Call 26

1	P1:	hello can I speak to Mister Vxxxx please?
2	V26:	yeah it's V
3	P1:	my name is Jimmy
4		calling from xx a:h this one regarding of your xx you are awaiting the <u>arrival</u> of
5	V26:	↑o:h yeah ↑yeah ↑what about it ah?
6	P1:	so schedule you suppose to pick up your
7		phone <u>today</u>?
8	V26:	yeah I ↑heard so that's ↑why I said this week end of this week
9	P1:	because why ah because your phone you cannot pick up <u>today</u>
10	V26:	ok then
11		↑when can I pick it up?
12	P1:	you can ↑only receive your phone in maybe four
13		to five weeks time
14	V26:	↑four to five ↑weeks? ↑why so long?
15	P1:	because ↑why we
16		have customer ↑who has priority to you!
17	V26:	but I ↑booked it really early you
18		know long time ago ready before this=
19	P1:	you booked
20	V26:	=I think I was the
21		very few first first ones to book the phone
22	P1:	and then ↑why you never pick up
23		last <u>Thursday</u> when phone <u>launched</u>?
24	V26:	↑no nobody ↑call me you see ↑someone
25		call me by the time was this week
26	P1:	↑yes but that's ↑why that's why there is
27		a <u>change</u> in <u>pran</u>
28	V26:	the current buyer has already paid me I'm supposed to get
29		the phone by end of this week I told him latest
30	P1:	but sir
31	V26:	I'm actually
32		expecting the phone xx by this week
33	P1:	o:h maybe we suggest a different method
34		for you you can use <u>shouting</u> method instead of [calling people=
35	V26:	[what?
36	P1:	=you shout
37		to call <u>hallo</u>
38	V26:	↑hey don't don't try to be ↑<u>funny</u> all ar

Comment [YK1]: Yes/No Question

Comment [YK2]: Request for Information

Comment [YK3]: Answer

Comment [YK4]: Wh Question

Comment [YK5]: Request for Information

Comment [YK6]: **Non-answer Response**

Comment [YK7]: Yes/No Question

Comment [YK8]: Request for Confirmation

Comment [YK9]: Answer

Comment [YK10]: Wh Question

Comment [YK11]: Request for Information

Comment [YK12]: Answer

Comment [YK13]: Yes/No Question

Comment [YK14]: Request for Confirmation

Comment [YK15]: Wh Question

Comment [YK16]: Request for Information

Comment [YK17]: **No Response to YK9**

Comment [YK18]: Answer

Comment [YK19]: Wh Question

Comment [YK20]: Request for Information

Comment [YK21]: Answer

Comment [YK22]: OIR

39	P1:	ok ahm mister
40		Vcolm's so you can pick up your phone=
41	V26:	ok ↑what?

Comment [YK23]: OIR

42	P1:	=in five weeks time
43		I just confirm with you?

Comment [YK24]: Yes/No Question

44	V26:	↑no no no I ↑don't want to pick up my phone is
45		five weeks time I want to pick up my phone by the ↑end of this week!

Comment [YK25]: Request for Confirmation

Comment [YK26]: *Answer*

46	P1:	but=
47	V26:	OK?

Comment [YK27]: Yes/No Question

Comment [YK28]: Assessment

48	P1:	=you come

Comment [YK29]: NO RESPONSE

49	V26:	I I ↑don't care! I said you you guys already promised me
50		I'm gonna get my phone by end of this week so can you please and I ↑don't
51		wanna talk to ↑you ↑you don't even sound English bro
52	P1:	ok a:hm maybe you
53		want to talk to my manager?

Comment [YK30]: Yes/No Question

Comment [YK31]: Suggestion

54	V26:	↑yes exactly! I wanna talk to your manager ↑who
55		is your manager?

Comment [YK32]: *Answer*

Comment [YK33]: Wh Question

Comment [YK34]: Request for Information

56	P1:	ok you ↑hold the line=
57	V26:	[aha
58	P1:	[=my manager is
59		Mister Kevin

Comment [YK35]: *Answer*

60	V26:	Kevin ah? OK

Comment [YK36]: Yes/No Question

Comment [YK37]: Request for Confirmation

61	P1:	pre:a:se
62	((Music))	

Comment [YK38]: NO RESPONSE

63	P2:	hi ↑halo::
64	V26:	↑hello ↑yes Kevin?

Comment [YK39]: Yes/No Question

Comment [YK40]: Request for Confirmation

65	P2:	yea:sss my name is ↑Kevin you was
66		speaking to one of my ↑sta::ff just now ok look

Comment [YK41]: *Answer*

67	V26:	yeah
68	P2:	your you're waiting
69		for your xx phone yes its ↑lovely phone yeah hehehe yes ok
70	V26:	yes it is yeah
71	P2:	now
72		you've been scheduled to ↑pick up your phone but you didn't get it last
73		↑Thursday
74	V26:	ok
75	P2:	↑what? ↑why didn't you come and collect it?

Comment [YK42]: OIR

Comment [YK43]: Wh Question

76	V26:	because ↑nobody called me to come and collect it last Thursday!

Comment [YK44]: Request for Information

77	P2:	so

Comment [YK45]: *Answer*

78	V26:	I was
79		waiting for your call <u>none</u> of your people called from your customer service
80		gave me a call
81	P2:	↑now before you rushed into <u>conclusions</u> actually we have a
82		list here saying that you actua<u>ll</u>y didn't <u>pick</u> up your ↑phone ↑yeah hehe
83	V26:	I
84		↑don't think so I I ↑didn't get any at all=
85	P2:	so you're telling me my
86	V26:	=as
87		far as I know lar I mean ↑takkan you just give me <u>one</u> call and you ↑don't call
88		back and you say it's my fault right?

Comment [YK46]: Yes/No Question
Comment [YK47]: Assessment

89	P2:	sorry ahm mister Vcolm you must
90		understand we have <u>many</u> people to call here xxx and ah well we can't spend
91		the time just calling <u>one</u> person the ↑entire day!

Comment [YK48]: Non-answer Response

92	V26:	↑IF YOU PROMISE
93		MAKE SURE YOU DELIVER LAR!
94	P2:	>we are ↑delivering now we're saying that
95		you can collect the phone in <u>five</u> weeks ↑thank you!<
96	V26:	>↑you told me now
97		before I talk to your customer service guy I'M GONNA GET THE PHONE BY
98		THE END OF THIS WEEK!
99	P2:	hmm
100	V26:	↑WHAT THE XXX BOUT NOW!
101	P2:	but
102		sir <u>swearing</u> will not speed up the <u>process</u> of your ↑phone
103	V26:	HEY PLEASE
104		DON'T TALK LIKE A RETARD LAR! COMMON LAR! IF YOU ARE A
105		MAJOR XX NO GOOD MAN!
106	P2:	eh ↑listen ↑listen
107	V26:	>↑you don't give
108		me a call early morning when I'm sleeping and you know you you give me this
109		you give me this kinda xx<
110	P2:	you sound like ↑Eminem
111	V26:	>↑WHAT
112		EMINEM YOU TALKING ABOUT?<

Comment [YK49]: Wh Question
Comment [YK50]: Request for Information
Comment [YK51]: No Response

113	P2:	ok ↑listen ↑listen before you break
114		into tears let me tell you get up
115	V26:	>↑eh I'm not breaking into tears! ↑hey xxx
116		↑who are you ah? this is ↑too much lar bro I'm gonna call xxx and lodge a
117		report right now!<

Comment [YK52]: Wh Question
Comment [YK53]: Request for Information

| 118 | P2: | ↑wait ↑wait ↑wait let me <u>pass</u> |

Comment [YK54]: No Response

119	V26:	=oh you gonna ↑ask
120		me to wait? ↑what's your name?
121	P2:	>my ↑name is Kevin I've told you twice
122		you're upset<
123	V26:	oh ↑yeah ok Kevin now I remember ok ↑is Kevin you real name
124		ah?
125	P2:	ok ok wait listen listen calm down so you can get your phone at the end
126		of this week this is this it lar I'm here to settle cause you've got such a temper
127		but I need to pass the phone to my ↑final last listener xxx
128	P2:	hello
129	V26:	hello
130	P2:	V is
131		it?
132	V26:	↑who is this ah?
133	P2:	V it's ↑P1 and ↑P2 here man! you
134	V26:	hey xxx
135		↑don't lar don't call me in the morning and do this to me ↑wey xx I can't even
136		speak properly lar bro I haven't even brushed my teeth man xxx<
137	P2:	ok ↑listen
138		↑listen ↑listen ↑wait ↑wait ↑wait [you can
139	V26:	[I ↑hate you guys lar!
140	P2:	>my goodness this
141		guy really doesn't let people speak ok listen Vxxxx go and collect your phone
142		and I know you love your xxx and have fun with siri make it your good friend
143		but we gotta say<
144	P1&P2:	GOTCHA!!!
145	V26:	a::h you guys are ↑horrible lar!

Comment [YK55]: Yes/No Question
Comment [YK56]: Request for Confirmation
Comment [YK57]: Wh Question
Comment [YK58]: Request for Information
Comment [YK59]: NO RESPONSE
Comment [YK60]: *Answer*
Comment [YK61]: Yes/No Question
Comment [YK62]: Request for Confirmation
Comment [YK63]: NO RESPONSE

Comment [YK64]: Yes/No Question
Comment [YK65]: Request for Confirmation
Comment [YK66]: NO RESPONSE
Comment [YK67]: Wh Question
Comment [YK68]: Request for Information
Comment [YK69]: *Answer*