Call 29

1	P1:	a:h $we decided to give this guy a <u>massive</u> phone bill=
2	P2:	hmm
3	P1:	=and tell him
4		that yeah I ↑know it's not your fault but we <u>still</u> have to cut your line
5	((Phone rings))	
6	P1:	>hello good morning can I speak to Mister V Jx Sx?<
7	V29:	yes speaking ↑who
8		is this?
9	P1:	>hello Mister ↑V my name is Kamarul I'm calling from xxx centre ah<
10	V29:	ah
11	P1:	nie this is regarding about your phone ↑bill
12	V29:	ah ↑what so: ↑what?
13	P1:	↑your phone bill <u>already</u> ah your phone bill sudah pass ah your credit so nak
14		the thing is we need you to pay ↑first
15	V29:	ah ↑what's the credit limit?
16	P1:	the ↑thing is
17		at the <u>moment</u> the phone ↑bill is two thousand ↑<u>five</u>
18	V29:	so: my phone bill is ↑two
19		thousand five now?
20	P1:	hmm so ahm a:h we you need to pay ↑first before we
21		can continue lar because at the moment is <u>pass</u> more than a:h hundred percent of
22		the credit ↑limit
23	V29:	↑how come I didn't call <u>out</u> oversea ↑what ↑how come
24		it pass over one two thousand ↑five?
25	P1:	↑got what <u>overseas</u> call
26	V29:	call for
27		whom? call to when? Where?
28	P1:	↑there's a few calls to Indonesia done last week
29	V29:	↑no last week <u>none</u>!
30	P1:	that is ↑why we calling to check to <u>verify</u> ↑is this <u>true</u>
31		because I'd I've I have never seen
32	V29:	↑no no no no no not at all
33	P1:	aw
34	V29:	↑what shall I
35		do now?

Comment [YK1]: Yes/No Question

Comment [YK2]: Request for Information

Comment [YK3]: **Answer**

Comment [YK4]: Wh Question

Comment [YK5]: Request for Information

Comment [YK6]: **Answer**

Comment [YK7]: OIR

Comment [YK8]: Wh Question

Comment [YK9]: OIR

Comment [YK10]: **Answer**

Comment [YK11]: Wh Question

Comment [YK12]: Request for Information

Comment [YK13]: **Non-answer Response**

Comment [YK14]: Yes/No Question

Comment [YK15]: Request for Confirmation

Comment [YK16]: **Answer**

Comment [YK17]: Wh Question

Comment [YK18]: Wh Question

Comment [YK19]: **Assessment**

Comment [YK20]: **Answer to YK17**

Comment [YK21]: **No Response to YK18**

Comment [YK22]: Wh Question

Comment [YK23]: Request for Information

Comment [YK24]: Wh Question

Comment [YK25]: OIR

Comment [YK26]: Wh Question

Comment [YK27]: OIR

Comment [YK28]: **Answer to YK24 & YK26**

Comment [YK29]: **No Response to YK23**

Comment [YK30]: Wh Question

Comment [YK31]: Request for Information

36	P1:	ok that no ↑problem no ↑problem the thing is I can lodge a <u>report</u> but
37		the thing we ↑have to bar your line for one day to clear the:: problem you
38		↑understand?

Comment [YK32]: Non-answer Response

Comment [YK33]: Yes/No Question

Comment [YK34]: Suggestion

Comment [YK35]: *Answer*

39	V29:	ok I ↑don't understand I will call the centre ↑now ok
40	P1:	I
41		↑understand I you will call the centre I ↑understand this is ↑why I'm calling you
42		to explain what is going on ↑we are calling to find out <u>whether</u> you made these
43		call?

Comment [YK36]: Yes/No Question

Comment [YK37]: Request for Confirmation

44	V29:	I I answered you is NO!
45	P1:	↑no so ↑now you <u>verify</u> that you did ↑not
46		make this call?

Comment [YK38]: *Answer*

Comment [YK39]: Yes/No Question

47	V29:	hmm
48	P1:	=and and you ↑do not ↑want to pay this bill of two
49		thousand five?

Comment [YK40]: Request for Confirmation

Comment [YK41]: *Answer*

Comment [YK42]: Yes/No Question

50	V29:	a:h
51	P1:	ok so we ↑<u>have</u> to ah discontinue the line for a while and
52		then send in the report and then start it again so it starts at zero

Comment [YK43]: Request for Confirmation

Comment [YK44]: *Answer*

53	V29:	↑cannot
54	P1:	the the we we need to do this sir because it's procedure you ↑understand?

Comment [YK45]: Yes/No Question

Comment [YK46]: Assessment

55	V29:	I no
56		no no no let me call the centre first ok

Comment [YK47]: *Answer*

57	P1:	[ok ok
58	V29:	[tell me tell me the number ok
59	P1:	I
60		↑understand I give you the number so you can call the centere the the ↑thing is
61		Mister V=
62	V29:	↑yeah
63	P1:	=that you ↑never <u>call</u> Indonesia before?

Comment [YK48]: Yes/No Question

Comment [YK49]: Request for Confirmation

64	V29:	no no no no
65	P1:	↑so this <u>bill</u> is not yours? the ↑thing is [YOU DOWAN US TO STOP THIS
66		LINE IS IT?

Comment [YK50]: *Answer*

Comment [YK51]: Yes/No Question

Comment [YK52]: Request for Confirmation

67	V29:	[no I will <u>call</u> the centre to <u>verify</u> ok?
68	P1:	[I
69		↑have

Comment [YK53]: Yes/No Question

Comment [YK54]: Request for Confirmation

70	V29:	[I
71		don't know ↑who you are I don't I don't have your number you ↑know
72	P1:	↑ok
73		↑ok I tell you ↑who I am I'm actually ah P1 from Hitz dot FM and this is
74		actually a Gotcha call by your staff because it's your birthday

Comment [YK55]: *Answer to YK51 & YK53*

Comment [YK56]: Yes/No Question

Comment [YK57]: Suggestion

Comment [YK58]: Non-answer Response

75	V29:	↑ok cool huh

76   ((Laughing))

77   V29:   ALRIGHT MAN!

78   ((Laughing))

79   V29:   YOU GOT ME!

80   ((Laughing))

81   P1: $↑don't <u>worry</u> you ↑don't have a bill that <u>big</u> but your staff said last year that
82   they tried to get you on your birthday tak jadi so this year they wanna get you
83   lar!$

84   V29:   AAW OK OK I GOT THEM XX OK!

85   ((Laughing))

86   P1: $↑don't ↑don't ↑don't ↑don't anyway GOTCHA!!! and ↑happy birthday
87   alright from your staff xx$

88   V29:   ok ok