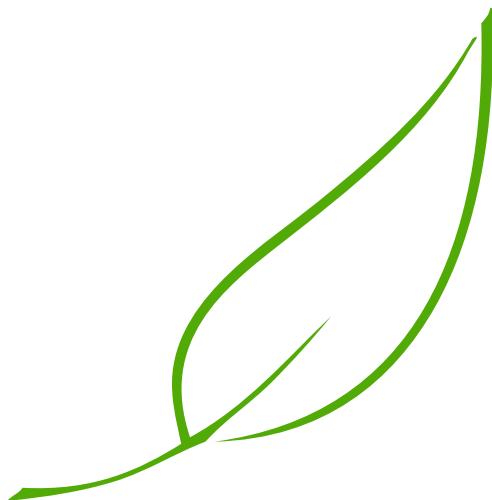


TECH SUPPORT

by Ken Bradbury



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Tech Support
by Robert L. Crowe

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(A challenge doing this duet will be incorporating some movement into the presentation. Otherwise, the actors will be statues with moving lips.)

TECH: Hello. You have reached International Tech Support. May I have your name, please?

CALLER: _____ *(use your first name)*

TECH: Hello, _____. Before we begin, may I ask you a question?

CALLER: Sure.

TECH: Are you calling from inside a cave?

CALLER: What? Oh, no. I have it on speaker-phone.

TECH: I see. May I ask you another question?

CALLER: Sure.

TECH: We are getting along swell aren't we? Are you a member of our Premier First Response Club?

CALLER: I don't think so. What is it?

TECH: It's our blue-ribbon first response service.

CALLER: What does that mean, "First Response?"

TECH: We try to give you the correct answer on our first response. We have a special at this time ... you are very fortunate to have called now For just \$100 a call I can sign you up at this very moment. Could I have a credit card number, please?

CALLER: No.

TECH: No? We're not getting along quite as well now. I'd like to help you but I'd like you to have a little better attitude about our First Class Response System. Have you heard any negative reports about our service?

CALLER: No.

TECH: There! A ringing endorsement.

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CALLER: I've never heard of you before. I'm just reading the papers that came with my computer and it says to call this number for free tech support.

TECH: (*disappointed*) Oh. You see, I don't get any bonus for the free support. I get a cut if you buy the top-of-the-line service. I have a lot of problems and you could help. I'm to the point that I have to ride a bicycle to get around and two-wheelers are toooooo interesting on the Interstate. Are you sure you don't want to help with my problems?

CALLER: Look, I just want my problem solved with my computer. Are you going to help or not?

TECH: If you put it that way ...yes. What is the computer ID Number?

CALLER: 1-2-3-E-F-G

TECH: Did you notice that rhymes?

CALLER: No. No, I didn't notice.

TECH: These calls are so much more fun when we have fascinating elements like that. Yes. I have your account. I'm sorry. You will have to pay a fee for our tech assistance. Your computer is out of warranty.

CALLER: Out of warranty? I've only had it two days.

TECH: Perhaps you should have called sooner. Sorry.

CALLER: Hold on! This is a brand new computer and it won't work. When you sell someone a computer there is an expectation that it will work. Can't you help me?

TECH: We're not supposed to actually help people. But, I have a few minutes until a call comes in from a ... (*with emphasis*) First Class Response System ... customer. Are you sure you don't want a membership?

CALLER: I'm sure! I'm sure! Look, I just took this thing out of the box and it won't work. I need help and you're an expert.

TECH: (*flattered*) Well, yes. I guess I am an expert. An expert. Yes. OK. What's your problem?

CALLER: There's no picture on the monitor. The machine humms but ...

TECH: Hums? Tell me how it hums.

CALLER: It goes hmmmmmmmmmmmm. But there's no picture.

TECH: Ah! A typical problem. Happens all the time.

CALLER: It does? What's wrong with it?

TECH: My records show that the machine is not activated. You have to pay a \$10 system activation fee. The machine turns on but without the activation fee there's no picture.

CALLER: You mean I have to pay to see the picture? That's ridiculous!

TECH: Ridiculous? Do you ever go to a movie?

CALLER: Sure, why?

TECH: (*slowly*) Don't you have to pay to see the picture? (*normal speed*) If you go twice you have to pay twice. With our good service you only have to pay once to activate the picture. It's really a good deal. Think of what you save over a life-time.

CALLER: OK. OK. I guess I have no choice. I can't use the computer if I can't see what's going on. How do I pay my \$10?

TECH: We'll put it on your telephone bill. It will be listed as, "Miser Tech Support." All right. Here's what you do to activate the computer. (*Caller types commands as they are given.*) Click "Start," then "Run" and type in the letters: c m d, then hit enter. At the command prompt type the following: "Look. Look. Look. See computer run." Hit enter. You got the picture?

CALLER: Yes. Yes. I have the picture. Hey, thanks.

TECH: You're welcome. It's my job. This is the easiest one I've had today.

CALLER: You have a tough job dealing with the public and knowing all about the computer. You like your job?

TECH: Not especially. It's just temporary while I wait for a promotion.

CALLER: How long have you been doing this?



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