

Document A



Document B

1 **Telus will waive internet fees for low income families during**
2 **pandemic**

3 *Telus has announced it will be automatically **waiving** internet **fees***
4 *for low-income families currently **enrolled** in the Internet for Good*
5 *program during the COVID-19 pandemic.*

6 In a statement on Friday, Telus said it will be “automatically waiving fees
7 for the Telus Internet for Good program for two months,” which will
8 allow these customers to access high-speed internet in their home for
9 free for 60 days.

10 “Reflecting Telus’ longstanding **commitment** [...] to bridge social and
11 economic digital divides, our team is working diligently – with their
12 hearts and their hands – to keep our communities and customers
13 connected throughout this unprecedented time in history,” said Darren
14 Entwistle, president and CEO of Telus, in a statement.

.....
Telus : a Canadian telecommunications company •

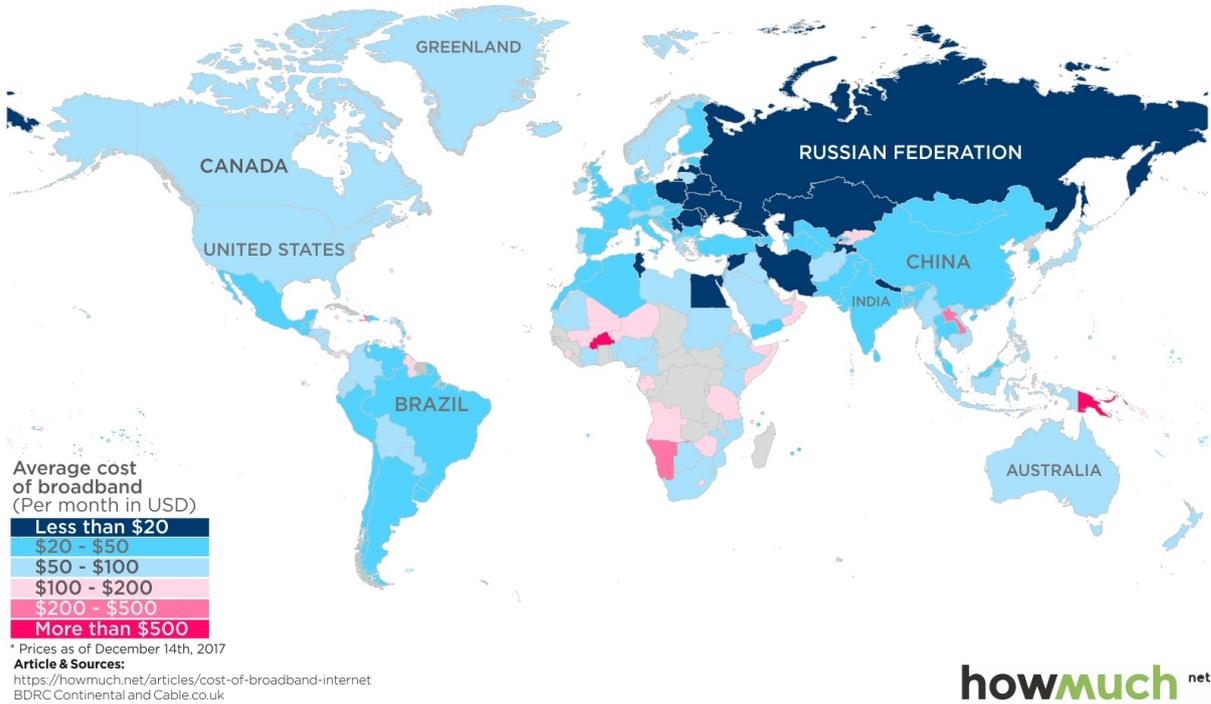
(to) waive : (ici) supprimer • fees : *frais d'accès* • (to) be enrolled : être

inscrit • (to) bridge : (ici) combler / rapprocher • commitment : engagement
.....

<https://dailyhive.com/vancouver/telus-waive-internet-fees-low-income-families-coronavirus>

Document C

The Cost of Broadband Internet



READING QUESTIONS

1. What is Telus? What type of services do they provide to customers?
2. Telus has announced that they will help some customers. Explain how they will help them.
3. What type of customers will be eligible/will have the right to claim this help? Why?
4. The company states that they are committed "**to keep our communities and customers connected throughout this unprecedented time in history**".
Explain that statement : What responsibilities does the company have in the current context?
5. Describe document A and document C.
6. How can you connect these two pictures to the article?

ANSWERS TO THE READING QUESTIONS

1. What is Telus? What type of services do they provide to customers?

Telus is a large Canadian telecommunications company that provides phone, internet, television/entertainment, and cellular phone services.

2. Telus has announced that they will help some customers. Explain how they will help them.

Because of the current coronavirus epidemic, families have been ordered to stay at home in an effort to **curb*** the virus **spread***. Many companies have been forced to **lay off*** some of their workforce so many employees are now **collecting*** unemployment benefits which has drastically diminished their monthly income **while*** most employees who still have a job need to use the internet every day to work from home.

Telus is aware of the financial difficulty its customers may be facing at the moment, so they have decided to **waive*** its internet **fees*** for low-income families by giving them free access to high-speed residential internet service.

[(**to curb** : (to) refrain, (to) control • **the spread** : *the expansion, the growth* • (**to lay someone off** : *renvoyer / licencier quelqu'un* • (**to collect** : *recevoir (une aide)* • **while** : *tandis que* • (**to waive** : (ici) *supprimer* • **fees** : *frais (d'accès)*]

3. What type of customers will be eligible/will have the right to claim this help? Why?

Families currently enrolled in* the "Internet for Good program" (a low-cost monthly internet service for families in need) are **eligible*** for this offer during the COVID-19 pandemic. The offer will **last*** 60 days. Customers who are eligible will automatically benefit from this offer.

[(**to be enrolled in** : *être inscrit à* • (**to be eligible for + N** : *avoir droit à* • (**to last** : *durer*]

4. The company states that they are committed "to keep our communities and customers connected throughout this unprecedented time in history".

Explain that statement : What responsibilities does the company have

in the current context?

The company **states*** that they have a responsibility to make sure its customers don't lose their internet connection even **though*** they may not be able to pay the fees for a limited period of time.

They understand that keeping people connected is crucial for everyone during the COVID-19 pandemic : because of social distancing people **are not allowed to*** visit their friends or relatives, students/pupils have to learn from home, employees have to **telecommute***, people may need some form of entertainment (they may need to watch movies and TV series on streaming services)

[(**to state** : *déclarer* • **even though** : *bien que* (concession) • (to) be **allowed to** : *être autorisé à* • (**to telecommute** : *travailler à la distance*)]

5. Describe document A and document C.

Document A is a picture that shows a print advert for internet access service plan **affixed*** to a bus.

The plan from the company TPG is advertised at the **rate*** of about 60 dollars a month.

Document C is a map that produces a comparison between the cost of broadband internet service around the world.

We can see that the internet fees in Canada are moderately expensive compared to places like Europe or Latin America.

[(**to affix** : *coller, apposer* • **the rate** : (ici) *le prix*]

6. How can you connect these two pictures to the article?

We can connect document A and C because both documents show that the cost of internet access can be quite expensive for families/some **households**.

The articles shows that companies have a social responsibility in a time of crisis, because they need to make sure their customers are not **barred/prohibited from*** using their service when they are going through financial difficulties.

[**a household** : *un foyer* • (**to be barred from** : *se voir interdire de* • (**to go through** : (ici) *subir*]