

Fill in the gaps with suitable words from the box.

directory enquiries	busy	operator	landline	message
heart				
recorded message	emergency services	hold	urgent	through
off				switched

- 1) Do you leave your mobile at night?
- 2) Are you satisfied with your?
- 3) How many telephone numbers do you know by?
- 4) Do you still use a phone at your home?
- 5) Do you often try to get of your boss?
- 6) What do you do when the line you are calling is?
- 7) Do you get angry when nobody answers your call and then you hear a?
- 8) When you call to some office do they put you immediately?
- 9) When you need to find out a telephone number do you call to?
- 10) Do you often have to answer phone calls?
- 11) Do you prefer to leave a or call back later when nobody answers your call?
- 12) Have you ever called to because of an accident?

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