00:00:02 说话者1:

Debbie rest support. This call will be recorded for quality and training purposes.

00:00:22 说话者2:

Hello, thank you.

00:00:30 说话者1:

Okay. We can use the conversation. Yes.

00:00:38 说话者2:

I only have one easy, to instance, running in Tokyo for about300 hours. However, when I checked my bill yesterday, I surprisingly found that I was charge for other 32 easy two instance on in Ireland, Paris and Sydney respectively. I don't know why, because I don't have any other, on instance, running in places other than Tokyo.

00:01:04 说话者1:

all and respect. Can you see? Hello. Yeah, I'm thinking. Hello. Come on, baby.

00:01:36 说话者2:

I can hear you.

00:01:39 说话者1:

Yeah, I said I'm taking your account and give me a stupid。

00:01:44 说话者2:

message and。

00:01:49 说话者1:

I would be.

00:02:21 说话者2:

are you speaking?

00:02:22 说话者1:

Now I am listening, anything is running in your account. Give me some time to check all the details.

00:02:32 说话者2:

Can you speak? Man, clear? And it's hard for me to understand your voice.

00:02:44 说话者1:

Just a minute. What I am saying? Yes, I am checking the account and giving the details what is running in your account. So give me a moment. Am I clear? Yes? Sorry, for the moment,

00:03:43 说话者1:

I have to take account more to thank you for your account. I didn't see that there are the instances arriving in poor account for a regions, but then here it shows only one. So you might have enabled it in the middle and then disabled it again. Are you like trying to launch in some other region or something like that?

00:04:15 说话者2:

I give you how I give you this phone call, not only I I want my money back. That is because I I'm not aware of why I am being charged. I I want you to explain the reason.

00:04:39 说话者1:

Surely i'll do it for you created the account in January 2023, right? Hello. Hello. You created the account injury or 16, 2000s of the three. Right. Hello.

00:05:45 说话者1:

I found out something else for the thing is your account has been compromised. Here. He has been exposed. These are the soldiers which you have to be used, actually, that he has been exposed to somebody else. That is why you are getting charged for the hello. Are you with me?

00:06:10 说话者2:

Yes, I'm listening. So you mean that I expose some of my credentials on guitar, so someone else can get my credentials and then call some charge. Right?

00:06:24 说话者1:

Yeah. Also, there is a case with what there is a yes, it was sent to you on 5th 16th on your mail ID action required to can check from Amazon the meal course.

00:06:42 说话者2:

So can you confirm that it is my, it is my explosion of my credential to cause this term?

00:07:01 说话者1:

Third thing is, on 13, there is an EMAIL to you by the concern team saying that he is exposed. Can you please find that EMAIL.

00:07:21 说话者2:

EMAIL, or let me check?

00:08:01 说话者1:

Although it was sent on that the step。

00:08:05 说话者2:

September 16.

00:08:11 说话者1:

No, stop 3016. This month, the current month every, okay?

00:08:40 说话者2:

Yes.

00:08:43 说话者1:

And the male of action required, right?

00:08:51 说话者2:

It is an EMAIL on saying about my credential explosion. Yeah.

00:09:02 说话者1:

The subject is actually required, right? You're aw skin that goes for aws account, right?

00:09:12 说话者2:

But this EMAIL is sent by guitar, not in the BS。

00:09:21 说话者1:

there are need to be a male, which is send by aws on 15 for glory. The subject of that mail is actually required. 16 February.

00:09:39 说话者2:

It was sent to my, since send to my Gmail.

00:09:52 说话者1:

Right? Yeah. Did you these years tell country EMAIL I that you're checking your human idea? February 16.

00:10:29 说话者2:

I'm sorry, I didn't find that EMAIL.

00:10:38 说话者1:

Can you tell me the EMAIL ID your EMAIL ID。

00:10:41 说话者2:

which ID。

00:10:45 说话者1:

EMAIL like your EMAIL ID。

00:10:49 说话者2:

00:10:51 说话者1:

which EMAIL are you taking?

00:10:53 说话者2:

Or you I EMAIL address。

00:10:58 说话者1:

the images.

00:11:00 说话者2:

You want to record my EMAIL address to resend an EMAIL.

00:11:14 说话者1:

I want to know with EMAIL aggressive checking. Like, do you have 2 to 3 EMAIL addresses?

00:11:21 说话者2:

Yes, it is fane yeqi two.

00:11:34 说话者1:

And you. Yes.

00:11:51 说话者1:

The fact that is the EMAIL ID which you check in. Hello. Hello. Hello. Yeah. But is the even idea that you check the sangyeqi。

00:12:20 说话者2:

it is fancyeqi and then202106, and Gmail dot com.

00:12:38 说话者1:

So you are unable to find the EMAIL from it is, right? You couldn't find a break, which was sent 1, 16. Hello. Hello. Hello, you were not able to find the evidence EMAIL, right? Which was sent down to exchange.

00:13:10 说话者2:

Yes.

00:13:12 说话者1:

what they do is I think I send your EMAIL right away, linking the same case, click on that link. You'll a reach to that EMAIL lead to write your kids there. And that concern team will help you in the outback. Did you get it? Yes.

00:13:43 说话者2:

I understand it.

00:13:44 说话者1:

I send you link. We are made, okay, right? When you click on that link, you'll reach out to the mail that the concerns he must send. You. Please reply to that name. So that the team will help you get your account back.

00:14:05 说话者2:

00:14:07 说话者1:

Please give me5 minutes. I'm dropping the mail, training it to you, okay?

00:15:02 说话者1: