

Read the text and answer the questions on the next page.

Information for New Sky Mobile Customers

Welcome to Sky Mobile, one of the fastest-growing mobile phone networks in the UK. You can go almost anywhere in the UK and use your Sky phone. Our service now reaches up to 85% of the UK population. With Sky Mobile, you have total freedom to talk, take messages or send a text message practically anywhere, at any time.

In a recent questionnaire about mobile phone networks, people voted Sky Mobile the top service provider in the country. We take our customers seriously and intend to ensure that everyone receives the service they expect.

The easiest way to buy talk time on your phone is by credit card. If you haven't done so already, please let us know which card you'll be using. Then, whenever you need talk time, call 440, free of charge, and tell us the amount you want to buy. If you do not want to use your credit card, vouchers are available from many stores.

You can also send text messages with Sky phones. These are a quick and inexpensive way to contact friends. They are perfect for when talking is difficult, when the music is too loud or when you want to keep something private. Sending a message costs as little as 5 pence but receiving one is free.

Sky Mobile also provides an information service for its mobile phone users. This service gives you recorded information, 24 hours a day, on sport (all the news, plus the day's football and rugby results), weather and finance. Just call 166 from your Sky phone. Calls cost 20 pence per minute at all times and are charged by the second. With Sky phone, you can also receive text messages to remind you of important dates. When you register with Sky Mobile, you should enter your diary dates, for example friends' birthdays, into a personal calendar. You will then receive a text message, with plenty of time to spare, as a reminder.

The answerphone service provided by Sky Mobile includes a facility for you to record a message. It's also possible to change your message whenever you like, so you can let people know exactly what you're doing. To record a message on your Sky answerphone, just dial 234 and follow the instructions.

When callers have left messages, it costs just 10 pence per minute to hear them. The cost of a call depends on the time of day that you make it. It is normally cheaper to make calls between 6.00 p.m. and 6.00 a.m. However, with Sky Mobile, it is possible to choose a different period. You have the choice of morning hours (7.00 am to 11.00 am); lunchtime (11.00 am to 3.00 pm); or afternoon (3.00 pm to 7.00 pm).

A- Look at the statements below. Read the text and write (T) if the statement is true or write (F) if the statement is false.

(6×1 = 6 marks)

06

1	The Sky Mobile Phone Network is increasing in size.	
2	You can contact more than 85% of people living in the UK on your Sky phone.	
3	The minimum charge to read a text message sent to you is 5 pence.	
4	Sky phone provides a service to help you remember when certain things are happening.	
5	You can record messages on your answerphone by calling 166.	
6	The time period when call charges are at their lowest could be fixed by customers.	

B- Read the text again and answer the following questions. You should write precise answers.

(4×2 = 8 marks)

08

1- When asked, what did people think of Sky Phone service?

2- How could people pay for their calls? Mention two ways.

a- _____

b- _____

3- What types of news does Sky Mobile offer for its customers? Mention two different types.

a- _____

b- _____

c- _____

4- When is the cost of a call usually low?
