

Call 27

1 P1: we ↑found a little hidden talent here at hitz dot fm there's a new girl called N
 2 who pla:ys the::

3 P2: ↑ukulele

4 P1: ↑ukulele lostfor words for a second

5 P2: \$↑yeah\$

6 P1: yes she plays it very ↑well

7 P2: and she sings pretty ↑well too

8 P1: yes

9 P2: so we

10 decided to use her talent in aa you know when you make a call ah service or

11 customer service they ↑always put you on ↑hold and the ↑hold music is rather

12 annoying

13 P1: it's ↑annoying its elevated music!

14 P2: so ↑now we decided to put

15 her ah make the ↑hold music ru:de=

16 P1: ↑yeah

17 P2: =and annoying!

18 P1: yeah ↑listen

19 to the lyrics alright it's quite ↑fun

20 ((Phone rings))

21 V27: ↑hello

22 P2: hello good morning sir

23 V27: yeah

24 P2: ok my name is Subra I'm calling form xx

25 ah ↑this is regarding about your bill ah ↑recently you you sent in ah complain?=
 26 V27: [a::h
 27 P2: [=about the
 28 V27: ↑yes yes
 29 P2: roa:mi:ng charges yes sir?
 30 V27: yeah
 31 P2: ↑could you
 32 explain your situation ah sir?
 33 V27: ok I received a PO
 34 P2: hmm
 35 V27: ok a:h the latest one
 36 in ↑December

Comment [YK1]: Yes/No Question

Comment [YK2]: Request for Confirmation

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 Information

Comment [YK9]: Answer

37 P2: ok ↑wait ↑hold on sir

38 V27: ok

39 (♪ hello there person whose waiting on the line please don't hate nop we want more of
 40 your time ah no maybe just your money please please please don't be mad my honey ♪)

41 P2: hello

42 V27: yeah

43 P2: ok I owk sir I've got your bill ↑here and ah you you have a
 44 complain about the overseas call ↑charges is it?

45 V27: yes yes because I I have
 46 ↑not been overseas that's the problem

47 P2: ok you you ↑hold ↑hold on sir I've got
 48 to check something on ↑hold on

49 (♪ I bet you're ↑terribly upset that your bill is ↑high as a rocket well you know what xx
 50 as hard as a hunk you're so xx I bet you can't even make a girl yeah ♪)

51 P2: [hello there

52 V27: [waste my time

53 P2: ↑hello

54 V27: yeah

55 P2: yes sir a:hm ok I'm checking ah yes sir

56 V27: wha
 57 ↑what is this about? ↑why ↑why you put on a very weird holding tone ah?

58 P2: a:h
 59 ↑what do you mean?

60 V27: no I I heard some very very weird ahm call holding tone

61 P2: ↑no sir it's just hold music sir we're

62 V27: doesn't matter! so ↑what's ↑next?

63 P2: ok
 64 because at the moment we need you to ↑pay for it first and then if ah if any
 65 problems then we

66 V27: no no no no no ↑that's ↑that's your problem!

67 P2: ok wait
 68 ↑hold on ↑hold on ↑hold on sir ↑hold on again ↑hold on again [↑hold on again

69 V27: [wait

70 (♪ so whose waiting on the line please don't hang up we want more of your time oh no
 71 maybe just your money please please please don't be mad my honey I bet you're
 72 terribly upset ♪)

73 P2: hello ok sir a:h ↑unfortunately we have to cancel your line today because we
 74 got to [bar your line

75 V27: [no no no that is ↑your problem that is not my ↑problem that is ↑your
 76 problem okay I need my line and I'm on business I don't care you have to sort it

Comment [YK10]: Yes/No Question

Comment [YK11]: Request for Confirmation

Comment [YK12]: Answer

Comment [YK13]: OIR

Comment [YK14]: Wh Question

Comment [YK15]: Request for Information

Comment [YK16]: OIR

Comment [YK17]: Wh Question

Comment [YK18]: Request for Information

Comment [YK19]: Non-answer Response to YK14 & YK17

Comment [YK20]: Wh Question

Comment [YK21]: Request for Information

Comment [YK22]: Answer

Comment [YK23]: Wh Question

Comment [YK24]: Request for Information

Comment [YK25]: Answer

77 out I'm not going to pay whatever data roaming charges and ↑stop putting
78 me on hold

79 P2: ah no but ok ↑hold on I just got to send in the report=
80 V27: NO! NO! NO! NO!
81 NO! NO! NO!

82 P2: =to stop the cancellation ok ↑hold on
83 V27: >you know what happens
84 right you put on the very very weird hold argh holding tone<
85 P2: it's just it's
86 just hold music hold on sir

87 V27: I don't
88 (♪ that your bill is high as a rocket well you know what you xx as hard as a ahm you're
89 so xx I bet you can't even make a girl yeah ♪)

90 P2: ↑hello ok sir
91 V27: ↑what the xx is this man you keep on putting me on hold and all
92 the the ↑stupid lyrics ↑what ↑what the xx was that?

93 P2: what?
94 V27: >STOP PUTTING
95 ME ON HOLD!<

96 P2: we will never play a song we normally take from the
97 ↑radio sir the music is hold music is actually form Hitz dot FM they'll never
98 play bad music there

99 V27: \$oh a:h ↑what?\$

100 P2: it's it's actually a radio station Hitz
101 we actually play repeats of Gotcha calls that's why we

102 V27: ↑OH MY GOD!
103 XXX I SHOULD HAVE KNOWN THIS! XXX HOLLY XXX

104 P1: ↑still
105 swearing!

106 ((Laughing))
107 P1: ↑hi man!

108 V27: ↑who got me on this stupid Gotcha?

109 P2: a:h ee your ↑friend Joseph
110 dude I'm so sorry dude! ↑anyway dude

111 V27: he is so gonna get it!
112 P2: GOTCHA!! ↑hey we gotta put you on ↑hold again!
113 (♪ even can't make a girl yeah ♪)
114 ((Laughing))

115 P2: thanks bro
116 V27: ok ok

Comment [YK26]: OIR

Comment [YK27]: Wh Question

Comment [YK28]: Request for Information

Comment [YK29]: Non-answer Response

Comment [YK30]: OIR

Comment [YK31]: OIR

Comment [YK32]: Wh Question

Comment [YK33]: Request for Information

Comment [YK34]: Answer

117 P2: ok bye

118 V27: ↑no wait ↑am I still charged?

119 ((Laughing))

Comment [YK35]: Yes/No Question

Comment [YK36]: Request for Information

Comment [YK37]: NO RESPONSE