Call 25

191

1  P1: ↑this girl sent her iPhone ↑four to be ah to be fixed at her telco and if you know there’s a big difference between an iPhone three and an iPhone four bi:↑g

difference alright ↑when she called asking about her iPhone we told her that hey we’re gonna give you back an iPhone three instead of a four ↑not cool

(iPhone rings)

6  V25: hello

7  P1: ↑hello good morning this is Bangsar xx centre may I speak to V xx

8  V25: please<

9  V25: ah yeah

10 P1: ah you made a complain for your iPhone the calibration and the screen is incorrect or something?

11 V25: yeah

12 P1: because we have ah right now we have a replacement unit for you:

13 V25: yup ok

14 P1: ok but it’s ah it’s a iMac

15 V25: three GS?

16 P1: sebab kita punye our iPhone four is no more stock lar ma’am

17 V25: no more stock?

18 P1: hmm

19 V25: ↑that means they won’t?

20 P1: ↑no we will produce ↑but we have to give ah priority for the new customer

21 V25: but ↑how can you treat me iPhone four with three G?

22 P1: hmm I think this one the reason that given hmm here is because it’s your iPhone four is not completely spoil↑h

23 V25: no it’s not only the screen even the home button and the standby button at the yeah it’s not working anymore I

24 P1: hmm

25 V25: it’s not actually not working but it has pretty big trouble with that

26 P1: but ↑now because I’m monitoring you are using the phone to talk to me it sounds ok

27 V25: yeah
so that one we place in category four that means your waiting list

you are people gonna get an iPhone three yeah so do you wanna replace with an iPhone three GS

ok

why would I go and buy an iPhone four and replace it with an iPhone three GS?

I don’t know that’s why the alternative is that you can wait for iPhone five ma’am

I cannot wait replace that with iPhone four white

I try to help you ah what exactly is wrong?

the pull out button then the home=

you ah:

earlier a: h only the screen it shut down for a few times a few times and then when turn it on

ah because the screen shut down happens if you turn the phone off ma’am

no I never turn it off I didn’t turn it off I was playing

how do you [with the apps then I left it and then suddenly I couldn’t turn back on]

I just ask you some questions did the battery run out? cause sometimes maybe the battery die and then the phone will shut down by itself

no no it’s excellent with the battery

ok do you()

no no I’m at the college at the time

ok

yeah

a: h then maybe do you threw your phone? maybe drop one story? or

no

you play catch?
V25: the phone is in the pocket.

P1: ^do you keep anything?^ yeah

V25: ^kept it there in the pocket when I take it out it’s not working already

P1: ^you ^keep anything else in your pocket?^ maybe packet drinks or foods something

V25: $no there’s no other space for others things$.

P1: ok ok ^what kind of plan^ are you using? because there’s one plan that you using you ^can sign up^ now you can receive the iPhone four ^white one if you want

V25: eight per month one it’s a high fifty fifty

P1: ok because ^maybe you want to sign up now for ^new plan which is called the JJ and P1 plan that one will give you a high maybe a iPhone four lar

V25: OH MY GOD!

P1: ^hi Ching Yu ^how are you?^ it’s ^me P1 here!

V25: I really ^don’t know!^>

P1: ^YEAH OF COURSE YOU DON’T KNOW! THAT’S WHY YOU FELL FOR IT! so you know ^what comes after this since you fell for the plan ^don’t worry^ you can go back to the Bangsar xx centre and try again right now gotta say GOTCHA!!!<

V25: k thank you!