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POSTAL AND TELECOMMUNICATIONS SERVICES



READING

Before You Read

a) Work in pairs. Match the following pictures with the words or phrases.

a

b

c

d



1. e-mail (electronic mail) _____
2. Wikipedia _____
3. cell phone _____
4. blog _____
5. Internet _____
6. Yahoo! Messenger _____

b) *Work in pairs. Answer the following question.*

What do you use each kind of service for?

Reading Text

Read the text and do the tasks that follow.

On the Net

1. _____

The Internet links millions of computers all over the world and allows your computer to get information stored on other computers far away. In 1981, only 213 computers were connected to the Internet. At the end of 2006, there were more than one billion Internet users. No one knows for sure exactly how many people use the Internet today.

2. _____

You get on the Internet by joining a computer network which is called an Internet Service Provider (ISP). You can hook up to the ISP with a modem and your home telephone line. This is called dial-up access.

Another way to hook up to the ISP is with Asymmetric Digital Subscriber Line (ADSL) or a cable modem, which brings Web pages to your computer screen much faster than a dial-up connection.

3. _____

People use the Internet for different purposes such as communication, information search, and entertainment. Businesses use the Internet for advertising and electronic commerce. Organizations use the Internet for teleconferencing and telecommuting. Media and entertainment companies use the Internet for on-line news or games. Universities use the Internet to perform research, communicate, and distribute lectures.

4. _____

One of the most popular uses of the Internet is sending and receiving e-mail. An e-mail message has a delivery address, just like any mail. The Internet has special computer devices called routers that can read the e-mail address, which tells the routers where the e-mail should be routed, or sent, on the Internet.

5. _____

As more people are getting on the Internet, newer ways of using the Internet are being invented. For example, keeping blogs has been popular recently. A blog is a Web site which provides commentary or news on a particular subject. Some blogs are personal on-line diaries where people write their day-to-day experiences. Nearly 60 million blogs were being tracked at the end of 2006. Many bloggers said that they could not share their experiences and opinions so quickly and easily if there weren't Internet connectivity. The Internet has really made big changes in the way many people live and work.

a) Match the following subheadings with the suitable paragraphs above. There is one extra subheading.

- A. Different Uses of the Internet
- B. The Growth of the Internet
- C. The Internet for Language Learning
- D. Keeping Blogs or On-Line Diaries
- E. Connecting to the Net
- F. Sending and Receiving E-Mail

b) Check (✓) whether the following statements are true (T), false (F), or not mentioned (NI) in the text. Then correct the false statements.

	T	F	NI
1. More than one billion computers were connected to the Internet at the end of 2006.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. You cannot get on the Net without connecting to an ISP.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The dial-up access is slower than the connection with ADSL.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. People in different places can attend a meeting with the help of Internet connectivity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Postal services are affected in some ways by the increasing use of e-mail.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Blogs are replacing traditional paper diaries.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

c) Work in pairs. Answer the following question.

Which do you prefer, e-mail or ordinary mail? Why?



LISTENING

Names, Addresses, and Numbers

a) Answer the following questions.

1. When do you write down other people's addresses?
2. When do you give other people your address?
3. Do you remember the last time you wrote down an address? Whose address was it?

b) The following address has 5 mistakes in it. Listen to the conversation and correct the mistakes.

DANIEL CLIF
90 SNELL ROAD
SOLORA CALIFORNIA
TEL 209-5325371

- c) You will hear a telephone conversation. Write the missing information or messages in the numbered blanks on the form below.

While you were out ...

Date: Thursday, April 20
Time: 2:45 p.m.
To: (1) _____
From: (2) _____
Of: The branch office of Viet Nam Tourism
in Virginia, U.S.A.
Phone No: (3) _____
Signed:

<input checked="" type="checkbox"/> Telephoned	<input type="checkbox"/> Wanted to see you
<input checked="" type="checkbox"/> Please call	<input type="checkbox"/> Called to see you
<input type="checkbox"/> Will call again	<input type="checkbox"/> Urgent

Wants to talk about a (4) _____ tour of Viet Nam for your students. Suggests meeting you on Monday, December (5) _____, to discuss the tour program.

- d) Telephone your partner (sitting back to back if possible) and leave a message for another student in your class. Your partner writes the message on a piece of paper and delivers it.



SPEAKING

Giving Instructions on How to Do Something

- a) Work in pairs. Fill instructions on how to send an e-mail message with the given words in the box.

First Next Then Finally

_____, click
Send on the toolbar.

_____, type
the e-mail
address of each
recipient.

_____, type a
message title.

_____, type
your message.

The screenshot shows the Yahoo! Mail interface. At the top, there are tabs for Mail, Addresses, Calendar, and Notepad. Below these are buttons for Send, Save as a Draft, and Cancel. The 'To:' field is labeled 'Insert addresses' and has a dropdown arrow. The 'Subject:' field is labeled 'Add CC - Add BCC'. Below these fields is an 'Attach Files' button. The message body is a large text area. Arrows from the text boxes point to the 'Send' button, the 'To:' field, the 'Subject:' field, and the message body.

- b) Work in pairs. Ask your partner how to make International Direct Dialing calls to the following numbers. The first one has been done for you.

686 5372 (Houston, Texas)

6590 6903 (Beijing)

652 54809 (Bangkok)

7930 8466 (London)

2723 7900 (Kuala Lumpur)

9326 2022 (New South Wales)

924 2897 (Wellington)

478 1413 (Rome)

4955 7300 (Paris)



Example

A: My friend lives in Houston, Texas. Her landline telephone number is 686 5372. How can I telephone her from Viet Nam?

B: It's easy to call her from landline or cell phones in Viet Nam. First, press 00. This is the International Access Code from Viet Nam. Next, key the country code of the USA. It is 1. Then, key 713 for the area code of Houston, Texas. Finally, key her telephone number. That is 686 5372. In short, you key 00 1 713 686 5372 from Viet Nam to contact her.

Country Code		Area Code	
Australia	61	Bangkok	(0)2
China	86	Beijing	(0)10
France	33	Houston, Texas	713
Italy	39	Kuala Lumpur	(0)3
Malaysia	60	London	(0)20
New Zealand	64	New South Wales	(0)2
Thailand	66	Paris	(0)1
United Kingdom	44	Rome	(0)6
USA	1	Wellington	(0)4

- c) Describe how to do something or give instructions on how to use a device at home (or at school). Remember to use the words **first**, **next**, **then**, and **finally**.



WRITING

Writing A Letter of Complaint

- a) Read the following letter of complaint. Match the main ideas with the paragraphs of the letter.

Main ideas

- Explain what the problem is.
- State what you want to be done about the problem.
- Explain why you are writing.
- Say what inconvenience it has caused you.

63 Ly Thuong Kiet Street
Tan Binh District
Ho Chi Minh City
10 December 20__

Customer Services
Tan Binh Post Office
Ho Chi Minh City

Dear Sir or Madam

Paragraph 1

I am writing to complain about the poor service provided by your post office.

Paragraph 2

Your notice says that packages will be delivered within 12 hours. However, the package I sent to my friend as a birthday present came to him the day after his birthday. It took three days! What made the matter worse was that the tea service in the parcel was broken.

Paragraph 3

I felt embarrassed when my friend told me about that yesterday. It took me a long time to find that kind of tea service and I cannot find another one for my friend now. The damaged parcel is still at your place because my friend has not taken it.

Paragraph 4

In the circumstances, I believe I am entitled to compensation. I am enclosing the receipt. I look forward to hearing from you very soon.

Yours faithfully

Le Mai

- b) You are not satisfied with a service of a business or an organization. Write a letter of complaint to the manager about that unsatisfactory service.

Useful Phrases for a Letter of Complaint

- I am writing to complain about...
I am writing to express my dissatisfaction with/at...
- Firstly / secondly / finally
Furthermore / in addition / what's more
- As a consequence of this, ...
This caused me to...
What made the matter worse was that...
- I expect a full refund / better service from...
I expect to be compensated for...
Please replace the goods as soon as possible.



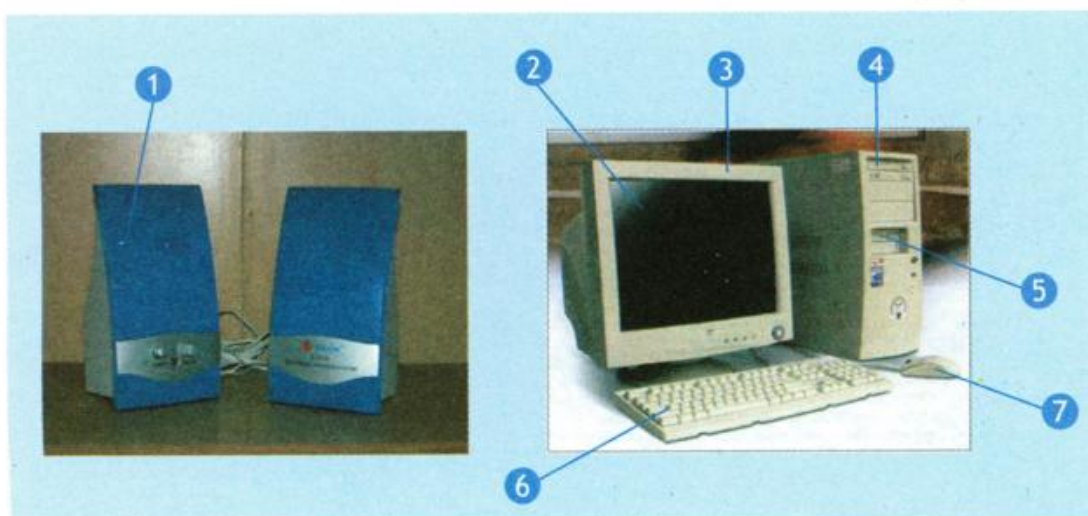
LANGUAGE FOCUS

Word Study

Words Used in Computing and Telephoning

- a) Match the pictures with the words or phrases. The first one has been done for you.

WORK STATION Personal Computer





screen 2
 keyboard
 printer
 mouse
 monitor
 floppy disk
 USB drive

CD-ROM
 hard copy / printout
 speaker
 floppy disk drive
 CD-ROM drive
 web cam

b) Fill each blank with one of the following verbs. Some verbs are suitable for more than one blank.

receive	reply	e-mail	contact	play
check	have	send	forward	chat

- I _____ my e-mail first thing every morning.
- You can _____ us by e-mail or fax.
- Do you _____ e-mail? What's your e-mail address?
- _____ me when you have time.
- Please _____ me an e-mail with the details.
- It took them a week to _____ to my e-mail.
- We should _____ his e-mail to our head office.
- How often do you _____ e-mail from her?
- They usually _____ with each other on the computer.
- Do you often _____ on-line games?

c) Match a sentence in column A with its response in column B.

A	B
1. I'll call you next week and give you my new address.	a. No, of course not. The phone is in the next room.
2. Could I speak to Nancy, please?	b. If I'm not in, just leave a message with my mom.
3. What phone number should I remember when I get into trouble?	c. Don't hang up on me. We must talk!
4. Do you mind if I make a phone call?	d. I'm sorry. She's not here at the moment. Can I take a message?
5. The phone's ringing. I'm busy.	e. In an emergency, please dial 113.
6. Don't disturb me at this time of night.	f. It's OK. I'll get it.

Grammar

Pronouns

Fill the blanks with the pronouns in the box to complete the sentences.

one(s)
no one

someone
everyone

anyone

1. Nearly _____ on the Internet uses e-mail to communicate with each other.
2. _____ has left their bag behind.
3. I've got some stamps here. Which is the _____ you like?
4. Was there _____ you knew at the meeting?
5. Goodbye, _____. I'll see you next week.
6. Does _____ else want to come?
7. Would you make a copy for _____ in the office and a few extra _____ for the visitors?
8. There's _____ at the door.
9. Hardly did _____ believe him.
10. I'd like to go to the concert but _____ else wants to come.

Indirect Speech with Conditional Sentences



Examples

1. "If you send the package tomorrow, she will be able to get it in a week." (Type 1)

→ *He said that if I sent the package the next day, she would be able to get it in a week.*

2. "We could not share our experiences and opinions so quickly and easily if there weren't Internet connectivity." (Type 2)

→ *Many bloggers said that they could not share their experiences and opinions so quickly and easily if there weren't Internet connectivity.*

3. "If the computer had not been invented, our way of life would not have changed so dramatically." (Type 3)

→ *He said that if the computer had not been invented, their way of life would not have changed so dramatically.*

Complete the second sentences in the reported speech.

1. "If you don't refund the money, I won't have the service again."
→ I made it clear that _____.
2. "What will happen if they don't deliver the package in time?"
→ I wondered _____.
3. "If you send her some roses, she will forgive you."
→ I reassured him that _____.
4. "If you changed your job, you would probably earn a lot of money elsewhere."
→ I told him that _____.
5. "If you explained your situation, your teacher would be able to help you."
→ My opinion was that _____.
6. "If you took the shoes back to the shop, they would change them for you."
→ His advice was that if I _____.
7. "If I didn't know the answer, I couldn't tell you."
→ She told me that _____.
8. "If I had a watch, I could tell you the time."
→ He said that _____.
9. "If you had taken my advice, you wouldn't have got into such difficulties."
→ She pointed out that _____.
10. "If the post office had packed the package carefully, it wouldn't have got damaged."
→ He was sure that _____.