***Customer:*** Good morning. I purchased a computer from your company last month. Unfortunately, I'm not satisfied with my new computer. I'm having a lot of problems.  
***Customer Care Representative:*** What seems to be the problem?

***Customer:*** I'm having problems with my Internet connection, as well as repeated crashes when I try to run my word-processing software.  
***Customer Care Representative:***Did you read the instructions that came with the computer?

***Customer:***Well, yes. But the troubleshooting section was no help.  
***Customer Care Representative:***What happened exactly?

***Customer:*** Well, the Internet connection doesn't work. I think the modem is broken. I'd like a replacement.  
***Customer Care Representative:*** How were you using the computer when you tried to connect to the Internet?

***Customer:***I was trying to connect to the Internet! What kind of question is that?!  
***Customer Care Representative:***I understand you're upset, sir. I'm just trying to understand the problem. I'm afraid it's not our policy to replace computers because of glitches.

***Customer:*** I bought this computer with the software pre-loaded.

I haven't touched anything.  
***Customer Care Representative:*** We’re sorry that you’ve had a problem with this computer. Could you bring in your computer? I promise you we'll check the settings and get back to you immediately.

***Customer:*** OK, that will work for me.  
***Customer Care Representative:*** Is there anything else I need to know about this that I haven’t thought to ask?

***Customer:*** No, I'd just like to be able to use my computer to connect to the Internet.  
***Customer Care Representative:*** We'll do our best to get your computer working as soon as possible.