

PRACTICAL ASSIGNMENT N.º

1 Before you read the passage, talk about these questions.

- 1 What are some common problems experienced by mobile phone users?
- 2 Why do some device problems require further investigation before issuing a replacement?

PQ DEVICE REPLACEMENT POLICY

What issues are covered?

We realize that problems occur during the regular use of a mobile phone. However, not all issues can be resolved immediately or through repair. Sometimes, a replacement phone is necessary. But first, we need to be certain about the nature of the problem. Then, we can determine the most appropriate action.

Some problems qualify for immediate device replacement after basic troubleshooting. If your phone fails to **power on** at all, it qualifies for replacement. If the battery **drains** too quickly without justification, the battery needs to be replaced. A replacement is also available if you have a **blank** or **frozen** display. This does not apply if the problem was caused by user mistreatment. Mistreatment refers to destroying **hardware** or causing **water damage**.

Aside from those situations, some problems may qualify after additional examination. In these situations, we must determine whether the problem is the device or another factor. In certain cases, like **software** malfunctions, a simple update may be the solution. Or the problem may be network-related. Common examples of this are:

- Transmission issues ranging from a poor signal to **dead air**
- Audio issues such as **static** or **feedback**

Note: If you receive an **error message**, please record the code. That information helps our technicians diagnose the problem.

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2 Read the replacement policy. Then, choose the correct answers.

- 1 What is the purpose of the policy?
 - A to inform of various replacement plans offered by a wireless carrier
 - B to highlight common problems with a particular phone model
 - C to outline issues covered by device insurance
 - D to notify of changes in a company's replacement policy
- 2 What problem qualifies for replacement after only basic troubleshooting?
 - A failure to power on
 - B a blank display
 - C transmission issues
 - D audio issues
- 3 What should a user do upon seeing an error message?
 - A initiate a necessary software update
 - B request a device replacement
 - C provide proof that they didn't cause the issue
 - D document the message for technicians

Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- | | | | |
|---|------------|---|-----------------|
| 1 | — drain | 5 | — feedback |
| 2 | — blank | 6 | — hardware |
| 3 | — signal | 7 | — water damage |
| 4 | — software | 8 | — error message |

- | | |
|---|--|
| A | an electronic wave that transmits data |
| B | an impaired condition caused when a device gets wet |
| C | not displaying any information |
| D | a program or collection of programs developed for electronic devices |
| E | to lose power quickly |
| F | an unpleasant sound |
| G | a type of communication displaying information about a problem |
| H | the physical equipment that makes up an electronic device |

4) Choose the correct options.

1. Mary was the only person offered to help.
a. who c. which
b. whose d. when
2. Stonehenge, means hanging stones, is located on the Salisbury Plain of England
a. who c. which
b. whose d. that
3. They were a group of college friends I hadn't seen for several years.
a. who c. which
b. whose d. that
4. Peter was a junior engineer worked very well.
a. who c. which
b. whose d. where
5. The man she lives with is a crook.
a. who c. which
b. whose d. that
6. This is the kind of material we usually use.
a. who c. which
b. whose d. that
7. There is an old building will be demolished.
a. who c. which
b. whose d. where
8. Help is needed for families homes were flooded.
a. who c. which
b. whose d. whom
9. Companies, are in the south, are running out of resources.
a. who c. which
b. whose d. that
10. It is a small town population has been rising.
a. who c. which
b. whose d. whom
11. The woman is over there is my boss.
a. who c. which
b. where d. that
12. She gave me a tool broke.
a. who c. which
b. whose d. whom
13. This is the workshop we repair and test electromechanical systems.
a. who c. which
b. where d. when
14. The engineer designed this system is highly experienced.
a. who c. which
b. whose d. whom

5) Join the sentences. Make any other necessary changes. Use WHO – WHOSE – THAT – WHICH.

- a) A man brought the letter. He left it on the table.
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- b) I have a friend. Her six children study English.
.....
- c) The computer was on the table. It didn't work properly.
.....
- d) I bought a laptop. I sold it to a friend. He liked it.
.....
- e) This is the book. I was telling you about it.
.....
- f) She's a friend. I can always rely on her..
.....
- g) That's the man. The police were looking for him.
.....
- h) You paid \$1000 for a cellphone. It was been reduced to 800\$.
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