

100 FLOORS

"Pilot"

Written by

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INT. NEW YORK APARTMENT - DAY

ELEANOR VATE (aka ELLA), grey suit, holding an IPAD displaying a colorful game, stands over her son, RENNY (9).

ELLA
We don't lie or steal, period.

RENNY
But Dad lets me buy hints!

ELLA
That man hasn't even paid your child support this month - he shouldn't be buying you video games.

RENNY
(reaching for the iPad)
Can I just have it back? It was an add-on, not a vide ga-

ELLA
Renny! I don't care what it is, just don't steal mommy's credit card.

RENNY
Mom! I'm nine! I don't call you that anymore.

INT. NEW YORK APARTMENT - BEDROOM - SOME TIME LATER

Ella sits at a computer holding a lit cigarette. "Sky Media Support Phone Number" is on Google.

A pre-recorded voice speaks on her phone.

PHONE ROBOT (O.S.)
You're calling about a recent purchase? Press one for yes, press two for no, or say your response aloud.

ELLA
Correct.

Beat.

PHONE ROBOT (O.S.)
You're calling about a recent purchase?
(MORE)

PHONE ROBOT (O.S.) (CONT'D)

Press one for yes, press two for no, or say your response aloud.

ELLA

(forcefully)

Yes!

Beat. She shakes her head and presses 1 on the keypad.

PHONE ROBOT

Got it! We have an account with your phone number ending in

(monotone)

One, one, one two.

(Chipper)

Is that correct?

ELLA

Sure.

She gets up and starts pacing. Beat.

PHONE ROBOT

Press one for yes, two for -

She exhales aggressively and presses one on the keypad.

PHONE ROBOT (CONT'D)

Understood. What can I help you with today? Say your response in just a few words like -

ELLA

Refund.

A new caller ID: SASHA. She notices but doesn't swap calls.

PHONE ROBOT

Sorry, I'm not sure I understand. What can I help you with today? Say your response in just a few words like technical support, feedback, billing issue, or -

ELLA

Billing issue.

PHONE ROBOT

Sorry, I'm not sure I understa-

ELLA

God damnit!

She swaps the call and stops pacing.

ELLA (CONT'D)

Hello?

SASHA

Hey Ella, it's Sasha. I'm sorry to have to be the one to tell you, but it's about the firm.

ELLA

Should I be worried with that tone?

SASHA

Um. I think you're a great lawyer Ella, but you didn't make partner.

Beat.

ELLA

Are -- are you sure?

SASHA

I'm sure. I, ah, need to go, but I'll see you on Monday. Bye bye.

Sasha hangs up, returning Ella to the other call.

PHONE ROBOT

What can I help you with today? Say your response in just a few words like technical support, feedback, billing issue, or refund.

Ella attempts keeping her face from breaking down. She paces.

ELLA

Refund.

PHONE ROBOT

Transferring you to our technical support team.

ELLA

No!

Hold music begins playing. Ella pulls down her notifications. "\$10 - SKY MEDIA" from her bank. She looks up "Sky Media address" on Google. There are no relevant results.

She frustratingly enters a new prompt. "Sky Media Headquarters building". No results.

PHONE ROBOT

There are nine...ty people ahead of you. Thank you for waiting.

Hold music continues. Ella re-enters a prompt "Sky Media new building" and clicks on news. She finds an article citing the address of the new headquarters building built in 2023.

ELLA

Renny! Put your shoes on!

PHONE ROBOT

Sorry, I'm not sure I understand.

EXT. NEW YORK APARTMENT PARKING LOT - DAY

Two PARKING TICKETS rest on a 2006 Mercedes C class. Ella spots them while entering the vehicle.

ELLA

What the f-

She stops herself seeing Renny's presence.

ELLA (CONT'D)

-udgetable.

RENNY

What's a fudgetable?

She spots a PARKING OFFICER walking out of the lot. She holds up her tickets and yells.

ELLA

HEY! I live here!

PARKING OFFICER

That's city parking, ma'am!

Ella crumples the tickets the throws them in shotgun.

RENNY

Why not just... not pay it?

ELLA

Because that's stealing, like your little stunt this morning.

INT. LOBBY - SKY MEDIA BUILDING - GROUND FLOOR

Ella and Renny enter.

RENNY

It's just ten dollars!

ELLA
Just ten dollars! Is that how I'm
raising you?

RENNY
It's how dad is.

Ella is appalled, but is interjected before she can respond.

RECEPTIONIST
Hello! What brings you to Sky
Media?

They approach a RECEPTIONIST reading STAPLED PAPERS at a desk
with a "SKY MEDIA" sign on which a BOWL OF CHOCOLATE rests.

ELLA
Hi there. My son purchased
something from your game, and I'd
like to get it refunded.

Renny reaches for the chocolate. Ella stops his hand.

ELLA (CONT'D)
(to Renny, forcefully)
We're a healthy family.

Ella takes out a cigarette and goes to light it.

RECEPTIONIST
Ma'am, there's no smoking in here.

She rolls her eyes, puts the cigarette back in the pack.

ELLA
Who do I talk to about a refund?

RECEPTIONIST
We have a support center upstairs,
but you'll need a guest pass
through our call center first.

Ella sees an EMPLOYEE taking out a KEYCARD and swiping it at
an ELEVATOR. The receptionist writes down a number on a NOTE.

ELLA
Oh no you don't. I already went
through that crap service.

Ella holds up her phone with the call robot.

PHONE ROBOT
Sorry, I don't understand.

RECEPTIONIST

You have to use the number, ma'am.

ELLA

That's ridiculous! I'm already here, why can't you just do it?

RECEPTIONIST

Because that's not my job.

She takes Renny's hand and walks away frustrated.

She eyes an elevator. Upon reaching it, she attempts calling it. Nothing. Ella SIGHS before noticing --

Renny, turned away from Ella, EATING something.

ELLA

What are you doing, young man?

Renny attempts hiding the CRINKLING WRAPPER back into his pocket, but Ella catches him.

RENNY

Fudgetable!

ELLA

Renny! You directly disobeyed my instructions!

RENNY

But it looked so goo-

ELLA

What's more, you stole it!

RENNY

It was free!

ELLA

Not if you don't ask.

Ella eyes a KEYCARD laying on the receptionist's back desk.

ELLA (CONT'D)

It's too late now, I suppose. So, go over there and apologize for taking something without asking.

Renny groans, walking to the front of the receptionist's desk as Ella observes from behind.

RENNY

Hello?

RECEPTIONIST

Yes?

RENNY

I took this.

Renny takes the wrapper from his pocket. Ella, in the background, can be seen taking something.

RECEPTIONIST

Oh, that's okay! Y'know, you can have another.

The receptionist spins around. Ella quickly HIDES something.

RECEPTIONIST (CONT'D)

If your mom allows it.

Ella smiles.

ELLA

Go right ahead.

Renny greedily takes another and returns to Ella. They walk to the elevator as Renny snacks.

RENNY

(eating)

Why did you let me take it?

Ella takes out the keycard and calls the elevator with it.

RENNY (CONT'D)

Did you steal that?!

ELLA

Hush! I'm just borrowing it. We're not doing anything wrong.

DING. The elevator doors open. The receptionist turns around.

RECEPTIONIST

Hey!

Ella rushes Renny inside and hits the CLOSE DOOR button.

RENNY

Kind of feels like we are.

INT. ELEVATOR - SAME

Ella eyes buttons ranging from B1 to 100. Floor 13 is missing. She hits 1. An artificial voice, SKYLER, speaks.

SKYLER

Going up.

ELLA

Once we can actually talk to somebody, I'm sure they can sort this out.

INT. SKY MEDIA BUILDING - FLOOR 1

DOORS OPEN. A lobby with only a few of the dozens of seats are filled. A ticket taker rests in front of the doors.

Ella takes a ticket.

ELLA

See? With a little patience, we'll get our refund.

A voice over an intercom is heard.

INTERCOM

Now calling number twenty seven. I repeat, now calling number twenty seven.

Ella looks down at her ticket. Number #1112. Her eye twitches. Music swells and cuts with:

ELLA

FUDGE-!

CUT TO BLACK.