Call 24

1	P1:	this ↑girl got an iPhone for her birthday now ↑when you get iPhones it's just
2		something you don't wanna ↑mess with unless it's a Gotcha Call a:h we told her
3		that your iPhone is ↑jail broken she ↑didn't jail break it and it's illegal and we
4		threw all these legal jargon at her ↑of course she resisted and said NO:: and she
5		↑fought with us
6	P2:	aha
7	((Phone rings))	
8	V24:	helloo
9	P2:	hello good morning [can I speak to
10	V24:	[a:h
11	P2:	=Miss V Sxxx Nxx?
12	V24:	a:h yeah
13	P2:	↑hello Miss V I'm calling from ah xxx call centre ah=
14	V24:	hah
15	P2:	=it's regarding of
16		your ah iPhone you recently purchased
17	V24:	yeah
18	P2:	↑oh k ok the this is the thing a:h
19		your iPhone ah a:h ok is comeback report to us ↑that you have ah a:h added ah
20		extra ahhm programs to it ↑have you jail break your phone ah?
21	V24:	NO
22	P2:	o:: k
23		you sure ah? no one? is your family do for you?
24	V24:	no no no why?
25	P2:	because ah
26		do you know once you a:h log on to the internet or use any a:h your safari ah
27		you IMEI number comes to us and if you jail break you ↑know and
28	V24:	o:h
29	P2:	if you
30		jail break during your the period of ah still under xx ah we we have the right to
31		take back phone
32	V24:	o::h k
33	P2:	so the thing is according to our records you have
34		jail break ah so we need you to return the phone ah
35	V24:	↑hah I ↑not and
36		↑haven't jail break

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]: Yes/No Question
Comment [YK10]: Request for Confirmation
Comment [YK11]: Yes/No Question
Comment [YK12]: Suggestion
Comment [YK13]: Answer to YK7, YK9 &YK11
Comment [YK14]: Wh Question
Comment [YK15]: Request for Information
Comment [YK16]: Answer

37	P2:	ahhmmm then you have to bring in the phone to prove it
38		because at the moment according to our record you jail break a:hm your jail
39		break on the eighteenth of July
40	V24:	↑eighteenth of July?
41	P2:	ahhmm
42	V24:	↑no I <u>didn't</u> jail
43		break anything
44	P2:	↑do you ↑know what is jail break?
45	V24:	yeah
46	P2:	ah then ↑how can
47		you say you ↑don't know ↑don't know ↑how to do if you <u>know</u> what it is? that
48		means you've done it!
49	V24:	NO I DIDN'T!
50	P2:	okie you hold on ah I pass you to
51		my technician and the he can't ex ah ask you to press few buttons to <u>prove</u> it's
52		not jail break and then if we ↑hear the the <u>particular</u> sound come out that means
53		it's jail broken ok you ↑hold on ah
54	V24:	ok
55	P1:	hello ma'am this is <u>Gustav</u> here
56		yeah
57	V24:	a:h
58	P1:	hmm I'm the <u>engineer</u> for xx what happens normally is a:h we ah
59		↑are you using the phone right now to talk?
60	V24:	↑yeah
61	P1:	ok ↑could you please put us
62		on loud speaker?
63	V24:	↑yeah
64	P1:	ok after you put on loud speaker you will see one
65		screen asking you for options ↑now put it on <u>mute</u> please
66	V24:	mute ah?
67	P1:	yup ok
68		now talk, we can still hear you, ok take it unmute ok
69	V24:	[ok
70	P1:	[ok then ahm that's one
71		of the first ways to <u>prove</u> that that it's actually a:h it's actually jail broken hand
72		on ah ok now we go to the ↑next step can you exit to your menu please while on
73		the phone
74	V24:	aha
75	P1:	ok now can you go back to your keypad
76	V24:	°keypad?°

Comments:

Comment [YK17]: Yes/No Question
Comment [YK18]: Request for Information
Comment [YK19]: *Answer*
Comment [YK20]: Yes/No Question
Comment [YK21]: Request for Information
Comment [YK22]: Answer
Comment [YK23]: Wh Question
Comment [YK24]: Assessment
Comment [YK25]: Non-answer Response
Comment [YK26]: Yes/No Question
Comment [YK27]: Request for Infomation
Comment [YK28]: Answer
Comment [YK29]: Yes/No Question
Comment [YK30]: Suggestion
Comment [YK31]: *Answer*
Comment [YK32]: Yes/No Question
Comment [YK33]: Request for Confirmation
Comment [YK34]: *Answer*
Comment [YK35]: Yes/No Question
Comment [YK36]: Suggestion
Comment [YK37]: *Answer*
Comment [YK38]: Yes/No Question
Comment [YK39]: Suggestion
Comment [YK40]: Non-answer Response
Comment [YK41]: Yes/No Question
Comment [YK42]: Request for Confirmation

77	P1:	ah so just press the keypad it's the ↑second from the ↑right	**Comment [YK43]:** *Answer*
78	V24:	yeah ok	
79	P1:	ok keypad now press four	
80	V24:	four	
81	(Sound of pressed keypad)		
82	P1:	six	
83	(Sound of pressed keypad)		
84	P1:	eight	
85	(Sound of pressed keypad)		
86	P1:	two	
87	(Sound of pressed keypad)		
88	P1:	four	
89	(Sound of pressed keypad)		
90	P1:	two	
91	(Sound of pressed keypad)		
92	Eah:	[yeah lar	
93	P2:	[°ade ade ade°	

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

Comment [YK44]: Yes/No Question

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

Comment [YK45]: Request for Confirmation

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

Comment [YK46]: *Answer*

103 ((Breathes))

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

105 P1:   I I don't know ↑did you leave your phone
106   unattended? like

Comment [YK47]: Yes/No Question

107 V24:   I ↑don't know ah

Comment [YK48]: Request for Information

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

Comment [YK49]: Non-answer Response

110 V24:   NO::!

Comment [YK50]: Yes/No Question

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

Comment [YK51]: Suggestion

Comment [YK52]: *Answer*

113 V24: a:hmm Melaka

Comment [YK53]: Wh Question

114 P1:   ok let me just find where it is a:h °you switch that's she's
115   going to her the Melaka one ah° ok because the database is in KL but we gonna

Comment [YK54]: Request for Information

Comment [YK55]: *Answer*

116	we gonna ah <u>alert</u> our our staff in Melaka you look for this <u>specific</u> person ah
117	↑can ah?

<div style="text-align:right">Comment [YK56]: Yes/No Question</div>
<div style="text-align:right">Comment [YK57]: Suggestion</div>

118	V24:	hmm

<div style="text-align:right">Comment [YK58]: Answer</div>

119	P1:	ok you have to bring it in ↑by <u>latest</u> ↑today if ↑not the
120		phone will be <u>jammed</u> by our lines ok I ↑pass you back to our call centre ↑hold
121		on please °din dia definitely jail broken just now de dial thing the message
122		straight away claim jail broken see°
123	P2:	hello ah
124	V24:	hello
125	P2:	hello ok ah I ah you
126		↑understand ah miss ah since you know what happen now we ah have we have
127		<u>proven</u> that you jail broke your phone so we must probably have to take back
128		your phone and keep it with us to <u>prove</u> it's not jail broken and a:ah you are not
129		allowed ah to have ah anymore iPhone for at least two years
130	V24:	AT LEAST TWO
131		YEARS?

<div style="text-align:right">Comment [YK59]: Yes/No Question</div>
<div style="text-align:right">Comment [YK60]: Request for Confirmation</div>

132	P2:	hmm because it's in the contract when you sign you
133		breach the contract

<div style="text-align:right">Comment [YK61]: Answer</div>

134	V24:	↑but if I <u>really</u> ↑didn't jail break then that show that I jail
135		break then how?

<div style="text-align:right">Comment [YK62]: Wh Question</div>
<div style="text-align:right">Comment [YK63]: Request for Information</div>

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

<div style="text-align:right">Comment [YK64]: No Response</div>

138	V24:	excuse me, I
139		beg your pardon?

<div style="text-align:right">Comment [YK65]: OIR</div>

140	P2:	it's the Gotcha code! Yeah!
141	V24:	WHA::T??

<div style="text-align:right">Comment [YK66]: Wh Question</div>
<div style="text-align:right">Comment [YK67]: OIR</div>

142	((Laughing))	

<div style="text-align:right">Comment [YK68]: Non-answer Response</div>

143	V24:	xxx ok this Gotcha call is from who?

<div style="text-align:right">Comment [YK69]: Wh Question</div>
<div style="text-align:right">Comment [YK70]: Request for Information</div>

144	P2:	a::h Cynthia V your sister

<div style="text-align:right">Comment [YK71]: Answer</div>

145	V24:	wha:t the xxx
146	((Laughing))	
147	P2:	so how you feel right now ↑happy to have your iPhone right?

<div style="text-align:right">Comment [YK72]: Wh Question</div>
<div style="text-align:right">Comment [YK73]: Request for Information</div>

148	V24:	YEAH!

<div style="text-align:right">Comment [YK74]: Yes/No Question</div>
<div style="text-align:right">Comment [YK75]: Assessment</div>
<div style="text-align:right">Comment [YK76]: No Response to YK47</div>

149	((Laughing))	
150	P2:	anyway GOTCHA!!!

<div style="text-align:right">Comment [YK77]: Answer to YK74</div>