

3

Changing suppliers



Do you have a phone?

Are you happy with your supplier or would you like to change?

What you will do

This unit is about dealing with customer services, making complaints about poor service and changing telephone companies. These are the skills you will practise. Which are the most useful for you? Tick the boxes.

Listening and speaking

Skill

- Communicating clearly on the phone using recorded messages

Skill code

SLlr/L1.1, 2; SLc/L1.1, 2

Reading and writing

Skill

- Reading formal and informal text and understanding new words
- Writing a short formal and informal text and proof-reading for punctuation and length
- Spelling new words you want to use

Skill code

Rt/L1.1, 2, 3; Rs/L1.1; Rw/L1.2

Wt/L1.1, 2, 4, 5, 6; Ws/L1.3

Ww/L1.1, 2

Project work

At the end of the unit you will investigate utility companies to find the best supplier for you.

Calling to complain

Activity A • Speaking and writing

- 1 Look at the pictures below. In your group, discuss what is happening in each scene.



- 2 Discuss in your group the differences between speaking to someone face-to-face and on the telephone.
- 3 Write down notes about your discussion.

Activity B • Reading and writing

- 1 Use the list in the box to answer the following questions.

- a What helps you understand someone face-to-face?

Think about facial expressions, body language, things you can point to or show.

.....
.....

- b What helps you understand someone on the telephone?

Think about tone, pace and clarity of speech etc.

.....
.....

Communication

- Facial expressions
- Body language
- Tone of speech (angry or happy)
- Pace of speech (fast or slow)
- Pictures or brochures
- Clarity of speech (clear or muffled)

Activity C • Listening

Peter Jones is ringing to complain about his telephone bill. Listen to the audio clip and note down answers to the questions below.

- 1 Before asking the reason for Peter's call, what does the customer services adviser ask Peter?
- 2 Why does Peter think his bill is so expensive?
- 3 What example of call charges does he give?
- 4 What does the adviser suggest that Peter does?
- 5 How does Peter want to contact the company?

Southern Communications Ltd						
Peter Jones 87 Exeter Road Plymouth Devon PL23 6HG					Account No. SW 3425 5444	
Details of itemised calls						
Date	Time	Number	Place	Duration	Cost	
13/11/2002	20:50	0113 496 0008	Leeds	0:10:54	0.578	
17/11/2002	09:25	020 7946 0005	London	0:02:12	0.682	
17/11/2002	09:32	0161 496 0003	Manchester	0:07:14	0.941	
17/11/2002	09:47	0131 496 0009	Edinburgh	0:01:57	0.118	
17/11/2002	10:58	08081 570989	Freephone	0:03:41	0.337	
17/11/2002	11:24	0909 879 0980	Premium	0:04:01	0.578	
17/11/2002	11:44	0161 496 0003	Manchester	0:07:33	0.662	

Activity D • Listening

- 1 Look at this extract from the audio clip.

My name is **Peter Jones** and I live at **87 Exeter Road**.

The highlighted words contain the key information that the customer services adviser needs. Sometimes it is useful to note down **key information** when we are speaking on the telephone.

- 2 Listen to the audio clip again.
- 3 Make a note of the **key information** that Peter needs to act on his complaint.

My account number:

Customer service adviser's name:

Reference number for the complaint:

Action to be taken:

- 4 Listen again to the audio clip. Write headings for the key information the customer service adviser will need to keep a record of Peter's complaint. Make your headings look like a short form.
- 5 Pass the form to another person in your group to complete as they listen to the audio clip.
- 6 Did the other person manage to record all the relevant information?

Activity E • Speaking and writing

- 1 When was the last time you made a complaint? Discuss common complaints that you or your friends have experienced.
- 2 In pairs, choose a complaint, invented or real, and write a few notes about what happened, what you were angry about, and what you wanted the company to do about it. You are going to need this information for the rest of the activities.

What happened? Why were you angry? What did you want them to do?

Tips for telephone enquiries

Activity A • Speaking and writing

When you make requests on the telephone, it is important to prepare yourself: for example, Peter needed to have his account number and phone bill to hand, before he started the call. Look at the checklist below and, in **pairs**, discuss what checklist you would need to make your complaint. Discuss with the rest of the group.

Write your tips on the whiteboard, then keep the list in your file.

Tips for telephone enquiries
● Introduce yourself by giving your name
●
●
●

Activity B • Speaking and listening

In pairs, practise making and answering calls. To do this you will role play a telephone call sitting back-to-back.

Speaker A will be the customer who makes the complaint and will need to note down any reference number, customer adviser's name, and any further action to be done.

Speaker B will be the customer service adviser and needs to note down customer information, the reason for the complaint, and any further action recommended.



Activity C • Writing

You have made your complaint by telephone. The customer services adviser has suggested that you complain to customer services in writing. You need to ask the customer services adviser some questions to find out the best way of doing this.

Make a list of the questions you want to ask. Remember that you still need to be polite.

Use some of these formal question starters to help you.

Could you... Could you tell me the address, please?

Would you...

Would it be possible to... Would it be possible to speak to...?

Could I ask you to... Could I ask you to send me a complaint form, please?

Call options

Most telephone companies use automatic answering to guide you through to an operator or the right person who will be able to answer your questions. You need to follow the instructions to talk to a customer services adviser.



Activity A • Listening

Listen to the recorded message and answer the following questions. You will be given four options. Play the audio clip as often as you need to. As you listen, circle the option on the audio script at the back of the booklet to remind you.

Which button does the caller need to press for each of these problems or queries?

1 You want to keep your number when you move home.

2 You want to complain about some rude workmen.

3 You want an answering service on your line.

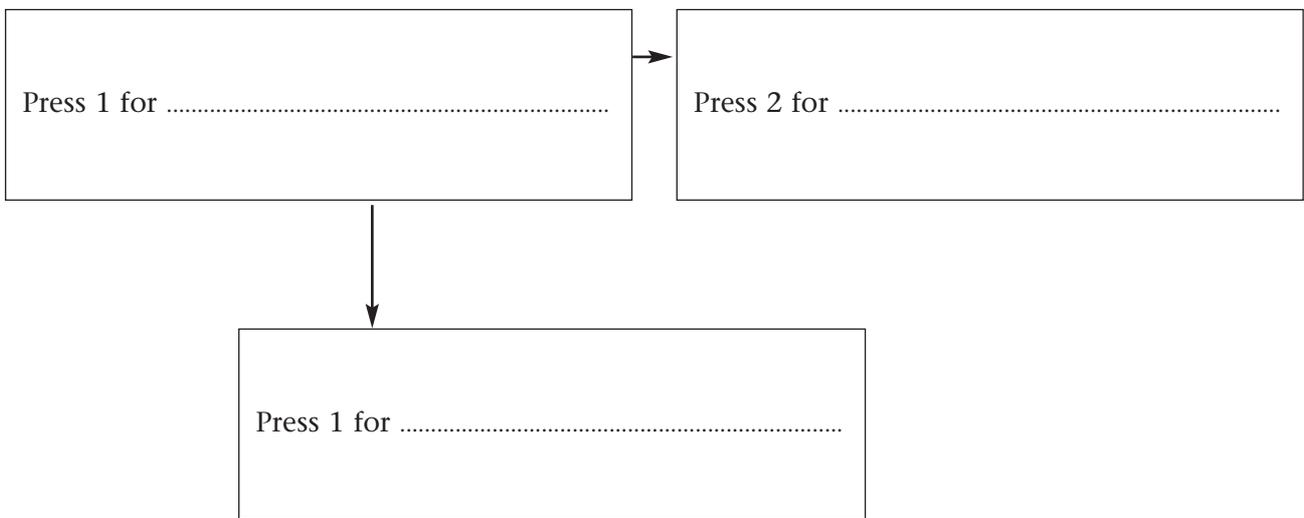
Activity B • Listening

The call options are used for callers who want to use a wide range of services.

Listen to the audio clip of the recorded message again.

Dervla is phoning to enquire about Internet access. There are two stages to her enquiry.

- 1 Dervla needs to press button for the first stage of her enquiry.
- 2 Then, Dervla needs to press button to enquire about Internet access.
- 3 Draw a flowchart of the telephone call to help you.



Activity C • Speaking and writing

Put your new skills into practice.

- 1 Before the next session, call a real telephone or other utility company to enquire about any special offers they might have. Listen to the directions on the automated message and follow the instructions. Draw a flowchart of the instructions.
- 2 Report back to the group on whether you managed to speak to the right person (explain how using the flowchart). Discuss any problems and write possible solutions on the whiteboard.

Reading the small print

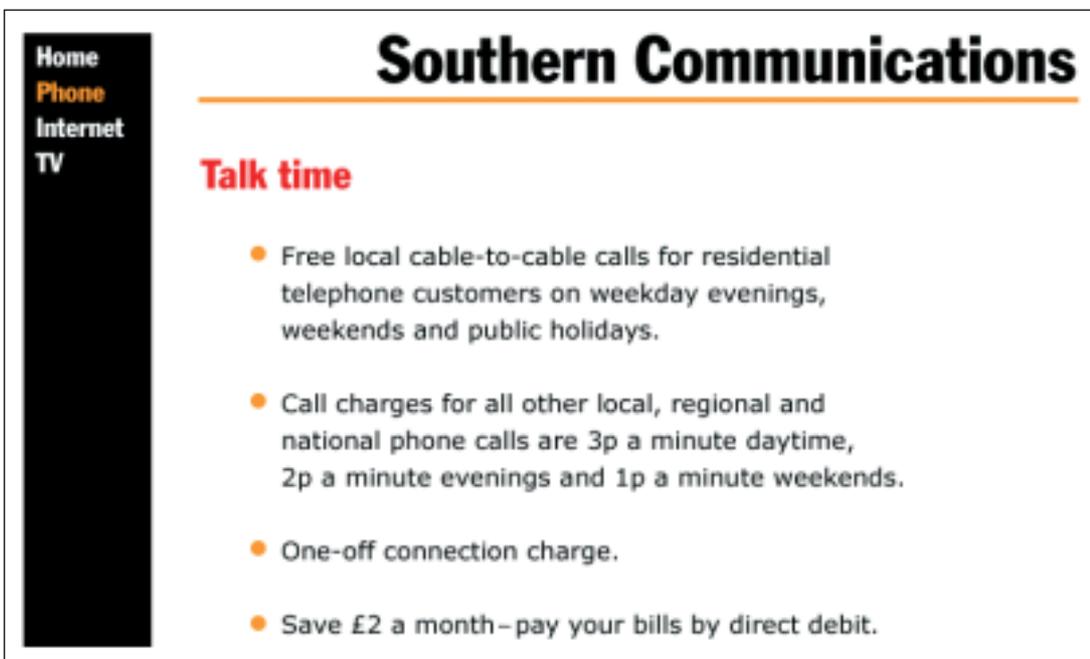
Basma has signed a contract with a new telephone service supplier. She was persuaded by the web page below to think that she would get a good deal. The web page did not state certain things that were in the 'small print' of her contract.

Activity A • Reading

Read the two different types of text below. The texts are written for two main reasons: to give **general information** and to give **detailed information**.

As a group, discuss the following questions and write the main comments on the whiteboard.

- 1 Where would you find these texts?
- 2 What are they designed to do?
- 3 What are the differences between the two texts in:
 - style
 - language
 - length?



The image shows a screenshot of a website for Southern Communications. On the left, there is a vertical navigation menu with the following items: Home, Phone, Internet, and TV. The main content area has the heading 'Southern Communications' in large, bold, black letters. Below this, there is a sub-heading 'Talk time' in red. Underneath, there are four bullet points, each starting with a red dot:

- Free local cable-to-cable calls for residential telephone customers on weekday evenings, weekends and public holidays.
- Call charges for all other local, regional and national phone calls are 3p a minute daytime, 2p a minute evenings and 1p a minute weekends.
- One-off connection charge.
- Save £2 a month – pay your bills by direct debit.

- 1 Local calls are free for residential telephone customers to other residential telephone customers only, on weekdays between 8:00 pm and 8:00 am, all weekend and on UK public holidays. Excludes calls for Internet access. Free local calling terms only apply to calls for Southern Communications customers to other Southern Communications customers.

Please read the full copy of the contract text provided by your teacher.

Activity B • Reading and writing

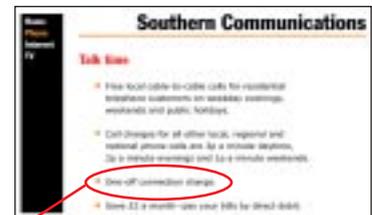
Legal contracts are difficult for all of us to understand! You often have to read a contract at least twice to understand it. The style of language used in contracts is not a style we would choose to write in if we wanted someone to read what we had to say quickly and easily. For this reason, most people don't bother to read contracts until they have a problem.

Read the contract and write down the main points from each paragraph. The first one has been completed for you.

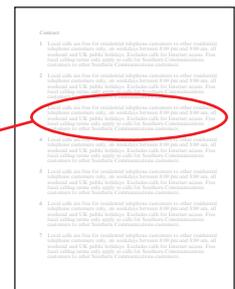
- 1 Free local cable-to-cable calls for residential phone customers on weekday evenings, weekends and public holidays.
- 2
- 3
- 4
- 5

Activity C • Reading and writing

Basma has a problem. She has been charged more than she thought for her phone connection. When she rang customer services, they told her that the bill was correct and that she should read her contract. Below are two extracts – one from the web page and one from the contract.



• One-off connection charge.



Contract
 3 One-off connection charges apply. Connection of residential phone lines is **subject to a £20.00 connection charge per visit**. Connection charges are payable in advance, by credit or debit card only.

Basma had asked the engineer to come back to move her telephone point. She didn't realise she would be charged a second fee, because it said on the web page 'one-off connection charge'.

- 1 Look at the following statements from the web page. Use the contract to see what the 'small print' says about each statement.

Web page	What does the contract say?
Free local cable-to-cable calls for residential telephone customers on weekday evenings, weekends and public holidays.	
Save £2 a month – pay your bills by direct debit.	

Writing to complain

Activity A • Writing

Basma is filling in a complaint form about the charges. The section on the form is short so Basma does not have room to include too many details.

- 1 Discuss what Basma has written. Is all the information she has included important?

Reason for complaint:
It's not fair, I have been charged extra for connecting my phone. I'm tired of being ripped off. Nobody told me I would have to pay more if the man who put the phone in came back again. I bet they don't charge this much in other companies. I've just got another bill asking me to pay the rental and I've not made a phone call yet. You should have told me about these things, you don't make things clear enough for customers. Where do you think we get the money from, it doesn't grow on trees you know! I'm bringing up a family. I can't pay all these extra charges. Are you going to reduce your prices before I go elsewhere?

By the way my name is Basma Hania and my account number is SW 85737/7762.

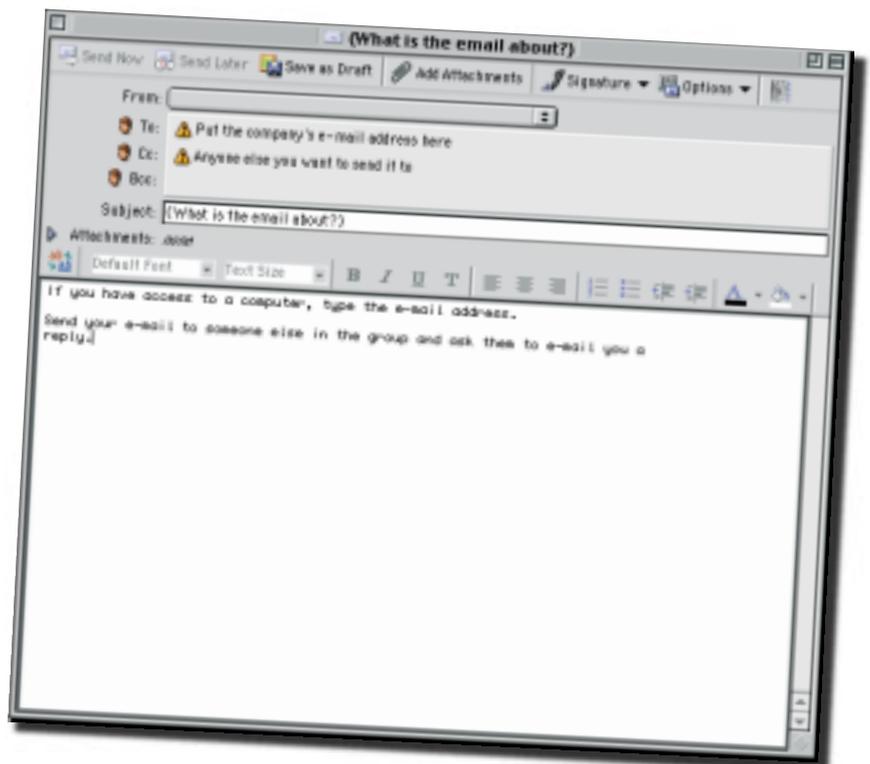
Date of complaint: *16 December*

- 2 Highlight the important information that should be on the form.
- 3 Rewrite the form on a separate sheet of paper, including only the important information.

Activity B • Writing

Write an e-mail to the telephone company to explain that you have been charged for calls you could not have made. E-mails are usually quite short, but still need to contain all the important information. On a separate sheet of paper, prepare your e-mail by:

- making a list of the points that you wish to make;
- checking how much room you have to write and plan your writing;
- making sure you give enough information, but that you do not include unnecessary details.



Closing your account

Activity A • Reading

Read the following extract. Alan Stephens from Southern Communications has summarised a telephone complaint made by Basma's husband. Which words are repeated too often?

Customer account number	SW 85737/7762
Name of customer	Mr and Mrs Hania
Nature of complaint	Mr and Mrs Hania have been charged for connecting to the cheap rate service. Mr and Mrs Hania were not told about the connection charge and Mr and Mrs Hania do not wish to pay the connection charge. I have advised Mr and Mrs Hania to write a letter of complaint.

The extract below uses pronouns to make the sentences flow naturally.

Nature of complaint	Mr and Mrs Hania have been charged for connecting to the cheap rate service. They were not told about the connection charge and do not wish to pay it. I have advised them to write a letter of complaint.
---------------------	--

Pronouns can be used in place of names, which are nouns.

Pronouns are useful because they stop you repeating the same word.

You can use **the pronoun 'she'** instead of the proper noun phrase 'Mrs Hania'.

Basma's husband does not have time to rewrite Basma's letter of complaint. Circle the pronouns and discuss with another learner whether you would change any of the words to pronouns.

Common pronouns

I, me, you, she, her, he, him, it, we, us, they, them

Nouns

A **noun** is the name of a **place**, a **person** or a **thing**.

A **proper noun** is the name of a particular person, place or thing and it has a **capital letter**.

e.g. Basma Hania
Exeter

My husband phoned Alan Stephens last week because my husband and I were fed up with your prices. Our bill is much bigger than our bill used to be - you keep charging my husband and me more and more. My husband told Alan Stephens that my husband and I can't ring family and friends. My husband and I are going to find a cheaper phone company and let everyone know how much your calls cost.

Basma

Activity B • Reading

- 1 In pairs, read Basma's letter again. Would you send this letter to the telephone company? Would you send it to a friend?
- 2 Compare the structure and language of Basma's letter with that of the letter below. Discuss your answers with the group and put the main points on a whiteboard.

Dear Sir / Madam

Re: Account number 88999000

Following my telephone call of 21 December 2002, I am writing to complain about the price charged by your company for international calls.

The charges for international calls have risen by nearly 50 per cent in the last year and it now costs nearly twice as much to call India as it would with some other companies. In the last quarter, I was charged over £46 for calls to India, with one call costing over £12.

I have decided, therefore, to transfer my account to a rival company and would be grateful if you would cancel my contract with immediate effect.

Yours faithfully

Basma Hania

Activity C • Reading

When you write letters to friends, you normally use **informal language**.

When you write to a company, you need to use **formal language**.

Look at these two sentences from Basma's letters.

Sentence 1: 'I have decided, therefore, to transfer my account to a rival company and would be grateful if you would cancel my contract with immediate effect.'

Sentence 2: 'My husband and I are going to find a cheaper phone company and let everyone know how much your calls cost.'

Sentence 1 uses **formal language**, which should be used to write a **business letter**.

- 1 Read the reply Basma received from the telephone company.
- 2 Highlight three phrases you think are **formal and** which you would not expect to hear in informal conversation.

I have been asked to respond to the complaint form received in our office on 4 January, in which you expressed concern at the cost of international calls to India.

Unfortunately, I have to inform you that our engineers have investigated your complaint and have confirmed that the calls were made from your address.

In conclusion, I regret that we are unable to refund these charges and must insist that your account is settled in full. I would be grateful, therefore, if you would contact our office at your earliest convenience to arrange payment.



Activity D • Writing

Look at these four sentences. Basma might say these to a friend, but she needs to make the language more formal if she is going to write a business letter. Rewrite them to make them more formal.

1 I've written loads of times to let you know my phone's not working.

I have written to you on numerous occasions to inform you that my phone is out of order.

2 Send someone round to fix my phone.

.....

3 It would be handy if they could come at the weekend.

.....

4 Give me a ring to let me know what time they are coming.

.....

Activity E • Writing

Plan a short, formal letter to the telephone company explaining that your telephone is out of order and that you have decided to cancel your contract because of the poor service.

- 1 Use the letter below to help you plan your letter.
- 2 Plan each part of the letter. Use formal language and include pronouns.
- 3 Write your letter and ask another learner to proof-read it for you. Check your punctuation and spelling.
- 4 If you have access to a computer, type a final version of your letter.

Name	→ Dear Sir / Madam
Reference	→ Re: Account number 88999000
Introduction, giving main reason for writing	→ Following my telephone call of 21 December 2002, I am writing to complain about the price charged by your company for international calls.
Supporting information	→ The charges for international calls have risen by nearly 50 per cent in the last year and it now costs nearly twice as much to call India as it would with some other companies. In the last quarter, I was charged over £46 for calls to India, with one call costing over £12.
Outcome	→ I have decided, therefore, to transfer my account to a rival company and would be grateful if you would cancel my contract with immediate effect.
Signature	→ Yours faithfully Basma Hania



Spelling

Activity A

Read this sentence from the 'terms and conditions' document.
The highlighted words are plural nouns.

'Free local cable-to-cable **calls** for residential telephone **customers** on weekday **evenings**, **weekends** and public **holidays**.'

Words ending in 'y'

1 Write down the rules for the plurals below.

play	plays	lorry	lorries
key	keys	lady	ladies

- 2 If there is a **consonant** before the,
change the to
before adding e.g. party → parties.
- 3 If there is a **vowel** before the,
just add, e.g. toy → toys.

Words ending in 'x', 'sh', 'ch' or 's'

4 Write down the rules for the plurals below.

box	boxes	watch	watches
kiss	kisses	flash	flashes

For words ending in, or
....., add e.g. watch → watches.

Words ending in 'f' or 'fe'

5 Write down the rules for the plurals below.

knife → knives leaf → leaves shelf → shelves

.....

.....

Note that the plural of these words ends in a "z" sound. Some words don't fit this rule, e.g. chef / chefs. If the sound of the plural stays as 's', don't add 'ves'. Note the sound of the 'f' in the plurals below.

e.g. belief → beliefs, chef → chefs, handkerchief → handkerchiefs

Irregular plurals

Irregular plurals are plural word forms that don't follow any of the plural rules! e.g. man → men, child → children, sheep → sheep etc. As with other irregular forms, these just have to be learned.

Spelling rules for plurals

Add an 's'.

We usually add 's' to make a noun plural e.g. phone + s = phones

Vowels and consonants

Vowels: There are five vowels in the alphabet– **a e i o u**.

Consonants: All the letters in the alphabet that are not vowels are called consonants.



Remembering plural endings

- 1 Work with your teacher and your group to think of ways to help you remember plural endings.
- 2 Write them on the board and then see which works for you.
- 3 Remember to learn the word in a way that suits you. Try working with the following method.

Look at each word and visualise a **pattern** that will help you to remember the word

Say the word aloud – **accentuate the letters** to help you remember

Cover the word

Write the word again

Check the word **letter by letter**

Activity B

There is a picture pair for each of the plural spelling rules covered here. Fill in the plural and the singular form.



loaf



.....



.....



.....



IMAGE CAN ONLY BE USED AT THIS SIZE DUE TO RESOLUTION SUPPLIED

.....



.....



.....



.....



.....



.....



.....

Activity C

Split into groups of four. In pairs, prepare a list of ten plurals and their singular forms (make sure you include a variety of endings). Read out the singular form of the words you have prepared and ask the other pair to give you the plural form. Use a timer and set it for 30 seconds. How many plurals did you get right?



Integrated skills



- 1 As a group, investigate utility suppliers to find out whether you would be better off using a new company.
- 2 Prepare a display to show why the new supplier would be better than your old supplier.
 - Give helpful guidelines for using a recorded message system to request information.
 - Show how to plan and draft a letter to change suppliers. Include tips for using negative statements and pronouns to avoid repetition.
 - Write a letter. Show that you have thought about the letter's length and content and that it is 'fit for purpose'.
 - Show how you would check for correct punctuation and spelling.
- 3 Follow the steps below to find out who the best supplier is and how to switch companies.

If you have access to a computer **compare prices online**.

Visit an online calculator website such as www.uswitch.com, www.Buy.co.uk, www.ukpower.co.uk or www.saveonyourbills.co.uk and complete the online forms to compare your gas, electricity or water bills. This will tell you which supplier is the cheapest in your area.

You will need to know your postcode, the names of your existing suppliers and approximately how much your bills are normally. Of course, you can also make up or guess the amounts if you do not really want to find out how much you could save.



Check it

Judge how much to write

- 1 Read this section from a letter to a telephone company. You only have a short space on a complaint form to write down your grievance.
- 2 Cross out all the unnecessary words.
- 3 Fill in the section on the complaint form.

I recently had a nice, blue phone installed by a young blonde lad from your company. He was two hours late and I had to take extra time off work, but he finally got the job done. Unfortunately, whenever I use this phone there is a buzzing sound on the line, which makes it difficult to hear, particularly when my sister calls because she doesn't have a very loud voice. Also, the wire appears to be loose which I think might have something to do with it.

Could you please arrange for someone to contact me any day after six as I don't get in from my job at the supermarket until then, but I'm usually in all evening.

Give brief details of your complaint:

.....

.....

.....

.....

.....

.....

.....

Read the details

You want to find out if you would get a better deal changing telephone suppliers.

Look at the following questions and read the contract for 'Southern Communications'.

Current supplier	Should I change?	Don't change
At present I do not pay call-connection fees for any calls.		
I don't get free local calls to other residential telephone lines in the evening, all weekend or on UK public holidays.		
I would like free Internet access when cheap call rates apply.		

Recognise plurals

- 1 Read through the following text.
- 2 Look for the plurals, circle the word if it has not been spelt correctly and provide the correct spelling.

Advertisementes are always trying to sell mobile phons. Companies try to sell you phones by saying they are bigger and better with built in cameras and changeable coveres. You can even send faxes and emailles directly from your phone. Phones are so expensive. I think you pay for the boxes and the glossy leafletes that show everyone 'cool' with the latest phone.

How am I doing?

Look back at the skills listed on page 1.

Then finish the sentences below.

I am confident with

.....
.....
.....

I need more practice with

.....
.....
.....



Answers

Page 3 Activity C

- 1 Could I take your account number please ... and confirm your name and first line of address?
- 2 The standing charges are too high
- 3 He only made a few calls that cost £3 but his bill was £46
- 4 To complain in writing to the head office.
- 5 By email

Page 3 Activity D

Call adviser information
 Customer account number
 Name and the first line of address
 Additional information offered
 Information on standing charges
 e-mail address

Page 5 Activity A

- 1 button 2
- 2 button 0
- 3 button 1

Page 6 Activity B

- 1 Stage 1 button 1
- 2 Stage 2 button 2

Page 8 Activity B

- 1 Local calls are free for residential telephone customers to other residential telephone customers only, on weekdays between 8:00 pm and 8:00 am, all weekend and UK Public Holidays.
- 2 Excludes calls for Internet access.
- 3 Free local calling terms only apply to calls for Southern Communications customers to other Southern Communications customers.
- 4 Customers will have to pay £2 unless they pay by direct debit which will save a £2 monthly administration charge.
- 5 Charges may vary from time to time.

Page 9 Activity A

Important information to include on the complaint form:

- Charged extra for phone connection
- Charged rental before making calls
- Will the phone company cancel or reduce these charges?

Page 10 Activity B

My husband phoned Alan Stephens last week because **we** were fed up with your prices. Our bill is much

bigger than **it** used to be – you keep charging **us** more and more. **He** told Alan Stephens that **we** can't ring family and friends. **We** are going to find a cheaper phone company and let everyone know how much your calls cost.

Basma

Page 13 Activity A

If there is a consonant before the 'y' change the 'y' to 'i' before adding 'es'.

If there is a vowel before the 'y' add 's'.

For words ending in 's', 'ch' or 'sh' add 'es'. For words ending in 'x' add 'es'.

Change the 'f' for 'v' and add 's' e.g. knife = knife + s = knives.

Page 14 Activity B

loaves, watches, lorries, keys, phones, children

Page 16 Read the details

Current supplier	Should I change?	Don't change
At present I do not pay call connection fee for any calls		Don't change
I don't get free local calls to other residential telephone in the evening, all weekend and UK Public Holidays.	Change	
I would like free Internet access when cheap call rates apply.		Don't change

Page 16 Recognise plurals

Advertisements are always trying to sell mobile phones. Companies try to sell you phones by saying they are bigger and better with built in cameras and changeable covers. You can even send a faxes and emails directly from your phone. Phones are so expensive. I think you pay for the boxes and the glossy leaflets that show everyone 'cool' with the latest phone.



Audio scripts

Page 3 Activity C Audio script 1

- Adviser: Customer services, Melanie speaking, could I take your account number, please?
- Customer: My account number is SW 3425 5444.
- Adviser: ... and could you confirm your name and the first line of your address, please.
- Customer: My name is Peter Jones and I live at 87 Exeter Road.
- Adviser: Good morning, Mr. Jones, how can I help you?
- Customer: I want to complain about my telephone bill. I only made six calls last quarter. They cost about £3, but my bill was still £46. It's those standing charges. They are ridiculous. You need to do something about them.
- Adviser: Unfortunately, Mr. Jones, the charges you pay are for line rental and you rent the line from us for the whole quarter, so you make calls whenever you need to. Of course, you also use your line for incoming calls.
- Customer: That's just not good enough. My gas company got rid of standing charges so I don't have to pay for things I don't use. You should think about your customers more. Now, what are you going to do about this bill?
- Adviser: I'm afraid there's nothing I can do. You need to complain to head office in writing. There are several ways of doing it. I could send you a complaint form or you could just write them a letter. The address of head office is on the back of your phone bill. Or, if you have access to a computer, you could e-mail us at complaints@southerncomm.co.uk ...
- Customer: Could you repeat the e-mail address, please?
- Adviser: Yes of course, it's complaints@southerncomm.co.uk or you could complete our online complaint form by visiting our website at www.southerncomm.co.uk. Please quote your complaints reference number GF 231.
- Customer: Thank you for your help. Goodbye.

Page 5 Activity A Audio script 2

- Welcome to customer services. Calls to this number are free. Please choose from the following range of options.
- If you are enquiring about products and services, please press 1 on your keypad now.
- If you are moving home, please press 2 on your keypad now.
- If you have an enquiry about your bill, please press 3 on your keypad now.
- For any other enquiries or if you wish to speak to a customer adviser, please press 0 now.
- Thank you. You are through to products and services. Please choose from the following range of options.
- If you wish to enquire about a different call package, press 1 on your keypad now.
- If you wish to enquire about Internet access or broadband, press 2 on your keypad now.
- If you wish to speak to a customer adviser, press 0 on your keypad now.
- Welcome to the home Internet division.
- If you are an existing customer, please press 1 on your keypad now.
- If you are a new customer or are enquiring about connecting to the Internet, please press 2 on your keypad now.