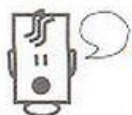


PART I



■ LISTEN AND READ.

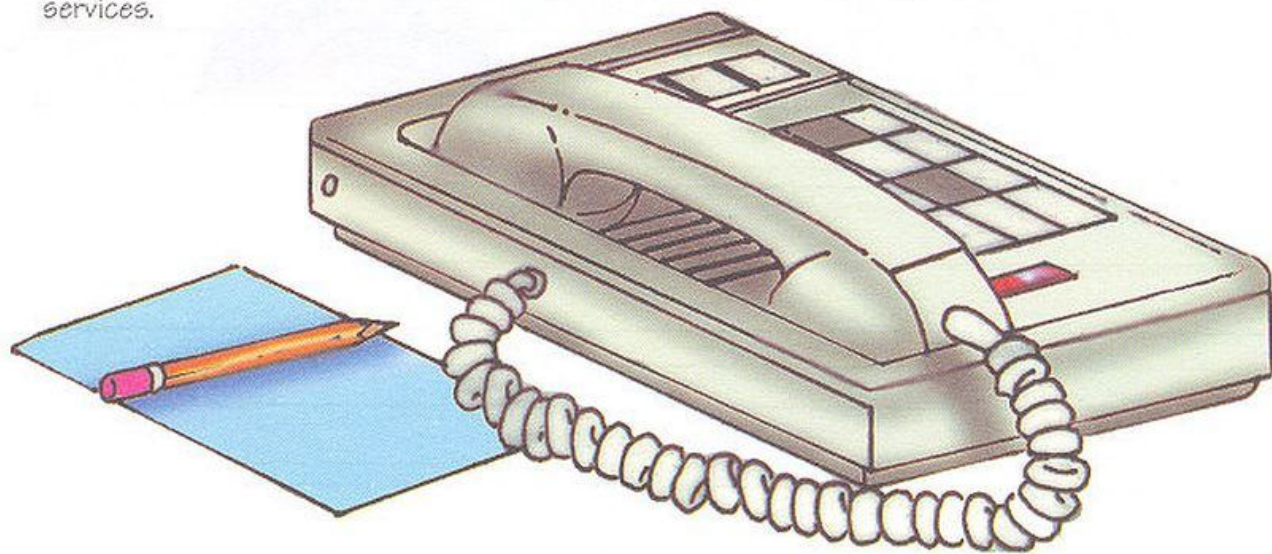
19 lesson nineteen

Nineteenth (19th)
Lesson

THE TELEPHONE

Ever since the introduction of the telephone, there have been new problems arising from the carrying of signals or messages. In the beginning, each signal was carried by means of a pair of overhead wires; soon after, telephone exchanges were surrounded by thousands of wires. The cables replaced the wires. Each cable contained many pairs of wires and therefore they were capable of carrying many signals. These cables were laid underground and they replaced the overhead wires.

The more extensive, telephone services have become, the more the demand for these services has increased, particularly the demand for long distance services. Long distance telephone exchanges are usually located in crowded cities, where it is costly and inconvenient to lay new cables for expanding services.



■ ANSWER:



1. Why were wires replaced by cables?

2. Where were these cables laid? What does that mean?

3. What kind of telephone service has increased its demand?

4. Why are long distance telephone exchanges usually located in crowded cities?

5. Why has the demand for long distance services increased?



GIVE YOUR OWN ANSWER:



1. Do you like to talk on the phone for long periods?

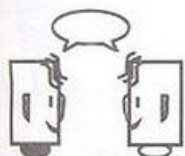
2. Who do you often call?

3. Are your monthly phone bills too high? Why/why not?

4. Is the telephone service efficient in your country? Explain.

5. Describe the telephone of the future.

PART II



DIALOGUE.

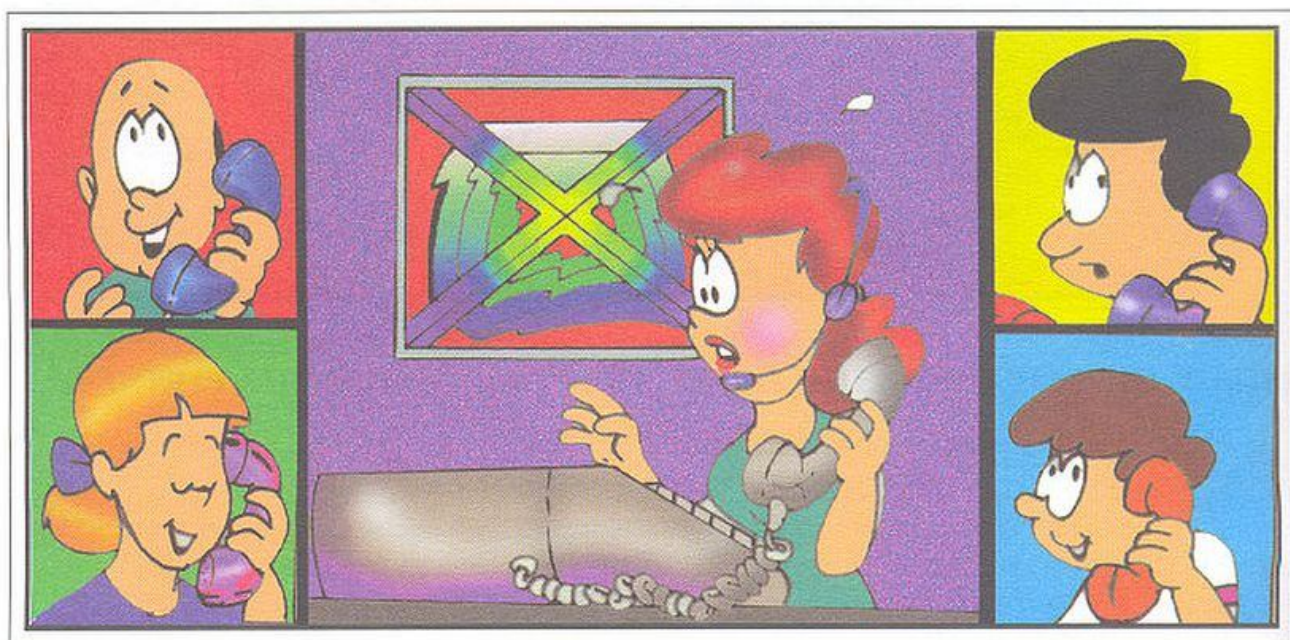


STUDY THE FOLLOWING DIALOGUES. PRACTICE THEM WITH A PARTNER.

1. A) Do you have a phone, Mr. Jones?
B) No, but my cousin has one. His number is 699-7701.
2. A) I'd like the number of Perkins living on Third Street. (to the operator)
B) There are many Perkins living on that street. Do you have a first name?
A) I'm afraid I don't.
B) It's impossible to find it without a first name.



3. A) What's your telephone number?
B) 232-4860, and yours?
4. A) Long distance? I'd like to make a person-to-person call to Dan Osmond in Texas.
B) Do you know the number?
A) I'm sorry I don't.
B) You'll have to call information. The area code is 996.
5. A) Hello, this is Alice. May I speak to Liz?
B) No, I'm sorry. She's out.
A) Would you please tell her I'll call again?
B) Certainly.
A) Thank you.
6. A) I'd like to speak to Mr. Frank Brown. Is he there?
B) I'm afraid you have the wrong number. What number were you calling?
A) I was calling Beverly Hills 7-2821
B) This is Beverly Hills 7-2821. But there is no one by the name of Brown here.
A) I must have made a mistake. I'm sorry to have bothered you.
B) That's quite all right.
7. *Laura Bendix calls the operator.*
A) Operator.
B) Hello. This is a collect call, operator.
A) What's your name?
B) Laura Bendix.
A) Can you spell that please?
B) B-e-n-d-i-x
A) Just a moment, please.
B) Thank you.



PART II



INSTRUCTIONS: CLARIFYING INFORMATION ON THE PHONE.

I. ASKING FOR INSTRUCTIONS.

1. WHAT DO I DO TO
WHAT SHOULD I DO TO
HOW DO I

MAKE A CALL?

2. WHAT SHOULD I
WHAT MUST I
WHAT DO I HAVE TO

DO IF THE LINE
IS BUSY?

3. IS THERE ANYTHING SPECIAL
I SHOULD **{WATCH, LOOK}** OUT FOR?



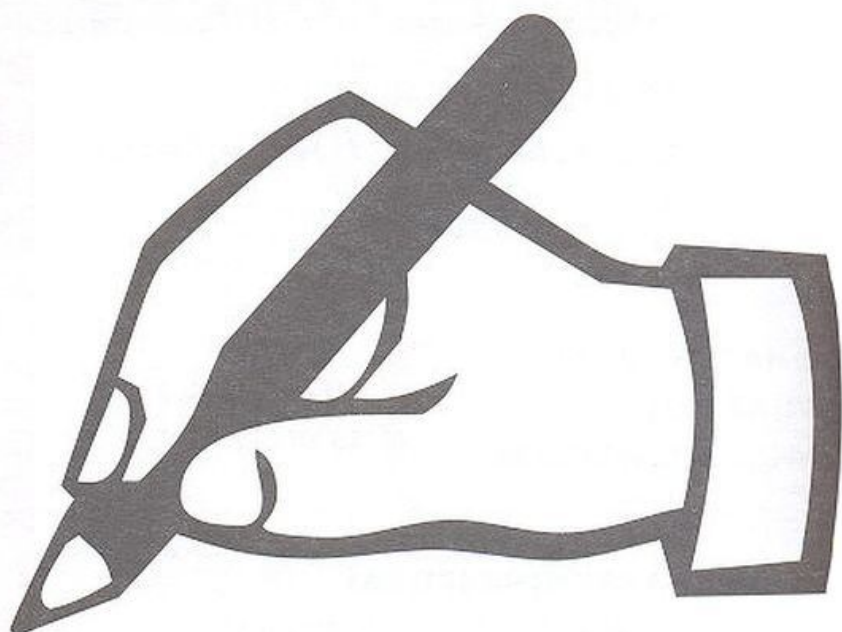
II. CLARIFYING INFORMATION ON THE PHONE

- COULD YOU SPELL THAT FOR ME, PLEASE?
- I CAN'T HEAR YOU. COULD YOU SPEAK A LITTLE SLOWER?
- COULD YOU SPEAK UP A LITTLE?
- DID YOU SAY TUESDAY AT 2 O'CLOCK?
- WOULD YOU MIND SPEAKING A BIT MORE SLOWLY?
- SORRY, I CAN'T HEAR YOU VERY WELL.
- WOULD YOU MIND SAYING THAT AGAIN?
- WOULD YOU LIKE TO LEAVE A MESSAGE?
- MAY I TAKE A MESSAGE?
- EXCUSE ME. WHAT WAS THAT AGAIN?



III MAKING PROMISES

- IT'S A PROMISE.
- IT'S A DEAL.
- I WILL/I WON'T...
- I GIVE YOU MY WORD.
- I SWEAR.
- I PROMISE TO...
- I WON'T LET YOU DOWN.
- YOU HAVE MY WORD ON IT.
- YOU CAN COUNT ON IT.
- YOU CAN DEPEND ON ME.



vocabulary

■ WRITE A SHORT DIALOGUE USING THE FOLLOWING WORDS

MESSAGE, SERVICE, BILLS, INCREASE, DEMAND,
REPLACE, LONG DISTANCE, BOTHER, EFFICIENT, SPELL

