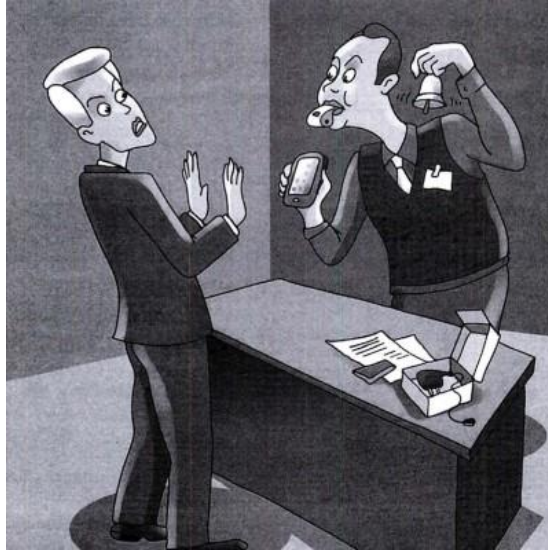


## LESSON 4 - Buying a Service Plan



### BUYING A SERVICE PLAN

**Tom** is shopping for a new cell phone plan. It's tricky because there are many options. **Mike**, a salesman at the cell phone store, helps him choose the right plan.

**Tom:** Hi, I'm *in the market for* a new cell phone plan.

**Mike:** Do you have a plan now?

**Tom:** Yes, with MobileOne. But it's about to expire.

**Mike:** You're not happy with them?

**Tom:** No, I'm not. Their service is terrible. My calls are always *breaking up*.

**Mike:** Cellular Star's service is *first rate*. You'll get great reception. What are you looking for in a plan?

**Tom:** I need 400 minutes a month for daytime calls. I'd like unlimited night and weekend calling.

**Mike:** What about call forwarding, voice mail, and text messaging?

**Tom:** I don't need any of those *bells and whistles*.

**Mike:** The Choice 450 is our *no-frills* plan. That'll *run you* \$39.99 a month, plus tax.

**Tom:** That doesn't include long-distance calls. does it?

**Mike:** Yes. it does.

**Tom:** So it's \$39.99 a month, plus tax.

**Mike:** Yes, and there's a *one-time fee* of \$35. That's for *setting up* the account.

**Tom:** Any *hidden fees*?

**Mike:** No. Of course, you'll want to read *the fine print* of your contract.

**Tom:** Right. I don't want to *get stuck with* a plan that only lets me make long-distance calls between midnight and 3 a.m.

**Mike:** Did I mention that if you sign up for this plan by Friday, we'll *throw in* a free phone?

**Tom:** I *could use* a new phone.

**Mike:** It's a great offer, with *no strings attached*. *All set to* sign up?

**Tom:** Before I *sign on the dotted line*, I'd better make sure I know what I'm *getting into*.

## Language Lens: Negative Questions

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Negative questions can be used to:

=> **Confirm that something is true or has happened.** You are assuming something is true and you are just checking.

*Example:* You didn't tell Ted we think he's a lousy boss, did you? (Expected answer: No, I didn't).

=> **Express surprise that something hasn't happened**

*Example:* Haven't you mailed that letter yet? (Note that this can often express annoyance. The person asking the question is annoyed that the other person did not do something).

=> **Offer a polite invitation**

*Examples:* Won't you come in? Wouldn't you like some coffee?

Study these examples for ways to answer negative questions:

Didn't you see the car coming?

- Yes, I did. (Do not just say "yes" in response to this type of question. Give a complete answer: "Yes, I did.")

- No, I didn't. (You may also say just "no" without "I didn't.")

Aren't you hungry?

- Yes, I am. I Yes, I'm starving!
- No, I'm not. I No, I just had breakfast.

Won't you sit down?

- Yes, thank you.
- No, I've only got a minute.

You're not tired after your trip?

- Yes, I am tired. (Do not just say "yes.")
- No, I'm not tired. (Note here that you're saying "No ... " even though you are agreeing with the person who asked the question. You're confirming that you're not tired.)

## Quick Quiz

### Part A: Practice answering negative questions:

Example: Didn't you get my e-mail? (You didn't)

Answer: No, I didn't.

1. Don't you like spinach? (You do)

2. Don't you want to rest before dinner? (You don't)

3. Didn't she understand the joke? (She didn't)

4. Aren't they on vacation in Italy? (They are)

Isn't he graduating this year? (He isn't)

