

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

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

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.

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

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Questions 181-185 refer to the following letter and email.

The Clear Skin Co.
6124 East Briggsmore Ave.
Modesto, CA 98113

February 15, 2008

Marianna Johnson
Lotus Department Store
202 Garvin Ave.
Richmond, CA 98238

Dear Ms. Johnson:

I'm writing to inform you of a decision made by The Clear Skin Co. that will affect shipments to your store. Our board of directors has voted to halt production of our vitamin C skin care products, due to low sales nationwide over the past two years.

As of May 31, 2008, The Clear Skin Co. will officially cease supplying the following cosmetics:

Vita C

- Intense Moisturizer for Dry Skin
- Daytime Face Moisturizer
- Eye and Lip Fine Line Cream
- Extra-Strength Sun Cream

Naturally, this means we will not be able to renew an order inclusive of these products.

To replace the Vita C skin care line, we will be supplementing our existing Vita E product line with five new products - gels, creams and moisturizers that target specific skin problems. Vitamin E is more widely identified by consumers as having beneficial effects for the skin.

The new products are currently being formulated and are due to arrive in stores on April 30. Please let us know if you are interested in receiving preliminary trial samples of the products and we will ship them to you as soon as they become available.

Rachel Waters
Manager, Sales & Marketing
rachelwaters@clearskin.com

To: Rachel Waters <rachelwaters@clearskin.com>
From: Marianna Johnson <mjohnson@lotusstores.com>
Sent: February 20, 2008
Re: Product trials

Dear Ms. Waters:

The Lotus Department Store would be more than pleased to receive trial samples of your new vitamin E products. If they turn out to be as good as your current lines, we will definitely place an order sometime in May.

Please notify me when you have sent the trial products. I'm looking forward to trying them.

Marianna Johnson
General Manager
Lotus Department Store



181. What is the purpose of the letter?
(A) To cancel a late shipment
(B) To explain a new product line
(C) To give an opinion about a marketing plan
(D) To inquire about new Vita C products

182. What product is NOT scheduled to be canceled?
(A) A lotion for dry skin
(B) A gel for problem skin
(C) A cream for the eye area
(D) A moisturizer for the face

183. When does The Clear Skin Co. say it can send the next products?
(A) February 15
(B) March 31
(C) April 30
(D) May 31

184. What is an advantage of the vitamin E products?
(A) They are easier to use.
(B) They have a longer shelf life.
(C) They are more familiar to the public.
(D) They are less expensive than vitamin C products.

185. What does Ms. Johnson agree to do?
(A) Discard old testers
(B) Place a monthly order
(C) Sample a new product line
(D) Cancel the vitamin C product line

Questions 186-190 refer to the following advertisement and review.

It's in stores now.

The new **MUSE 500** from Thortel



The smartest - and the lightest - phone on the market

It's the ultimate traveling companion for businesspeople and students.

With Thortel's new instant messaging software system, it takes only seconds to send text, photos, music, and videos to your friends or colleagues.

Thortel gives users access to high-speed Internet at speeds of up to 14 Mbps!

At 5.2 ounces, it feels like a feather in your hand!

And at \$225! You won't find a lower price anywhere else.

Thortel's MUSE 500

By Caroline Bisset for TechTalk

Rating: 9/10

The MUSE 500 is the first smart phone that I can say with confidence is beyond the cutting edge of 3G communications technology.

Briefly, this is why:

Running on Thortel's 2008 operating system for pocket gadgets, combined with the revolutionary new wireless standard, it allows the user to work on a number of documents and have access to high-speed Internet at unprecedented speeds. To give you an idea of how high a jump this technology has taken, the previous wireless standard allowed transfer of 4 Mbps.

Functions

- The 1 GB of built-in flash memory allows the user to store lots of photos, word documents, and games.
- Dialing can be done with voice command technology by simply speaking into the receiver, as well as by traditional and speed dialing.
- Camera has 2.5 mega pixel resolution.
- The lithium-ion battery allows for 5 hours of talk time before needing to be recharged.

The dimensions

At 4.0 by 4.3 by 0.8 inches, it lives up to its promotion as the thinnest smart phone on the market.

Cons

The only drawback to the smaller and lighter model is that the keypad is a little small.



186. What is being advertised?

- (A) A laptop computer
- (B) A satellite TV gadget
- (C) A portable music player
- (D) A personal multimedia device

187. According to the advertisement, what characteristic of the product is being compared to others?

- (A) Its popularity
- (B) Its battery
- (C) Its price
- (D) Its memory

188. How much faster is the product's transfer speed than the previous industry standard?

- (A) 4 Mbps
- (B) 10 Mbps
- (C) 14 Mbps
- (D) 52 Mbps

189. What product function is NOT discussed in the review?

- (A) Voice recording
- (B) Storage capacity
- (C) Digital photography
- (D) Ways of calling people

190. What is stated as a shortcoming of the product?

- (A) It has average memory.
- (B) The typing space is narrow.
- (C) The operating time is limited.
- (D) It has an outdated appearance.