

WRITING (30 MARKS)

TASK 1 (10 marks)

You changed the plan on your mobile phone service a while ago and have had nothing but trouble with using the service. Write a **letter of between 120 and 140 words** to the mobile phone service provider. In your letter:

- describe the situation in detail.
- complain about the service giving examples.
- tell them you want to discontinue with the service.
- ask them what you expect them to do about it.

TASK 2 (20 marks)

Change in Working Conditions

Write an essay of between 290 and 310 words for your professor at University about the following topic:

People can now live and work anywhere because of improved communication technology and transport. To what extent do you think the advantages of this outweigh the disadvantages?

You should use your own ideas, knowledge and experience and support your arguments with examples.

HEOI - EEOO