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**I Hate Machines!**

Recently, I moved to a new apartment right across the street from my old one. I thought it would be simple to get my phone and DSL line started. The technician from the phone company came to install my telephone line. He said that I would be able to use the internet on the same line. After he left, I discovered that the phone worked, but the DSL(1) connection for the internet didn’t. So I called the phone company. Of course, I didn’t get to talk to a real person. Instead, an automated voice recording asked me a lot of questions. Then I had to wait for half an hour to talk to a real person. While I was on hold, every few minutes a recording said, “Remember, you can use our convenient website to solve most of your problems.” “Arrrrrghh!!” I said to the recording, feeling frustrated. “Why do you think I’m calling you? I don’t have a connection to the internet.”

I finally got to talk to a real person, but then she transferred me back into the automated system again. I couldn’t get any help. I called a different number, and the person told me to be at my house for a technician to come the next day. I stayed home from work, but nobody came! I called them again. The recording said, “We’re sorry, all agents are busy assisting other customers. We are unable to take your call.” Then the machine hung up on me. Three days later, I received a phone call from them. But again, it wasn’t a real person, it was a machine. The voice on the machine said, “We are happy to tell you that you now have internet access.” But when I went back to my computer, I still couldn’t connect to the internet. I was furious!

To make a long story short, it took the phone company two weeks to solve my problem. I spent a total of 18 hours at home waiting for workers who never came. I spent eight hours on the phone listening to recordings and machines and waiting on hold. Companies think that these voice-activated systems save us time, but they actually waste it and drive me crazy.

(1) DSL : a fast internet connection through telephone lines.

**\* comprehension task – part 1**

**A. Read the statements. Write T(true) or F(false). Then correct each false statement to make it true.**

1. A worker went to the woman’s house to install a phone line.

2. When the woman called the telephone company, she never got to talk to a real person.

3. It took the phone company three weeks to solve her problem.

4. The woman may think she would prefer to have lived in a time before there was technology.

**\* comprehension task – part 2**

**B. Look at reading. Identify who said each of the statements. Write P if it was a person. Write M if it was a computer or an automated voice.**

1. “Remember, you can use our convenient website to solve most of your problems.”

2. “Arrrrrghh!!”

3. “Why do you think I’m calling you?”

4. “We’re sorry, all agents are busy assisting other customers.”