Background:
Telfirst is a telephone company. Sofia is calling them to complain and speaks to Steven.

Listening Tasks

a. Tick (✓) the correct box.
   Why is Sofia shocked by her bill?
   - She had cancelled her contract
   - It was very high
   - She was expecting a discount
   - It was high for the second time in a row

b. Sofia doesn’t understand some of the things Steven explains. What is one thing she does to show this?

   

   /1

c. What does Sofia mean when she says her grandkid were “messing” around with her phone?

   

   /1

d. Steven tries to help Sofia work out how she’s used so much data. Give an example of one way he does this.

   

   /1

e. What are two ways Sofia shows she thinks her bill is unfair.
   

   1.
   2.

   /2

A Ticking Mind Resource
f. What is the first solution Steven identifies for Sofia to pay her bill and what is Sofia's response?

_________________________________________________________________________

_________________________________________________________________________

/2

g. Suggest two words to describe the interaction between Steven and Sofia.

<table>
<thead>
<tr>
<th>Steven's first solution</th>
<th>Sofia's response</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

/2