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part 1:

task 1:

1) B

2) D

3) C

4) D

5) D

6) B

7) C

8) A

9) B

10) A

~~11)~~

~~12)~~

Task 2:

1) ~~user interface~~ → B is used to operate a computer

2) ~~peripheral Device~~ → A is attached to the computer

3) ~~Microchip~~ → C

Task 2:

1) e



2) a

3) c

4) d

5) h

6) l

7) j

8) f

9) k

10) i

part II :

Task I:

1) True

2) False

3) False

4) True

5) True

Task 2:

1) taking

2) in

3) been

4) switching

5) made

6) traffic

7) was

8) volume

9) per year

10) stored



### part III :

- 1) The microchip technology has made PC possible and has possibly put chips not only into computers, but also into washing machines and cars
- 2) In spite of being part of the software systems programs are usually provided by the manufacturer of the machine.
- 3) the source program has been converted into machine code
- 4) Because of our small company size, we can't buy such an expensive software set
- 5) that computer is not as expensive as this one.

### Task 2:

Dear my manager,

I am writing to provide the total cost of Ownership (TCO) analysis for the products listed in item 2 over a three year period. This analysis includes the initial cost, maintenance, operational expenses, and other associated costs

After comparing all products, the data shows that product B offers the most



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effective solution, with a slightly lower TCO than product A and significantly lower than product C. However, product C, while more expensive, provides enhanced functionality that may be necessary for certain use cases.

In summary, if cost efficiency is the top priority, product B ~~not~~ would be the most suitable choice. ~~Please~~ Please let me know if you'd like me to explore other factors such as long term scalability or performance impact.

Best regards,  
Nhu