

Questions 153-154 refer to the following notice.

IMPORTANT NOTICE TO OUR CUSTOMERS

July 9, 2008

Dear customer:

In the interest of continuing to offer professional broadcasting to our customers, Dakota Cable will be increasing the rates of our basic cable service. We would like to remind our customers that this is the first rate increase in two years.

As of September 15, 2008, the monthly rate for Classic Cable, Cable Plus and the customized Specialty Cable will be raised by \$5.

Dakota Cable would like to express its gratitude for your understanding. You are one of our loyal customers and we would be pleased to provide you with more information or assist you in any way we can.

Dakota Cable
Customer Services

153. What is the purpose of this notice?
- (A) To advertise a cable service
 - (B) To inform about a rise in fees
 - (C) To notify customers of a change in address
 - (D) To warn about an interruption in service

154. According to the notice, when will the changes be brought in?
- (A) By next month
 - (B) In just over two months
 - (C) At the end of the year
 - (D) After two years



Questions 155-157 refer to the following advertisement.

The Canberra Opera Company presents opera for a new age.

If you're between 19 and 30 years old, you can enjoy operatic performances for less than you think.

Pay \$40 for the first opera and attend the second for just \$28. You will need to buy the tickets in advance.

Get 50% off the regular price when you go to three operas per year.

Don't miss our first performance of 2008: *Madame Butterfly* by Giacomo Puccini, starting Feb. 3.

Please see our schedule for exact dates and the season's full list of performances.

You can buy tickets online: canberraopera.org.

Visit our box office:

The Canberra Opera Company
56 Kent St., Canberra, ACT

Or call: (02) 4786-4747

School groups: (02) 4786-4727

155. What is being advertised?

- (A) A touring international opera company
- (B) A recently refurbished theater
- (C) A special offer available to some customers
- (D) A new place for purchasing tickets

157. What is NOT suggested as a way to purchase tickets?

- (A) By fax
- (B) On the Internet
- (C) In person
- (D) Over the phone

156. In what case would customers pay half price?

- (A) If they attend three performances a year
- (B) If they are part of a group reservation
- (C) If they buy tickets for two operas
- (D) If they book before the season begins



Questions 158-159 refer to the following letter.

Hardy's Work Station
Clothing & Equipment for the Outdoors
205 River Valley Rd.
Edmonton, AB T5A 9B4

October 16, 2008

Duncan Lawrence
62 Whyte Ave. Apt. 6
Edmonton, AB T5A 9A7

Dear Mr. Lawrence:

To express our gratitude for your loyal patronage over the years, we would like to tell you about a special discount that we're offering you and our other valued customers.

Present the enclosed voucher at any of our ten locations in the province and you will receive 20% off any item in the store. The unique aspect of this discount is that you can use it repeatedly until it expires on Dec. 31. Please enjoy this special offer, and we look forward to serving you in the future.

With sincere thanks,

Jacqueline Spitz
Manager, Consumer Relations
Hardy's Work Station

158. Who is Mr. Lawrence?

- (A) A rival executive
- (B) A preferred customer
- (C) A specialist in outdoor gear
- (D) A customer service representative

159. What is being offered?

- (A) A gift certificate
- (B) A reusable savings coupon
- (C) A one-time 20% off voucher
- (D) A limited warranty on equipment

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Questions 160-161 refer to the following note.

Message taker: Jude Simpson, Receptionist
 Message for: Geordan O'Brien, Operations Manager

Caller: Marianna Gomez, Gomez Repair Center
 Caller's contact: 010-552-775

Time: 3:47 p.m., Monday June 18

Message:

You can collect your vehicle from the repair center this afternoon. The total cost of the service comes to \$345.50. Acting on your request, the tires have been rotated, and the battery has been replaced. Also, after the repairmen inspected the rest of the vehicle and realized that what you said was right, they performed a wheel alignment.

As usual, complimentary oil changes were also provided. You will receive a more detailed account of the charges and services rendered on pickup.

160. What was the main purpose of Ms. Gomez's call?

- (A) To tell a customer his vehicle is ready for pickup
- (B) To inform a client of a mechanical problem with his car
- (C) To quote a price estimate for a vehicle check-up
- (D) To demand an overdue payment for a repair service

161. What is NOT requested by Mr. O'Brien?

- (A) Tire rotation
- (B) An oil change
- (C) A battery replacement
- (D) Wheel alignment

Questions 162-164 refer to the following information.

Thank you for choosing the Aegis anti-virus and anti-spyware upgrade bundle.
At the end of the one-year subscription period, Aegis will automatically renew your anti-virus and anti-spyware product. The contact and billing information you provide here will be used to renew this subscription. You will be notified by email one month prior to the expiration of the product.

I would like:

☐ The single upgrade

☒ The multi-user upgrade bundle

Name: Julie McCain
Email: jmccain@hotmail.com
Address: 45 Evansville Ave. Seattle 98103
Phone: (216) 567-8475

Please indicate method of payment:

☐ Credit card
Credit card number: _____
Expiry date: _____
*Your credit card information is protected by Bulwark Security Systems.

☐ Check or money order
*Your order will be approved 8 days after we receive your payment.

☒ Wire transfer
*Wiring the payment electronically takes 1-2 business days. Your order will be complete two days after our bank confirms your payment.

I have read and agree to the terms of the subscription.

162. Where would this information most likely appear?

- (A) In an error message
- (B) In a computer manual
- (C) On a company's website
- (D) On a credit card brochure

164. When is Ms. McCain expected to receive the service?

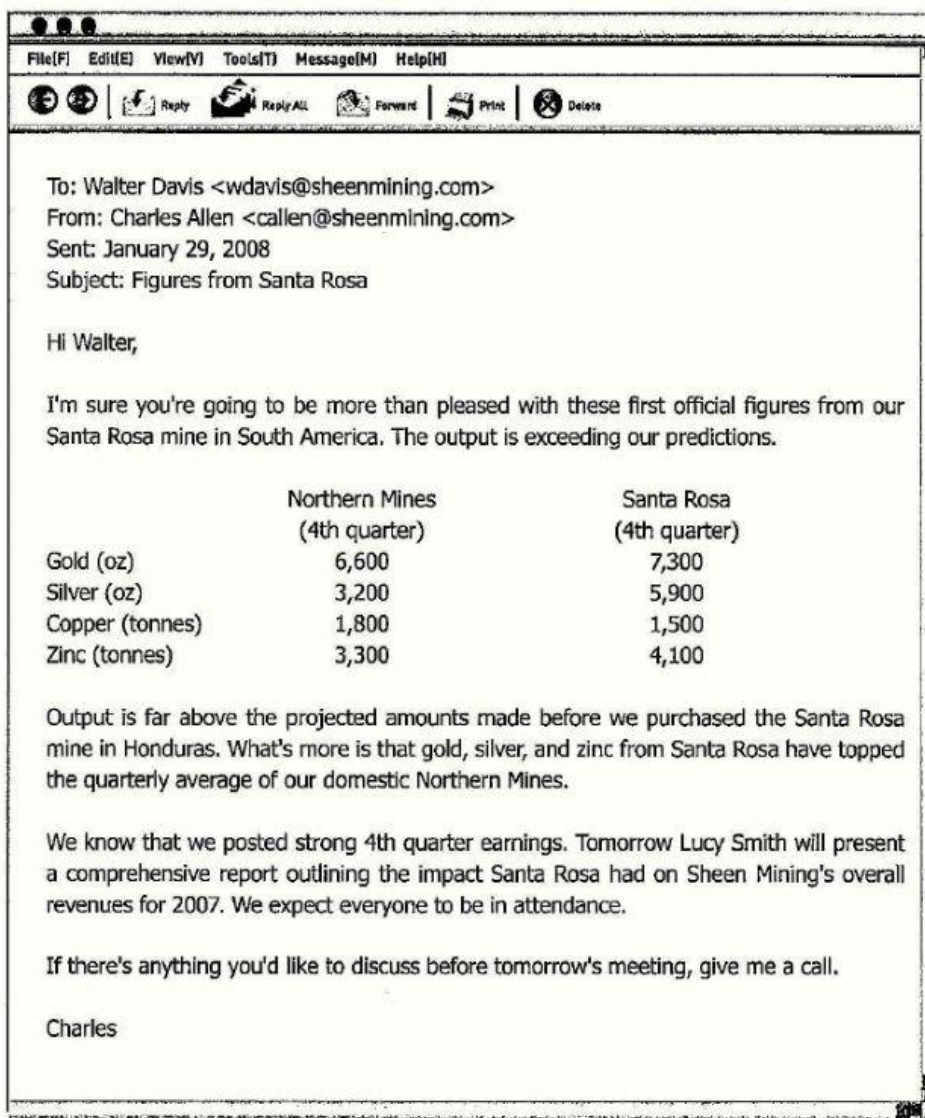
- (A) Immediately after placing the order
- (B) In 1-2 regular business days
- (C) 3-4 days after transferring the money
- (D) One week from sending the payment

163. What will happen when the subscription expires?

- (A) The service will be updated.
- (B) The customer will receive an invoice.
- (C) The product will be canceled.
- (D) The company will restart the same service.

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Questions 165-168 refer to the following email.



The screenshot shows an email client window with a menu bar (File[F], Edit[E], View[V], Tools[T], Message[M], Help[H]) and a toolbar with icons for Reply, Reply All, Forward, Print, and Delete. The email content is as follows:

To: Walter Davis <wdavis@sheenmining.com>
 From: Charles Allen <callen@sheenmining.com>
 Sent: January 29, 2008
 Subject: Figures from Santa Rosa

Hi Walter,

I'm sure you're going to be more than pleased with these first official figures from our Santa Rosa mine in South America. The output is exceeding our predictions.

	Northern Mines (4th quarter)	Santa Rosa (4th quarter)
Gold (oz)	6,600	7,300
Silver (oz)	3,200	5,900
Copper (tonnes)	1,800	1,500
Zinc (tonnes)	3,300	4,100

Output is far above the projected amounts made before we purchased the Santa Rosa mine in Honduras. What's more is that gold, silver, and zinc from Santa Rosa have topped the quarterly average of our domestic Northern Mines.

We know that we posted strong 4th quarter earnings. Tomorrow Lucy Smith will present a comprehensive report outlining the impact Santa Rosa had on Sheen Mining's overall revenues for 2007. We expect everyone to be in attendance.

If there's anything you'd like to discuss before tomorrow's meeting, give me a call.

Charles



165. What is the main issue discussed in this email?
- (A) A company's quarterly income
 - (B) Money saved on mining abroad
 - (C) The results of an annual fiscal report
 - (D) The performance of a recent acquisition
166. What is surprising about the news?
- (A) The company had been optimistic about the 4th quarter.
 - (B) The foreign mine yielded more than expected.
 - (C) The original production estimate was accurate.
 - (D) The domestic mine recorded its highest output ever.
167. What metal is more abundant in the domestic mine?
- (A) Gold
 - (B) Silver
 - (C) Copper
 - (D) Zinc
168. Who will give a presentation on the company's fiscal situation?
- (A) Santa Rosa
 - (B) Lucy Smith
 - (C) Walter Davis
 - (D) Charles Allen

Questions 169-172 refer to the following article.

Farmers Feel FTA Woes

Business This Week for April 16

By Gerard Sears

Governments in Europe and the Americas have put an end to a decades-long trade dispute by signing the cross-Atlantic Free Trade Agreement. Free-market advocates are celebrating the agreement scheduled to go into effect June 1, while at home at least one group remains apprehensive.

Farmers will see agricultural subsidies cut by 5% by the end of this year - the first step in a five-stage process. By 2017, all 15 participating nations are required to limit subsidies to farmers to 10% of their earnings. In unstable industries such as wheat and barley, farmers can be subsidized by up to 50%.

John Clement, a corn farmer in Iowa, says the new pact will bankrupt his family-run farm. "We won't be able to compete with the cheaper imports," he says. "We'll have to sell our land and our way of life."

The Federal Minister of Agriculture and Trade, Barry Holmes, says that the government is implementing the cutbacks in phases to give farmers enough time to adjust.

"We have programs to help farmers who want to rethink their business," Holmes said at a press conference on Friday.

Mr. Holmes is referring to classes that start next month at community colleges around the country. Mr. Holmes says the classes are available free of charge and are geared specifically for those who are forced to change their career in the new era of free trade.

169. What is the main topic of this article?

- (A) The classes of community colleges
- (B) The effects of a trade pact on an industry
- (C) The creation of an international union
- (D) The participants of an import-export agreement

170. How many countries are involved?

- (A) 5
- (B) 10
- (C) 15
- (D) 50

171. Why are farmers dissatisfied?

- (A) They'll be forced to cut their farm production.
- (B) They'll have to pay back old loans immediately.
- (C) They'll have to pay their workers higher wages.
- (D) They'll receive less money from the government.

172. What kind of program is the government offering?

- (A) Occupational training courses
- (B) Lectures on financial management
- (C) Classes on modern farming techniques
- (D) Ways to compete on an international level