

Call 30

1 P1: this lady she has ↑six phone lines under her name
 2 P2: ↑yes because a:h all of her
 3 children's phone lines are under her name
 4 P1: yes so her ↑children
 5 P2: ↑yes
 6 P1: she only wants them to spend fifty ringgit each per line THAT'S IMPOSSIBLE!
 7 ↑especially with smart phones cause he's got ah a:h download data plan
 8 program so we ↑charged her
 9 P2: \$and we wanted to cancel all her lines\$
 10 P1: let's
 11 give a ↑life

12 ((Phone rings))

13 Man: hello

14 P2: hello ↑can I speak to=

15 Man: yes

16 P2: =Miss V please?

17 Man: ↑who's speaking?

18 P2: a:hm >my name is Chee Kiong calling from xxx<

19 Man: o::hk ok hold on

20 V30: °hello°

21 P2: hello: a:h Cik Viah I'm calling in regards of ah phone bill ah a:h registered
 22 under your name

23 V30: °a:ha yes°

24 P2: a:h ↑when is the settling of the bill?

25 V30: yesterday

26 P2: ↑you settled it yesterday?

27 V30: °a:h a:h kenapa?°

°a:h a:h why?°

28

29 P2: o:h ok hmmm

30 V30: I used my credit card ↑why?

31 P2: because according to our system =

32 V30: a:ha

33 P2: =↑this is overdue dah and it's ↑not pay so I'm

Comment [YK1]: Yes/No Question

Comment [YK2]: Request for Information

Comment [YK3]: Non-answer Response

Comment [YK4]: Wh Question

Comment [YK5]: Request for Information

Comment [YK6]: Answer

Comment [YK7]: Wh Question

Comment [YK8]: Request for Information

Comment [YK9]: Answer

Comment [YK10]: Yes/No Question

Comment [YK11]: Request for Confirmation

Comment [YK12]: Answer

Comment [YK13]: Wh Question

Comment [YK14]: Request for Information

Comment [YK15]: Non-answer Response

Comment [YK16]: Wh Question

Comment [YK17]: Request for Information

Comment [YK18]: Answer

34 V30: I ↑just received the
35 bill I think few days ↑back=
36 P2: ↑you received=
37 V30: =and I settled yesterday ↑yes
38 P2: o:h you you settle it? ok because according to our system you have ↑not paid is
39 ↑now blacklist **Comment [YK19]: Yes/No Question**
Comment [YK20]: Request for Confirmation
40 V30: hmm I I ↑just receive it I think three days back jer dia
41 punye bill and then I just settle it **Comment [YK21]: Answer**
42 P2: ↑but I have have to inform you that we
43 most probly have to suspend ↑all your phone numbers under your name ah ↑for
44 a while
45 V30: eh ↑why? I settle everything I yang yang yang lain ↑no problem you
46 ↑know **Comment [YK22]: Wh Question**
Comment [YK23]: Request for Information
47 P2: ↑but the thing is because all this phone number under the same names so
48 we have to black list at the same ↑time I have to blacklist all **Comment [YK24]: Answer**
49 V30: I I ALREADY
50 PAID ALL YESTERDAY!
51 P2: ↑do you ↑do you have have the prove of this **Comment [YK25]: OIR**
52 payment? **Comment [YK26]: Yes/No Question**
53 V30: ↑yes I I still keep it ↑yes **Comment [YK27]: Request for Information**
54 P2: ↑ok then you have to come in today **Comment [YK28]: Answer**
55 by if you can by
56 V30: ALA I'M STAY VERY FAR AWAY! I'M STAY IN
57 MARAN THERE'S NO XXX HERE!
58 P2: oh ↑no because if ↑you=
59 V30: ha:
60 P2: =can come and show us by one thirty today? then we won't **Comment [YK29]: Yes/No Question**
Comment [YK30]: Suggestion
61 V30: ↑mana boleh? I'm
62 staying in Maran!
63 P2: ↑how can? I'm **Comment [YK31]: Wh Question**
64 V30: ok **Comment [YK32]: Non-answer Response to YK29**
Comment [YK33]: Assessment
65 P2: I come to Kuantan ↑once a week ↑only! **Comment [YK34]: Non-answer Response**
66 P2: o:h
67 but we have to inform you we have to blacklist lar I mean suspend all the lines
68 until you show prove that you
69 V30: ↑no I I ↑never a:h delay my payment before I just
70 received my my ah my youngest bill only three days back=
P2: o:h

71 V30: =otherwise I
72 got ↑no delay payment=
73 P2: o:h
74 V30: =all this while!
75 P2: I ↑understand but ↑now =
76 V30: hmm
77 P2: =because of the record it it shows that it is late that the bill should have
78 received you two weeks ↑ago
79 V30: *↑bila? I ↑just I ↑just clear it ↑yesterday I just*
80 *settle ↑yesterday I receive it I think three days back the bill*
↑when? I ↑just I ↑just clear it ↑yesterday I just
settle ↑yesterday I receive it I think three days back the bill
81 P2: I ↑understand but
82 you have to=
83 V30: AH SO SO
84 P2: =you have to
85 V30: SO HOW? HOW?
86 P2: our
87 procedure is to suspend ↑all lines until you show prove you come to xxx to
88 show prove lar that you paid hmm
89 V30: cause I paid thru credit card I guna you
90 punya ah booth your your auto pay
91 P2: I ↑understand ↑do you have the receipt
92 auto pay?
93 V30: YES
94 P2: ok
95 V30: I ↑have everything!
96 P2: ↑then you have to come and
97 show=
98 V30: alamak
99 P2: =and then the reactivation=
100 V30: I'M WORKING I'M WORKING
101 P2: =reactivation fee is gonna be thirty ringgit for each line ↑hello
102 V30: >I'll see first
103 I'll see first<
104 P2: ok mmm
105 V30: I I I I'M I'M BUSY RIGHT NOW!
106 P2: ok
107 V30: >I'm ↑working OK!<

Comment [YK35]: Wh Question

Comment [YK36]: OIR

Comment [YK37]: NO RESPONSE

Comment [YK38]: Wh Question

Comment [YK39]: OIR

Comment [YK40]: OIR

Comment [YK41]: Answer

Comment [YK42]: Yes/No Question

Comment [YK43]: Request for Confirmation

Comment [YK44]: Answer

108 P2: ok before

109 V30: OK

110 P2: before you go Miss Viah I just

111 V30: a:h

112 P2: I got I got another option lah kalau you want then this one most probably we

113 won't suspend the line ok

114 V30: hmmm

115 P2: the option is you ↑jangan marah with your

116 anak Farhana because she set you up for a Gotcha call Hitz dot FM

117 V30: *OH MY GOD! APE NIE??*
OH MY GOD! WHAT IS THIS?

118 ((Laughing))

119 V30: ↑who is on the line please?

120 P2: \$THIS IS P2!\$

121 ((Laughing))

122 P2: \$A:H TU DIA\$

123 ((Laughing))

124 P2: \$I'm sorry your ↑anak\$

125 V30: \$I ↑always listen to our radio ah\$

126 ((Laughing))

127 V30: I'M NEVER PERASAAN!

128 ((Laughing))

129 P2: a::h GOTCHA!!

130 ((Laughing))

Comment [YK45]: Wh Question

Comment [YK46]: Request for Information

Comment [YK47]: NO RESPONSE

Comment [YK48]: Wh Question

Comment [YK49]: Request for Information

Comment [YK50]: Answer