to see you in the store ah
104	V23:	hmm
105	P1:	°quick for Jeffry ah line two°
106	P2:	hello Miss Vchini
107	V23:	yes
108	P2:	hi ok ahm ok so you
109		know now you know the procedure the next one we need you to do is ah I know
110		you're a bit angry already ahm please do not get ↑angry at a:h Prakash ah
111		because this is a Gotcha call he set you up for
112	V23:	OH MY GOODNESS!
113	((Laughing))	
114	P1:	↑how are you?
115	V23:	my ↑husband is gonna get killed today!
116	P2:	a:w no
117		↑don't he loves you!
118	V23:	I WAS I WAS I WAS THE ONE WHO IS SUPPOSE
119		TO GOTCHA HIM OH MY GOODNESS!!

Comment [YK53]: Yes/No Question

Comment [YK54]: Request for Confirmation

Comment [YK55]: Yes/No Question

Comment [YK56]: Request for Information

Comment [YK57]: NO RESPONSE TO YK55

Comment [YK58]: Wh Question

Comment [YK59]: Request for Information

Comment [YK60]: Non-answer Response

Comment [YK61]: Answer to YK53

Comment [YK62]: Yes/No Question

Comment [YK63]: Suggestion

Comment [YK64]: Answer

Comment [YK65]: Wh Question

Comment [YK66]: Request for Information

Comment [YK67]: NO RESPONSE

120   ((Laughing))

121   V23:   this is so: annoying!!

122   P1:   we can still get him it's ↑not <u>over</u> yet

123   V23:   yes

124   P2:   o:h wow

125   ↑happy birthday!↑happy birthday!

126   ((Laughing))

127   P1:   oh she's ↑laughing that's a good <u>sign</u> ok

128   P1 & P2:   GOTCHA!!!

129   ((Laughing))

130   P2:   ↑enjoy the new phone ↑alright!!

131   V23:   thank you guys!!