

I'd like to have a phone installed.

- Leigh:** I'd like to have a phone installed, please.
- Customer Service:** May I have your name and address, please?
- Leigh:** Sure. My name is White, Leigh. L-E-I-G-H. My address is 1600 Jupiter Apartment, San Deigo, California.
- Customer Service:** May I have your date of birth and your social security number, please?
- Leigh:** Certainly. My date of birth is June 11, 1980. My social security number is 554-66-9980.
- Customer Service:** Thank you very much. The earliest day for connection is this Friday. Is that OK?
- Leigh:** That's fine. Thanks.
- Customer Service:** Thank you very much, Ms. White. Have a nice day!

Vocabularies:

install - to connect or set in position and prepare for use

Social Security- government program that help persons faced with unemployment, disability, or agedness, financed by assessment of employers and employees.

Expressions

I'd like to have a phone installed.
May I have your name and address, please?
Certainly
Is that OK?
That's fine.

Practice

A. May I have your name and address, please?

B. _____. My _____ is _____. My _____ is _____.

A. Is that OK?

B. That's _____. Thanks.

A. May I have your date of _____ and your _____ security number, please?

B. Certainly. My date of birth is _____. My social security number is _____.

Explain: Give your answer in complete sentence.

1. How did you install your phone in your house?
2. How long do you have to wait to install your phone?
3. Why do you need to give your name and your social security number if you want to install a phone?