Call 25

1	P1:	↑this girl sent her iPhone ↑four to be ah to be <u>fixed</u> at her <u>telco</u> and if you know
2		there's a big difference between an iPhone <u>three</u> and an iPhone <u>four</u> bi::g
3		↑difference alright ↑when she called asking about her iPhone we told her that
4		hey we're gonna give you back an iPhone <u>three</u> instead of a <u>four</u> ↑not cool

5   ((Phone rings))

6   V25:   hello

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

8   please<   **Comment [YK1]:** Yes/No Question

9   V25:   ah yeah   **Comment [YK2]:** Request for Information

10   P1:   ah you made a complain for your your iPhone ah the calibration   **Comment [YK3]:** Answer

11   and the screen is incorrect or something?   **Comment [YK4]:** Yes/No Question

12   V25:   yeah   **Comment [YK5]:** Request for Confirmation

13   P1:   because we have ah right   **Comment [YK6]:** Answer

14   now we have a replacement unit fo:r you:

15   V25:   yup ok

16   P1:   ok but it's ah it's a:h macam   **Comment [YK7]:** Yes/No Question

17   nie it's a iPhone <u>three GS</u> ah   **Comment [YK8]:** Yes/No Question

18   V25:   ↑three GS? No!   **Comment [YK9]:** Request for Confirmation

19   P1:   sebab kita punye our iPhone four   **Comment [YK10]:** Answer to YK7

20   is no more ↑stock lar ma'am   **Comment [YK11]:** Non-answer Response to YK8

21   V25:   ↑no more stock?   **Comment [YK12]:** Yes/No Question

22   P1:   hmm   **Comment [YK13]:** Request for Confirmation

23   V25:   ↑that <u>means</u> they <u>won't?</u>   **Comment [YK14]:** Answer

24   they <u>won't</u> produce anymore?   **Comment [YK15]:** OIR

25   P1:   ↑no we will produce ↑but we have to give ah   **Comment [YK16]:** Yes/No Question

26   <u>priority</u> for the <u>new</u> customer   **Comment [YK17]:** Request for Information

27   V25:   but ↑how can you treat me iPhone <u>four</u> with <u>three</u>   **Comment [YK18]:** Answer

28   G?   **Comment [YK19]:** Wh Question

29   P1:   hmm I think this one the reason that given hmm here is because it's your   **Comment [YK20]:** Request for Information

30   iPhone four is not <u>completely</u> ↑spoilt   **Comment [YK21]:** Answer

31   V25:   no it's not only the <u>screen</u> even the home

32   button and the standby button at the yeah it's not working anymore I

33   P1:   hmm

34   V25:   it's

35   not actually not working but it has pretty big trouble with that

36   P1:   but ↑now

37   because I'm monitoring you are using the phone to talk to me it sounds ok

38   V25:   yeah

39	P1:	so that one we place in category four that means your waiting list	
40	V25:	ok	
41	P1:	you are people gonna get an iPhone three yeah so do you wanna replace with an	**Comment [YK22]:** Yes/No Question
42		iPhone three GS	**Comment [YK23]:** Request for Confirmation
43	V25:	↑no I mean ↑why would I go and buy an iPhone four	**Comment [YK24]:** *Answer*
44		and replace it with an iPhone three G?	
45	P1:	I I don't know that's ↑why the	**Comment [YK25]:** Wh Question
46		alternative is that you can wait for iPhone five ma'am	**Comment [YK26]:** Assessment
47	V25:	I ↑cannot wait replace	**Comment [YK27]: Non-answer Response**
48		that with iPhone four white	
49	P1:	iPhone four white ah because that like I said we	
50		have to give priority customers ok currently ↑now ah wait	
51	V25:	hmm	
52	P1:	I try to help	
53		you ah ↑what exactly is wrong? on	**Comment [YK28]:** Wh Question
54	V25:	the pull out button then the home=	**Comment [YK29]:** Request for Information
55	P1:	yeah	**Comment [YK30]:** *Answer*
56	V25:	=earlier a:h only the screen it shut down for a few times a few times and	
57		then when turn it on	
58	P1:	o:h because the screen shut down happens if you turn the	
59		phone off ma'am	
60	V25:	no I never turn it off I didn't turn it off I was	
61		playing	
62	P1:	[↑how do you	**Comment [YK31]:** OIR
63	V25:	[with the apps then I left it and then suddenly I couldn't turn back	
64		on	
65	P1:	ok	
66	V25:	=I just you know	
67	P1:	I just ask you some questions ↑did the	**Comment [YK32]:** Yes/No Question
68		battery run out? cause sometimes maybe the battery die and then the phone will	**Comment [YK33]:** Request for Information
69		shut down by itself	
70	V25:	↑no ↑no it's <u>excellent</u> with the battery	**Comment [YK34]:** *Answer*
71	P1:	ok do you()	
72	V25:	no no I'm at the college at the time	
73	P1:	ok	**Comment [YK35]:** Yes/No Question
74	V25:	yeah	**Comment [YK36]:** Request for Information
			Comment [YK37]: Yes/No Question
75	P1:	a:h then maybe ↑do you threw your phone? maybe drop one story? [or	**Comment [YK38]:** Suggestion
76	V25:	[no	**Comment [YK39]: Answer to YK35 & YK37**
77	P1:	=you play catch?	**Comment [YK40]:** Yes/No Question
			Comment [YK41]: Suggestion

78	V25:	the phone is in the pocket
79	P1:	in the pocket?
80	V25:	yeah
81	P1:	[↑do you keep anything?
82	V25:	[kept it there in the pocket ↑when I take it out it's not working already
83	P1:	you
84		↑keep anything else in your pocket? maybe packet drinks or foods something
85		maybe?
86	V25:	$no there's no other space for others things$
87	P1:	ok ok ↑what kind of plan
88		are you using? because there's one plan that you using you ↑can sign up ↑now
89		you can receive the iPhone four ↑white one if you want
90	V25:	it's a:h fifty fifty
91		eight per month one
92	P1:	ok because ↑maybe you want to sign up now for ↑new
93		plan which is called the JJ and P1 plan that one will give you a:h maybe a
94		iPhone four lar
95	V25:	OH MY GOD!
96	P1:	↑hi Ching Yu ↑how are you? it's ↑me P1 here!
97	V25:	I really ↑don't know!
98	P1:	>YEAH OF COURSE YOU DON'T KNOW! THAT'S
99		WHY YOU FELL FOR IT! so you know ↑what comes after this since you fell
100		for the plan ↑don't worry you you can go back to the Bangsar xx centre and try
101		again right now gotta say GOTCHA!!!<
102	V25:	k thank you!

Comment [YK42]: Non-answer Response

Comment [YK43]: Yes/No Question

Comment [YK44]: Request for Confirmation

Comment [YK45]: Answer

Comment [YK46]: Request for Information

Comment [YK47]: Yes/No Question

Comment [YK48]: Request for Confirmation

Comment [YK49]: Yes/No Question

Comment [YK50]: Suggestion

Comment [YK51]: Answer to YK47

Comment [YK52]: Answer to YK49

Comment [YK53]: Wh Question

Comment [YK54]: Request for Information

Comment [YK55]: Answer

Comment [YK56]: Wh Question

Comment [YK57]: Request for Information

Comment [YK58]: Non-answer Response