167. According to the article, what has Lagrange Clothing accomplished this year?

(A) It achieved more sales than its competitors

(B) It made a business deal with a foreign firm

(C) It opened its latest fashion store

(D) It released a new line of clothing

168. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"If Lagrange Clothing continues to expand so quickly, Mr. Radcliffe's goal may become a reality. "

(A) [1]

(B) [2]

(C) [3]

(D) [4]

Questions 169-171 refer to the following notice

To All Tenants,

Please be advised that the water supply to the entire apartment complex will be shut off between the hours of 10 A.M. and 3 P.M. tomorrow. This is to enable the replacement of some old pipes, which have become corroded and fallen into a dangerous state of disrepair.

The plumbing company has requested that all tenants take precautions prior to tomorrow's start time, as changes in water pressure can cause problems when the water supply is reactivated. To avoid any such problems from affecting you or your apartment, please ensure that:

- All faucets are switched firmly to the 'off' position.
- Plugs are removed from all sinks and baths to prevent flooding in the event of high water pressure.
- Toilets in your unit are not used throughout these hours. Toilets in the lobby will be available as normal.

We apologize for any inconvenience that this may cause and appreciate your understanding while this essential work is carried out.

Regards,

Trevor Francis
Superintendent
Everlove Apartments

LIVEWORKSHEETS

169. What is the purpose of the notice?

(A) To encourage residents to conserve water

(B) To invite tenants to an upcoming meeting

(C) To inform tenants about a water inspection

(D) To notify residents of necessary repairs

170. What is the reason for the work?

(A) The water is no longer safe to drink

(B) The condition of pipes has worsened

(C) A leak has caused flooding in the building

(D) A water boiler must be replaced

171. What precaution are residents advised to take?

(A Avoiding using the lobby bathroom

(B) Storing extra water in advance

(C) Unplugging household appliances

(D) Refraining from flushing toilets

Questions 172-175 refer to the following online chat discussion

PIONISIS ONLINE TECHNICAL FORUM

Tracy Adkins 8:40 P.M.	Can anyone help me with a problem that I'm having with my Viewsnap R-400 digital camera?
Faye Montero 8:41 P.M.	I own the same model. It's intended for wildlife photography, so if you're using it to take pictures indoors that might be why it's not working as you want.
Tracy Adkins 8:42 P.M.	That isn't my problem. I bought it because I take pictures for a nature magazine, so I know I've got the right model.
Chad Wilkes 8:44 P.M.	I'm responsible for repairs at Viewsnap. What exactly is your issue? I should be able to help you.
Tracy Adkins 8:45 P.M.	The shutter that covers the camera lens is stuck somehow. It only opens halfway when I turn the camera on. Obviously, I cannot take pictures.
Faye Montero 8:47 P.M.	Can't you just return it to Viewsnap and have them give you a new camera?
Tracy Adkins 8:48 P.M.	I'm afraid not. My warranty has expired, so they won't do anything about it.
Chad Wilkes 8:50 P.M.	I have dealt with this problem before. The issue is a fault in the shutter's mechanism. Often, dust or particles become lodged among the components, which prevents the shutter from opening fully.
Faye Montero 8:52 P.M.	I remember this happening to me once as well! The technician took the back cover off completely, sprayed compressed air over the circuit board, and replaced the back panel.
Chad Wilkes 8:55 P.M.	Ms. Montero is correct. Those steps should resolve the issue.

SEND

LIVEWORKSHEETS

172. What problem does Ms. Adkins mention?

(A) Her warranty has been misplaced

(B) An electronic device is malfunctioning

(C) Her pictures were rejected by a magazine

(D) She is not sure which model she needs

173. What is true about the Viewsnap R-400?

(A) It is sold with an adjustable lens

(B) It takes black and white pictures

(C) It is designed for outdoor photography

(D) Its shutter should be dusted regularly

174. At 8:48 P.M., what does Ms. Adkins mean when she writes, "I'm afraid not"?

(A) She does not want to pay for repairs

(B) She is unable to receive a replacement

(C) She cannot upgrade the technology

(D) She cannot delete photographs

175. What can be inferred about Mr. Wilkes?

(A) He is familiar with the problem

(B) He develops his own images

(C) He sells equipment at an electronics store

(D) He owns the R-400 model

Questions 176-180 refer to the following letter and e-mail

August 18
Sharon Hargis
Excaliburize
583 N. West Boulevard
Provo, UT 84601

Dear Ms. Hargis,

If you or your coworkers are bogged down in office cleaning, then Ready Hands is the right choice for you! We offer a wide range of packages to ensure that your office or other commercial space is cleaned just the way you want it. We have hundreds of satisfied customers. In each office, we vacuum and sweep floors, dust surfaces, clean bathrooms, and take out trash. Supplementary tasks include cleaning windows and vents, washing office dishes, and more. We've even been known to tidy desks when there's a special request!

You'll find many similar services available in our area, but what sets Ready Hands apart is our exclusive use of non-toxic cleaning products, which are proven to not pollute waterways and have no effect on the indoor air quality. In addition, we sort recyclable materials and take them to the proper local facilities.

To learn more, contact the representative for your local area. For Bluff Heights, contact Colin Hardy at colin.hardy@readyhands.com. For Creekside, contact Gary Harper at gary.harper@readyhands.com. For Longview, contact Emily Young at emily.young@readyhands.com. And for Milemound, contact Samantha Tompkins at samantha.tompkins@readyhands.com.

Let Ready Hands add some sparkle to your life!

Thank you for your consideration,

Eric Pearson,
Ready Hands

LIVEWORKSHEETS

To:	Emily Young <emily.young@readyhands.com>
From:	Sharon Hargis <hargis_s@excaliburize.com>
Date:	August 23
Subject:	Inquiry

Dear Ms. Young,

I am interested in receiving more information about your services in my area. I am the managing director of Excaliburize. We primarily operate an online store specializing in classic styles of clothing and household goods. On-site we have a medium-sized office, a large warehouse, and a small storefront. The office would need typical cleaning, and we would require only floor cleaning for the warehouse. However, we are looking for a business that can also provide extra services occasionally, including helping us with rearranging the retail apparel from time to time. Would this be possible? I look forward to hearing more about your business.

Thank you,

Sharon Hargis
Managing Director, Excaliburize

176. Why did Mr. Pearson send the letter?

(A) To tell about new cleaning supplies

(B) To promote recycling practices

(C) To introduce a cleaning service

(D) To explain a change in ownership

177. According to the letter, what's unique about Ready Hands?

(A) It cleans offices and homes for a low price

(B) Its cleansers are safe for rivers and streams

(C) It hires only the most experienced employees

(D) It monitors the indoor air quality

178. Which is NOT a service that Ready Hands provides for all customers?

(A) Dusting surfaces

(B) Cleaning bathroom sinks

(C) Vacuuming floors

(D) Scrubbing windows

179. What can be inferred about Ms. Hargis?

(A) She usually wears classic clothing

(B) She currently cleans the office herself

(C) Her business is located in Longview

(D) Her store's goods often sell out

180. What special request does Ms. Hargis make?

(A) Tidying her desk

(B) Dusting the warehouse

(C) Cleaning air vents

(D) Moving some clothes

LIVEWORKSHEETS

Questions 181-185 refer to the following e-mail

To: Kristina Cummings <k.cummings@luxuryreatestsate.com>
From: Tony Bridges <noreply@totalcommunications.com>
Date: April 17
Subject: Confirmation

Dear Customer,

This is your confirmation e-mail to inform you how to activate your recent purchase of 4 cell phones from us. Models: HiStar RG243, KPRola PG399, AR Mobile TRX440, and Samkia PT800. There is no need to respond to this message.

To activate each phone, please have the user call (303) 555-3299 and follow the recorded instructions. After a short delay, you will be able to use the phone.

If you have an account associated with the phone, your bill will be issued on the 25th of each month. If you are using our pre-paid plans, you will be sent a text message once your account level drops below $7 to remind you to add more credits.

Pre-payment can be made at various convenience stores and post offices or by going online. Please visit www.totalcommunications.com for more details and for special offers.

Yours sincerely,

Tony Bridges
Customer Service Representative
Total Communications

LIVEWORKSHEETS

http://www.totalcommunications.com/plans

Account Options

For all options, "peak" refers to calls made between 9:00 A.M. and 6:00 P.M. Monday through Friday, and "non-peak" at all other times. International calls are billed according to the fees posted at http://totalcommunications.com/int-rates.

Voyager Package: no fee (pre-paid)
Peak calls $0.15 per minute, non-peak $0.12 per minute. Data downloads at $0.75 per gigabyte. This service is best for light domestic users. (Note: Users of AR Mobile models will also need to reply to a text message to activate the service.)

Sterling Package: no fee (pre-paid)
Peak calls $0.12 per minute, non-peak $0.07 per minute. Data downloads at $0.70 per gigabyte. At least 100 minutes of calls per month must be made within peak hours to qualify.

Prime Package: $35 per month
Peak calls $0.05 per minute, non-peak $0.03 per minute. Data downloads at $0.50 per gigabyte. International calls are billed with a 50% discount on all calls. International calls are free on weekends before 6 P.M. Voicemail service is free.

Champion Package: $65 per month
Peak calls $0.02 per minute, non-peak $0.01 per minute. Data downloads at $0.30 per gigabyte during peak hours and free during off-peak hours. International calls are free during non-peak hours. Voicemail service is free.

181. Why should Ms. Cummings call the number provided?

(A) To activate the phones she purchased

(B) To set up a pre-payment cell plan

(C) To add credit to her phone accounts

(D) To get information about service providers

182. What is indicated about account plans?

(A) They are for domestic calls only

(B) They are billed on the same date every month

(C) They are restricted to company accounts

(D) They require an ID check beforehand

183. What information can be found on the Web page?

(A) Voicemail support

(B) Data download limits

(C) International dialing codes

(D) Account service charges

184. Which plan gives free international calls in the evenings?

(A) The Voyager Package

(B) The Sterling Package

(C) The Prime Package

(D) The Champion Package

LIVEWORKSHEETS

185. Which phone model requires text activation?

(A) RG243

(B) PG399

(C) TRX440

(D) PT800

Questions 186-190 refer to the following flyer, Web site, and e-mail

Come to the Bates Museum!

We will help you make the most of your experience by giving you a guided tour of our fascinating exhibits. These displays change every few months, so check our schedule below before you reserve a spot.

Who Were the Vikings? (January–March)
Despite popular legend, the majority of people who lived across Scandinavia during the Viking Age were actually not warriors at all. So, what were they?

The History of the Railways (April–May)
We often think of the railway as part of the Industrial Revolution, but the history of rail transport actually dates back as far as the ancient Greeks!

Exploring the Ocean (June only)
Intended for the brave and curious, this tour takes participants into the depths of the ocean. Separated only by some glass walls, you will see live deep-sea animals up close and personal.

From the King's Castle (July–September)
This tour contains many of the works of art formerly collected and displayed by King Louis XIV in the French Palace of Versailles during the 17th century.

Ancient Ancestors (October–December)
This tour takes you into the world of the First Nations, who were the first figures to live in North America.

LIVEWORKSHEETS