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Level 3

New action to stop nuisance phone calls

15th January, 2016

<http://www.breakingnewsenglish.com/1601/160115-nuisance-calls.html>

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Please try Levels 0, 1 and 2 (they are easier).

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THE ARTICLE

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

Many people hate nuisance telephone calls. These are the calls we get from companies trying to sell us something that we usually do not want. They are also called 'cold calls'. Britain's government is thinking about taking action to stop these calls. One thing it wants to do is to make sure the company that calls does not hide its telephone number. With most nuisance calls, we cannot see the telephone number of who called us, but that could change. This means people could report companies who make nuisance calls. Another measure the British government is looking at is to fine companies that make nuisance calls. Cold callers could get a fine of up to \$720,000 for making nuisance calls.

Three-quarters of people who own a landline in Britain get cold calls every month. The number of people who get monthly nuisance calls on their mobile phones increased from just over 50 per cent in 2014 to 72 per cent today. One company in Britain made 40 million cold calls in just three months. Britain's minister for data protection said nuisance calls were a problem. She said: "There is no simple solution to the problem of nuisance calls, but making direct marketing companies display their telephone number will help consumers...take action." She added: "Being pestered by marketing calls is annoying at the best of times, and at its worst it can bring real misery for the people on the receiving end."

Sources: <http://www.computerweekly.com/news/4500270607/New-rules-to-clamp-down-on-nuisance-calls>
<http://www.themoneypages.com/latest-news/cold-callers-could-be-fined-500000-in-new-crackdown/>
<http://www.bbc.co.uk/news/business-35290780>

WARM-UPS

1. NUISANCE CALLS: Students walk around the class and talk to other students about nuisance calls. Change partners often and share your findings.

2. CHAT: In pairs / groups, talk about these topics or words from the article. What will the article say about them? What can you say about these words and your life?

nuisance / telephone calls / companies / action / hide / telephone number / measure / landline / mobile phones / data protection / problem / direct marketing / consumers

Have a chat about the topics you liked. Change topics and partners frequently.

3. TELEPHONES: How can makers improve them? Complete this table with your partner(s). Change partners often and share what you wrote.

	Now	Improvements
Size		
Price		
Cost of calls		
Security		
Cols calls		
Functions		

4. COLD CALLS: Students A **strongly** believe there will be no more cold calls in the future; Students B **strongly** believe otherwise. Change partners again and talk about your conversations.

5. MOBILES: Rank these with your partner. Put the best features at the top. Change partners often and share your rankings.

- SMS
- answering machine
- camera
- music player
- long battery life
- GPS
- electronic money
- clock

6. FINE: Spend one minute writing down all of the different words you associate with the word "fine". Share your words with your partner(s) and talk about them. Together, put the words into different categories.

BEFORE READING / LISTENING

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

1. TRUE / FALSE: Read the headline. Guess if a-h below are true (T) or false (F).

- | | |
|---|-------|
| a. Nuisance calls are also known as cold calls. | T / F |
| b. Britain has taken several actions to stop nuisance calls. | T / F |
| c. No one in the UK can hide their telephone number any more. | T / F |
| d. Nuisance callers in the UK are fined over \$500,000. | T / F |
| e. Around 75% of people in the UK with a landline get monthly cold calls. | T / F |
| f. A company in Britain made 40 million cold calls in 3 months. | T / F |
| g. Britain's minister for data protection said there is an easy answer. | T / F |
| h. The minister said cold calls can bring misery to people. | T / F |

2. SYNONYM MATCH: Match the following synonyms from the article.

- | | |
|--------------|----------------|
| 1. nuisance | a. certain |
| 2. action | b. penalty |
| 3. sure | c. only |
| 4. fine | d. measures |
| 5. hide | e. bothered |
| 6. increased | f. annoying |
| 7. just | g. unhappiness |
| 8. simple | h. went up |
| 9. pestered | i. conceal |
| 10. misery | j. easy |

3. PHRASE MATCH: (Sometimes more than one choice is possible.)

- | | |
|--|--------------------------|
| 1. sell us something that we usually | a. who called us |
| 2. thinking about taking action | b. misery |
| 3. we cannot see the telephone number of | c. making nuisance calls |
| 4. report companies who | d. a landline |
| 5. get a fine of up to \$720,000 for | e. nuisance calls |
| 6. Three-quarters of people who own | f. to stop these calls |
| 7. people who get monthly | g. to the problem |
| 8. Britain's minister for data | h. do not want |
| 9. There is no simple solution | i. protection |
| 10. it can bring real | j. make nuisance calls |

GAP FILL

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

Many people hate nuisance telephone calls. These are the calls we get from companies trying to sell us (1) _____ that we usually do not want. They are also called 'cold calls'. Britain's government is thinking about taking (2) _____ to stop these calls. One thing it wants to do is to make (3) _____ the company that calls does not hide its telephone number. With most nuisance calls, we cannot see the telephone (4) _____ of who called us, but that could change. This means people could report companies who (5) _____ nuisance calls. Another (6) _____ the British government is looking at is to (7) _____ companies that make nuisance calls. Cold (8) _____ could get a fine of up to \$720,000 for making nuisance calls.

sure
action
measure
number
callers
something
fine
make

Three-quarters of people who own a (9) _____ in Britain get cold calls every month. The number of people who get (10) _____ nuisance calls on their mobile phones increased from just over 50 per cent in 2014 to 72 per cent today. One company in Britain made 40 million cold calls in (11) _____ three months. Britain's minister for data protection said nuisance calls were a (12) _____. She said: "There is no simple solution to the problem of nuisance calls, but making (13) _____ marketing companies display their telephone number will help consumers...take (14) _____." She added: "Being pestered by marketing calls is (15) _____ at the best of times, and at its worst it can bring real (16) _____ for the people on the receiving end."

just
action
landline
monthly
misery
direct
annoying
problem

LISTENING – Guess the answers. Listen to check.

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

- 1) the calls we get from companies trying to sell us something that we _____ want
 - a. usual do not
 - b. usually do not
 - c. use you really do not
 - d. really do not
- 2) make sure the company that calls does _____ telephone number
 - a. not hides its
 - b. not hidden its
 - c. not hide its
 - d. not hid its
- 3) With most nuisance calls, we cannot see the telephone number _____
 - a. of who calls us
 - b. of who call us
 - c. of whom called us
 - d. of who called us
- 4) Another measure the British government is looking _____ companies
 - a. is at to fine
 - b. at to is fine
 - c. to is at fine
 - d. at is to fine
- 5) Cold callers could get a fine of up to \$720,000 _____ calls
 - a. for making nuances
 - b. for making nuisances
 - c. for making nuisance
 - d. for making nuanced
- 6) Three-quarters of people who own a landline in Britain get _____ month
 - a. colder calls every
 - b. coldest calls every
 - c. cold calls every
 - d. colds calls every
- 7) The number of people who get monthly nuisance calls _____ phones
 - a. on their mobile
 - b. on the mobile
 - c. on there mobile
 - d. on they're mobile
- 8) Britain's minister for data protection said nuisance _____ problem
 - a. calls were a
 - b. call was a
 - c. calls were the
 - d. call was the
- 9) making direct marketing companies display their telephone number will help _____
 - a. consumers took action
 - b. consumers take actions
 - c. consumers take action
 - d. consumer take action
- 10) annoying at the best of times, and at its worst it can bring real misery for the people _____
 - a. on a receiving end
 - b. on the receiving end
 - c. on the receive in end
 - d. on the receiving ends

LISTENING – Listen and fill in the gaps

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

Many people hate nuisance telephone calls. These (1) _____ get from companies trying to sell us something that we usually do not want. They are also called 'cold calls'. Britain's government is thinking about taking (2) _____ these calls. One thing it wants to do is to make sure the company that calls (3) _____ telephone number. With most nuisance calls, we cannot see the telephone number of who called us, (4) _____ change. This means people could report companies who make nuisance calls. Another measure the British government is looking (5) _____ companies that make nuisance calls. Cold callers could get (6) _____ \$720,000 for making nuisance calls.

Three-quarters of people who (7) _____ Britain get cold calls every month. The number of people (8) _____ nuisance calls on their mobile phones increased from just over 50 per cent in (9) _____ per cent today. One company in Britain made 40 million cold calls in just three months. Britain's minister (10) _____ said nuisance calls were a problem. She said: "There is no simple solution to the problem of nuisance calls, but making direct marketing companies display their telephone number will help consumers...take action." She added: "(11) _____ marketing calls is annoying at the best of times, and at its worst it can bring real misery for the people (12) _____ end."

COMPREHENSION QUESTIONS

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

1. What are companies who make nuisance calls trying to do?

2. What is another name for 'nuisance call'?

3. What does the UK government not want companies to hide?

4. What does the UK want to do to companies that make cold calls?

5. How much could companies have to pay for making nuisance calls?

6. How often do most phone owners in the UK get nuisance calls?

7. How many cold calls did a UK company make in there months?

8. Which minister said nuisance calls were a problem?

9. What will companies displaying their number help consumers do?

10. What did the minister say nuisance calls can bring to people?

MULTIPLE CHOICE - QUIZ

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

1. What are companies who make nuisance calls trying to do?
 - a) help us
 - b) sell us something
 - c) bring us misery
 - d) make us angry
2. What is another name for 'nuisance call'?
 - a) freezing call
 - b) chilly call
 - c) cool call
 - d) cold call
3. What does the UK government not want companies to hide?
 - a) who their CEO is
 - b) their accounts
 - c) their telephone number
 - d) their mobile phones
4. What does the UK want to do to companies that make cold calls?
 - a) fine them
 - b) help them
 - c) call them
 - d) make them a nuisance
5. How much could companies have to pay for making nuisance calls?
 - a) just less than \$720,000
 - b) up to \$720,000
 - c) around \$720,000
 - d) exactly \$720,000
6. How often do most phone owners in the UK get nuisance calls?
 - a) monthly
 - b) weekly
 - c) daily
 - d) annually
7. How many cold calls did a UK company make in there months?
 - a) 400,000
 - b) 14 million
 - c) 40,000,000
 - d) 40 billion
8. Which minister said nuisance calls were a problem?
 - a) the data protection minister
 - b) the foreign minister
 - c) the telecommunications minister
 - d) the prime minister
9. What will companies displaying their number help consumers do?
 - a) buy things
 - b) make cold calls
 - c) fine companies
 - d) take action
10. What did the minister say nuisance calls can bring to people?
 - a) information
 - b) bills
 - c) misery
 - d) delight

ROLE PLAY

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

Role A – Camera

You think a camera is the most important feature on a mobile phone. Tell the others three reasons why. Tell them why their things that aren't so good. Also, tell the others which is the least useful of these (and why): SMS, long battery life or electronic money.

Role B – SMS

You think SMS is the most important feature on a mobile phone. Tell the others three reasons why. Tell them why their things that aren't so good. Also, tell the others which is the least useful of these (and why): a camera, long battery life or electronic money.

Role C – Long battery life

You think a long battery life is the most important feature on a mobile phone. Tell the others three reasons why. Tell them why their things that aren't so good. Also, tell the others which is the least useful of these (and why): SMS, a camera or electronic money.

Role D – Electronic money

You think electronic money is the most important feature on a mobile phone. Tell the others three reasons why. Tell them why their things that aren't so good. Also, tell the others which is the least useful of these (and why): SMS, long battery life or a camera.

AFTER READING / LISTENING

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

1. WORD SEARCH: Look in your dictionary / computer to find collocates, other meanings, information, synonyms ... for the words 'cold' and 'call'.

cold	call
-------------	-------------

- Share your findings with your partners.
- Make questions using the words you found.
- Ask your partner / group your questions.

2. ARTICLE QUESTIONS: Look back at the article and write down some questions you would like to ask the class about the text.

- Share your questions with other classmates / groups.
- Ask your partner / group your questions.

3. GAP FILL: In pairs / groups, compare your answers to this exercise. Check your answers. Talk about the words from the activity. Were they new, interesting, worth learning...?

4. VOCABULARY: Circle any words you do not understand. In groups, pool unknown words and use dictionaries to find their meanings.

5. TEST EACH OTHER: Look at the words below. With your partner, try to recall how they were used in the text:

<ul style="list-style-type: none">• hate• sell• thinking• hide• change• fine	<ul style="list-style-type: none">• three• 50• 40• simple• display• end
---	--

NUISANCE CALLS SURVEY

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

Write five GOOD questions about nuisance calls in the table. Do this in pairs. Each student must write the questions on his / her own paper. When you have finished, interview other students. Write down their answers.

	STUDENT 1 _____	STUDENT 2 _____	STUDENT 3 _____
Q.1.			
Q.2.			
Q.3.			
Q.4.			
Q.5.			

- Now return to your original partner and share and talk about what you found out. Change partners often.
- Make mini-presentations to other groups on your findings.

NUISANCE CALLS DISCUSSION

STUDENT A's QUESTIONS (Do not show these to student B)

- 1) What did you think when you read the headline?
- 2) What springs to mind when you hear the word 'phone call'?
- 3) What do you think of nuisance telephone calls?
- 4) What should happen to companies that make nuisance calls?
- 5) What would you like to see happen to nuisance callers?
- 6) What do you think of the fine that Britain wants to introduce?
- 7) Which is worse – nuisance phone calls or spam mail? Why?
- 8) How important is a telephone to you?
- 9) How can you keep your telephone number a secret?
- 10) Do you worry about getting strange phone calls?

New action to stop nuisance phone calls – 15th January, 2016
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NUISANCE CALLS DISCUSSION

STUDENT B's QUESTIONS (Do not show these to student A)

- 11) Did you like reading this article? Why/not?
- 12) What do you do when you get a nuisance phone call?
- 13) Should nuisance callers be able to hide their phone numbers?
- 14) Should nuisance calls be illegal?
- 15) How can you protect yourself against nuisance calls?
- 16) What do you think of marketing companies?
- 17) What annoys you most about telephones?
- 18) Would you change your telephone number to stop getting cold calls?
- 19) Why might you report a company for a nuisance call?
- 20) What would you like to ask the CEO of a cold calling company?

DISCUSSION (Write your own questions)

STUDENT A's QUESTIONS (Do not show these to student B)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

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DISCUSSION (Write your own questions)

STUDENT B's QUESTIONS (Do not show these to student A)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

LANGUAGE - CLOZE

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

Many people (1) _____ nuisance telephone calls. These are the calls we get from companies trying to sell us (2) _____ that we usually do not want. They are also called 'cold calls'. Britain's government is thinking about (3) _____ action to stop these calls. One thing it wants to do is to make sure the company that calls does not (4) _____ its telephone number. With most nuisance calls, we cannot see the telephone number of who called us, but that could change. This means people could report companies who make nuisance calls. Another (5) _____ the British government is looking at is to fine companies that make nuisance calls. Cold (6) _____ could get a fine of up to \$720,000 for making nuisance calls.

Three-quarters of people who (7) _____ a landline in Britain get cold calls every month. The number of people who get (8) _____ nuisance calls on their mobile phones increased from just over 50 per cent in 2014 to 72 per cent today. One company in Britain (9) _____ 40 million cold calls in just three months. Britain's minister for data protection said nuisance calls were a problem. She said: "There is no (10) _____ solution to the problem of nuisance calls, but making direct marketing companies display their telephone number will help (11) _____ ...take action." She added: "Being pestered by marketing calls is annoying at the best of times, and at its worst it can bring real misery for the people on the receiving (12) _____."

Put the correct words from the table below in the above article.

- | | | | | |
|-----|---------------|---------------|-----------------|--------------|
| 1. | (a) hatred | (b) hates | (c) hate | (d) hating |
| 2. | (a) something | (b) some | (c) thing | (d) thingy |
| 3. | (a) taking | (b) having | (c) giving | (d) being |
| 4. | (a) hide | (b) hid | (c) hidden | (d) hiding |
| 5. | (a) line | (b) gauge | (c) ruler | (d) measure |
| 6. | (a) call | (b) called | (c) callings | (d) callers |
| 7. | (a) own | (b) ownership | (c) owner | (d) owning |
| 8. | (a) monthlies | (b) months | (c) month | (d) monthly |
| 9. | (a) made | (b) phoned | (c) called | (d) gave |
| 10. | (a) answer | (b) simple | (c) easily | (d) ease |
| 11. | (a) consuming | (b) consumers | (c) consumption | (d) consumes |
| 12. | (a) end | (b) start | (c) middle | (d) entry |

SPELLING

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

Paragraph 1

1. Many people hate nuisance ptoenheel calls
2. calls we get from niscomaep
3. Britain's tnoegemnvr
4. taking niocat to stop these calls
5. Another saemuer
6. Cold relclas could get a fine

Paragraph 2

7. Three-rtuaqers of people who own a landline
8. people who get ylnhomt nuisance calls
9. data tcntiopero
10. no simple suiotlno
11. direct egnkamirt
12. it can bring real ysmeri for the people

PUT THE TEXT BACK TOGETHER

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

Number these lines in the correct order.

- () callers could get a fine of up to \$720,000 for making nuisance calls.
- () problem of nuisance calls, but making direct marketing companies display their telephone number will
- () number. With most nuisance calls, we cannot see the telephone number of who called us, but that could
- () today. One company in Britain made 40 million cold calls in just three months. Britain's minister for data
- () something that we usually do not want. They are also called 'cold calls'. Britain's government is thinking about taking
- () nuisance calls on their mobile phones increased from just over 50 per cent in 2014 to 72 per cent
- () protection said nuisance calls were a problem. She said: "There is no simple solution to the
- (**1**) Many people hate nuisance telephone calls. These are the calls we get from companies trying to sell us
- () Three-quarters of people who own a landline in Britain get cold calls every month. The number of people who get monthly
- () change. This means people could report companies who make nuisance calls. Another measure
- () of times, and at its worst it can bring real misery for the people on the receiving end."
- () help consumers...take action." She added: "Being pestered by marketing calls is annoying at the best
- () action to stop these calls. One thing it wants to do is to make sure the company that calls does not hide its telephone
- () the British government is looking at is to fine companies that make nuisance calls. Cold

PUT THE WORDS IN THE RIGHT ORDER

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

1. us something Calls we get from companies trying to sell .

2. of who called us We cannot see the telephone number .

3. make People who companies calls report nuisance could .

4. government Another is measure looking the at British .

5. a fine for of making up nuisance to calls \$720,000 Get .

6. - people a Three of own quarters who landline .

7. calls company made cold One Britain million in 40 .

8. calls nuisance of problem the to solution simple no is There .

9. by pestered Being annoying is calls marketing .

10. the people on the receiving end Bring real misery for .

CIRCLE THE CORRECT WORD (20 PAIRS)

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

Many people *hate / hates* nuisance telephone calls. These are the calls we *get / got* from companies trying to sell us something that we usually do not want. They are also *called / call* 'cold calls'. Britain's government is thinking about *taking / taken* action to stop these calls. One thing it wants to do is to make sure the company that calls does not *hidden / hide* its telephone number. With most nuisance calls, we cannot see the telephone number of *who / whom* called us, but that could *changed / change*. This means people could report companies who make nuisance calls. Another *measurement / measure* the British government is looking at is to *find / fine* companies that make nuisance calls. Cold callers could get a fine *of / for* up to \$720,000 for making nuisance calls.

Three-quarters of people who own a *landmine / landline* in Britain get cold calls every month. The number of people who get *month / monthly* nuisance calls on their mobile phones increased from *just / justly* over 50 per cent in 2014 to 72 per cent today. One company in Britain *make / made* 40 million cold calls in just three months. Britain's minister for data *protection / protecting* said nuisance calls were a problem. She said: "There is *not / no* simple solution to the problem of nuisance calls, but making *direct / directly* marketing companies *displayed / display* their telephone number will help consumers...take action." She added: "Being *pestered / pestering* by marketing calls is annoying at the best of times, and at its worst it can bring real misery for the people on the receiving *end / send*."

Talk about the connection between each pair of words in italics, and why the correct word is correct.

INSERT THE VOWELS (a, e, i, o, u)

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

M_ny p__pl_ h_t_ n__s_nc_ t_l_ph_n_ c_lls. Th_s_ _r_ th_ c_lls w_ g_t fr_m c_mp_n__s try_ng t_ s_ll_ s_ s_m_th_ng th_t w_ _s__lly d_n_t w_nt. Th_y _r_ _ls_ c_ll_d 'c_ld c_lls'. Br_t__n's g_v_rnm_nt _s th_nk_ng _b__t t_k_ng _ct_n t_ st_p th_s_ c_lls. _n_ th_ng _t w_nts t_ d_ _s_ t_ m_k_ s_r_ th_ c_mp_ny th_t c_lls d__s_ n_t h_d_ _ts_ t_l_ph_n_ n_mb_r. W_th m_st n__s_nc_ c_lls, w_ c_nn_t_s__ th_ t_l_ph_n_ n_mb_r _f wh_ c_ll_d _s, b_t th_t c__ld ch_ng_. Th_s m__ns p__pl_ c__ld r_p_rt c_mp_n__s wh_ m_k_ n__s_nc_ c_lls. _n_th_r m__s_r_ th_ Br_t_sh g_v_rnm_nt _s l__k_ng _t_ s_t_ f_n_ c_mp_n__s th_t m_k_ n__s_nc_ c_lls. C_ld c_ll_rs c__ld g_t _f_n_ _f_p_t_ \$720,000 f_r_m_k_ng n__s_nc_ c_lls.

Thr__-q__rt_rs _f p__pl_ wh_ _wn_ _l_ndl_n_ _n Br_t__n g_t c_ld c_lls _v_ry m_nth. Th_ n_mb_r _f p__pl_ wh_ g_t m_nthly n__s_nc_ c_lls _n th__r m_b_l_ ph_n_s _ncr__s_d fr_m j_st _v_r 50 p_r_c_nt _n 2014 t_ 72 p_r_c_nt t_d_y. _n_ c_mp_ny _n Br_t__n m_d_ 40 m_ll__n c_ld c_lls _n j_st thr__ m_nths. Br_t__n's m_n_st_r_f_r_d_t_ pr_t_ct__n s__d n__s_nc_ c_lls w_r_ _ pr_bl_m. Sh_ s__d: "Th_r_ _s n_ s_mpl_ s_l_t__n t_ th_ pr_bl_m _f n__s_nc_ c_lls, b_t m_k_ng d_r_ct m_rk_t_ng c_mp_n__s d_spl_y th__r t_l_ph_n_ n_mb_r w_ll h_lp c_ns_m_rs...t_k_ _ct__n." Sh_ _dd_d: "B__ng p_st_r_d by m_rk_t_ng c_lls _s _nn_y_ng _t th_ b_st _f t_m_s, _nd _t _ts w_rst _t c_n br_ng r__l m_s_ry f_r th_ p__pl_ _n th_ r_c__v_ng _nd."

PUNCTUATE THE TEXT AND ADD CAPITALS

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

many people hate nuisance telephone calls these are the calls we get from companies trying to sell us something that we usually do not want they are also called 'cold calls' britain's government is thinking about taking action to stop these calls one thing it wants to do is to make sure the company that calls does not hide its telephone number with most nuisance calls we cannot see the telephone number of who called us but that could change this means people could report companies who make nuisance calls another measure the british government is looking at is to fine companies that make nuisance calls cold callers could get a fine of up to \$720000 for making nuisance calls three-quarters of people who own a landline in britain get cold calls every month the number of people who get monthly nuisance calls on their mobile phones increased from just over 50 per cent in 2014 to 72 per cent today one company in britain made 40 million cold calls in just three months britain's minister for data protection said nuisance calls were a problem she said "there is no simple solution to the problem of nuisance calls but making direct marketing companies display their telephone number will help consumers...take action" she added "being pestered by marketing calls is annoying at the best of times and at its worst it can bring real misery for the people on the receiving end"

PUT A SLASH (/) WHERE THE SPACES ARE

From <http://www.BreakingNewsEnglish.com/1601/160115-nuisance-calls.html>

Many people hate nuisance telephone calls. These are the calls we get from companies trying to sell us something that we usually do not want. They are also called 'cold calls'. Britain's government is thinking about taking action to stop these calls. One thing it wants to do is to make sure the company that calls does not hide its telephone number. With most nuisance calls, we cannot see the telephone number of who called us, but that could change. This means people could report companies whom they make nuisance calls to. Another measure the British government is looking at is to fine companies that make nuisance calls. Cold callers could get a fine of up to \$720,000 for making nuisance calls. Three-quarters of people who own a landline in Britain get cold calls every month. The number of people who get monthly nuisance calls on their mobile phones increased from just over 50 percent in 2014 to 72 percent today. One company in Britain made 40 million cold calls in just three months. Britain's minister for data protection said nuisance calls were a problem. She said: "There is no simple solution to the problem of nuisance calls, but making direct marketing companies display their telephone number will help consumers... take action." She added: "Being pestered by marketing calls is annoying at the best of times, and at its worst it can bring real misery for the people on the receiving end."

HOMework

1. VOCABULARY EXTENSION: Choose several of the words from the text. Use a dictionary or Google's search field (or another search engine) to build up more associations / collocations of each word.

2. INTERNET: Search the Internet and find out more about nuisance calls. Share what you discover with your partner(s) in the next lesson.

3. NUISANCE CALLS: Make a poster about nuisance calls. Show your work to your classmates in the next lesson. Did you all have similar things?

4. FINES: Write a magazine article about companies getting fined for making nuisance calls. Include imaginary interviews with people who are for and against this.

Read what you wrote to your classmates in the next lesson. Write down any new words and expressions you hear from your partner(s).

5. WHAT HAPPENED NEXT? Write a newspaper article about the next stage in this news story. Read what you wrote to your classmates in the next lesson. Give each other feedback on your articles.

6. LETTER: Write a letter to an expert on nuisance calls. Ask him/her three questions about them. Give him/her three of your ideas on what to do to companies who make nuisance calls. Read your letter to your partner(s) in your next lesson. Your partner(s) will answer your questions.

ANSWERS

TRUE / FALSE (p.4)

a T b F c F d F e T f T g F h T

SYNONYM MATCH (p.4)

- | | |
|--------------|----------------|
| 1. nuisance | a. annoying |
| 2. action | b. measures |
| 3. sure | c. certain |
| 4. fine | d. penalty |
| 5. hide | e. conceal |
| 6. increased | f. went up |
| 7. just | g. only |
| 8. simple | h. easy |
| 9. pestered | i. bothered |
| 10. misery | j. unhappiness |

COMPREHENSION QUESTIONS (p.8)

1. Sell us things
2. Cold call
3. Their telephone number
4. Fine them
5. Up to \$720,000
6. Monthly
7. 40 million
8. The data protection minister
9. Take action
10. Misery

MULTIPLE CHOICE - QUIZ (p.9)

1. b 2. d 3. c 4. a 5. b 6. a 7. c 8. a 9. d 10. c

ALL OTHER EXERCISES

Please check for yourself by looking at the Article on page 2.
(It's good for your English ;-)