Call 24

P1: this girl got an iPhone for her birthday now when you get iPhones it’s just something you don’t wanna mess with unless it’s a Gotcha Call a:h we told her that your iPhone is jail broken she didn’t jail break it and it’s illegal and we threw all these legal jargon at her of course she resisted and said NO:: and she fought with us

P2: aha

((Phone rings))

V24: helloo

P2: hello good morning can I speak to

V24: [a:h

P2: =Miss V Sxxx Nxx?

V24: a:h yeah

P2: hello Miss V I’m calling from ah xxx call centre ah=

V24: hah

P2: it’s regarding of your ah iPhone you recently purchased

V24: yeah

P2: oh k ok the this is the thing a:h your iPhone ah a:h ok is comeback report to us that you have ah a:h added ah extra ahhm programs to it have you jail break your phone ah?

V24: NO

P2: you sure ah? no one? is your family do for you?

V24: no no why?

P2: do you know once you a:h log on to the internet or use any a:h your safari a:h you IMEI number comes to us and if you jail break you know and jail break during the period of ah still under xx ah we have the right to take back phone

V24: o:h

P2: if you jail break ah so we need you to return the phone ah

V24: hah I not and

P2: the thing is according to our records you have jail break ah so we need you to return the phone ah

V24: haven’t jail break
ahmmmm then you have to bring in the phone to prove it because at the moment according to our record you jail break a:hm your jail break on the eighteenth of July

V24: eighteenth of July

P2: ahmm
V24: no I didn’t jail

P2: do you know what is jail break?
V24: yeah
P2: ah then how can you say you don’t know how to do if you know what it is?
V24: NO I DIDN’T!

P2: okie you hold on ah I pass you to my technician and he can’t ex ah ask you to press few buttons to prove it’s not jail break and then if we hear the the particular sound come out that means you’ve done it!

V24: okie
V24: yeah
V24: hello ma’am this is Gustav here
V24: a:h
P1: hmm I’m the engineer for xx what happens normally is a:h we ah are you using the phone right now to talk?
V24: yeah
P1: on loud speaker?
V24: yeah
P1: ok could you please put us
V24: now put it on mute please
P1: now talk, we can still hear you, ok take it unmute ok
V24: ok
P1: [ok then ahm that’s one of the first ways to prove that that it’s actually a:h it’s actually jail broken hand on ah ok now we go to the next step can you exit to your menu please while on the phone
V24: aha
P1: ok how can you go back to your keypad
V24: keypad?
P1: ah so just press the keypad it's the ↑ second from the ↑ right

V24: yeah ok

P1: ok keypad now press four

V24: four

(Sound of pressed keypad)

P1: six

(Sound of pressed keypad)

P1: eight

(Sound of pressed keypad)

P1: two

(Sound of pressed keypad)

P1: four

(Sound of pressed keypad)

P1: two

(Sound of pressed keypad)

Eah: [yeah lar

P2: ["ade ade ade" not

P1: ahm sorry ma'am I think maybe you have to take your phone in maybe ↑unaware someone jail break for you or it might be easier if you ad ad ↑admit to jail break it's ok we can still salvage but a h↑ did you jail break your phone?

V24: ↑no I didn’t jail break my phone!

P1: ↑but it’s ↑coming to up on on our xxx system jail broke we can show you it says ↑here that the phone is ↑not using the normal normal sources when it’s jail broken a h↑ made system is it changes so we will see the ↑ different signal

((Breathes))

V24: I really ↑ didn’t jail break my iPhone!

P1: ↑ I don’t know ↑ did you leave your phone unattended? like

V24: I ↑ don’t know ah

P1: ↑ maybe when you are sleeping someone take and jail break?

V24: NO:!

P1: I’m not sure ah I think there’s only one way to do this you have to go ok ↑ what is the convenient xx centre for you?

V24: a: h mm Melaka

P1: ok let me just find where it is a h "you switch that’s she’s going to her the Melaka one ah" ok because the database is in KL but we gonna
we gonna ah alert our our staff in Melaka you look for this specific person ah

P1: ok you have to bring it in by latest today if not the phone will be jammed by our lines ok I pass you back to our call centre hold on please "din dia definitely jail broken just now de dial thing the message straight away claim jail broken see"

V24: hello

P2: hello ok ah I ah you understand ah miss ah since you know what happen now we ah have we have proven that you jail broke your phone so we must probably have to take back your phone and keep it with us to prove it’s not jail broken and a:ah you are not allowed ah to have ah anymore iPhone for at least two years

P2: hmm because it’s in the contract when you sign you break the contract

V24: but if I really didn’t jail break then that show that I jail break then how

P2: ok you see just now you press the numbers ah the you you press the the code ah the code is G O T C H A code you know

V24: excuse me,

P2: beg your pardon

V24: it’s the Gotcha code! Yeah!

V24: WHAT?!

P2: xxx ok this Gotcha call is from who?

P2: a:h Cynthia V your sister

V24: what the xxx

V24: WHA::T?!

P2: so how you feel right now happy to have your iPhone right?

V24: YEAH!

P2: anyway GOTCHA!!!