



SOLT I Indonesian Module 3 Lesson 5

Student Manual

Telephone Conversation

DEFENSE LANGUAGE INSTITUTE
FOREIGN LANGUAGE CENTER



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This is the time for you to learn how to engage in a telephone conversation, to use telephone services and to ask for certain information. Below is the outline for the lesson:

Engage in a Telephone Conversation

- Talk about common military calls
- Use information and emergency services from a pay phone
- Compare telephone services/carriers

Use Telephone Services

- Give information about where the call can be made
- Make local and long distance phone calls
- Call a person and leave a brief message
- Request assistance to place a long distance call
- Take telephone messages
- Make international calls

Ask for Telephone Numbers

- Request/provide telephone numbers
- Ask the operator for a telephone number

TIP OF THE DAY



There are some public pay phones (*telepon umum*) in Indonesia, mostly located in strategic areas such as airports, train stations, bus stations, post offices, business districts and near government offices. You need to use coins or a calling card to use this facility. When you come to Indonesia, you will also find a lot of “WARTEL” stations – this is an abbreviation of “*Warung Telekomunikasi*”, which are scattered all over the city. This type of pay phone is unique. Inside the “Wartel”, you will find several small booths. Each booth is different. It can be for international calls (SLI) and local calls. Several “Wartels” have only one booth for international and local calls. This public phone is operated with a computer. A small digital board inside the booth will tell you how long your call was and how much it cost. By the time you finish your call, the computer will print a record that shows your call. You pay the cashier afterwards.

Dialogue A (Pair Work)

Your instructor will model the following phone conversation for you. Then perform the conversation with your classmates.

Tono : Halo, apakah ini kantor pajak?	Tono: Hello, is this the tax office?
Santi: O bukan, ini 5673450.	Santi : Oh, no, this is 5673450
Tono : O, maaf, salah sambung.	Tono: Oh, I am sorry, wrong number.
Resepsionis: Kantor Pajak, selamat pagi! Ada yang bisa dibantu?	Receptionist: Tax office, good morning! Anything I can help you with?
Tono: Halo, selamat pagi. Bisa bicara dengan Pak Adi?	Tono: Hello, good morning. Can I speak to Mr. Adi?
R: Tunggu sebentar. Saya sambungan dengan pesawat 212.	R: Please wait. Let me connect you to extension number 212.
<i>(The receptionist puts him through)</i>	

Dialogue A (Pair Work) (Continued)

Adi: 212 dengan kantor Pak Adi. Ada yang bisa dibantu?	Adi: 212 with Adi's office. Anything I can help you with?
Tono: Boleh saya berbicara dengan Pak Adi?	Tono: May I speak with Mr. Adi?
A: Maaf, Pak Adi sedang rapat.	A: I am sorry, he is in a meeting.
T: Boleh saya meninggalkan pesan?	T: May I leave a message?
A: Silakan.	A: Please.
T: Tolong bilang Pak Adi untuk menelepon saya di 567345. Saya Tono.	T: Please tell him to call me at 567345. I am Tono.
A: Baiklah. Nanti saya sampaikan.	A: All right. I will give it to him.
T: Terimakasih.	T: Thank you.
A: Terimakasih kembali.	A: Thank you.

Exercise 1 (Pair Work)

Perform the following scenario with your partner. You are looking for Letjen TNI Hadi Waluyo, the *Pangkostrad* (Kostad Commander) at his office at *Markas Kostrad* (Kostrad Headquarters). You call his office and from his secretary you find out that he is in a meeting. Leave a message for him through the secretary, telling him that you called and that you want to talk to him and possibly see him in his office. Then ask the secretary when the best time to call him. Your partner will play the role of the secretary. Use dialogue A above as your model and switch roles.

additional vocabulary:
possibly = barangkali

Dialogue B (Pair Work)

Your instructor will model the following informal phone conversation for you. Then perform the conversation with your classmates.

Dinda: Halo, bisa bicara dengan Rani?	Dinda: Hello, can I speak with Rani?
Tia: Maaf, salah sambung.	Tia : I am sorry, wrong number.
Dinda: Oh, maaf.	Dinda: Oh, I am sorry.
Dinda: Halo, bisa bicara dengan Rani?	Dinda: Hello, can I speak with Rani?
Rani: Ya, saya sendiri.	Rani :Yes, this is she (lit. I myself)
Dinda: Ran, ini Dinda. Kamu mau pergi ke mana malam ini?	Dinda: Ran, this is Dinda. Where do you want to go tonight?
Rani: Nggak tahu ya. Kamu mau ke mana?	Rani : I don't know. Where do you want to go?

Dialogue B (Pair Work)(Continued)

Dinda: Bagaimana kalau kita ke Taman Anggrek Mal?	Dinda: How about if we go to Taman Anggrek Mall?
Rani: Boleh.	Rani : (We) may.
Dinda: Aku jemput pukul 7 malam, ya?	Dinda: I will pick you up at 7 pm, OK?
Rani: Sip!	Rani : Great!

Exercise 2 (Pair Work)

Have a short conversation between you and your friend. He/she is asking for your doctor's phone number. Practice it with your partner and don't forget to take turns. Use dialogue B above as your model.

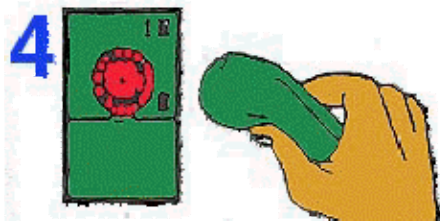
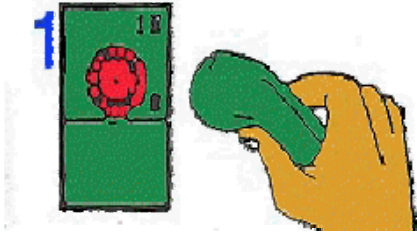
Exercise 3 (Class Work)

Discuss with your classmates the differences between dialogue A and dialogue B above in terms of choices of words, titles, and ways of addressing others in general.

Exercise 4 (Pair Work)

Using a Public Pay Phone

Work with your partner to match each group of instructions on the right with the corresponding illustrations on the left.



A. Masukkan uang logam atau kartu.

B. Angkat gagang telepon.
Dengarkan nada panggil.

C. Letakkan gagang telepon ke tempat semula.
Ambil sisa uang logam atau kartu Anda.

D. Tekan nomor.
Mulai pembicaraan.

Rates for Local Call

Below you will find the rate for local calls.

Zone	Distance (km)	Time	Rp. / Minute	
			Monday to Saturday	Sunday and Holidays
Local I	0 - 20	00.00 - 09.00	33,33	33,33
		09.00 - 15.00	50,00	50,00
		15.00 - 24.00	33,33	33,33
Local II	20 - 30	00.00 - 09.00	50,00	50,00
		09.00 - 15.00	66,67	66,67
		15.00 - 24.00	50,00	50,00

Information and Emergency Numbers

There are several numbers that you can call for certain information or services. These numbers are the same everywhere in Indonesia. Discuss the following numbers and their destinations with your classmates.

- 100 Permintaan Interlokal
- 101 Permintaan Internasional
- 103 Informasi Waktu
- 106 Penerangan Interlokal
- 108 Penerangan Lokal
- 109 Informasi Tagihan Telepon
- 110 Piket Polisi
- 113 Pemadam Kebakaran
- 118 Ambulans
- 122 Posko Kewaspadaan Nasional

Dialogue C (Pair Work)

Your instructor will model the following dialogue for you. Then perform the conversation with your classmates.

Sarinah dials 108 to ask for information.

Operator: Informasi Telkom, selamat pagi.	Operator: Telkom information, good morning.
Sarinah : Selamat pagi. Berapa nomor telepon rumah sakit Panti Rapih?	Sarinah : Good morning. What is Panti Rapih hospital's phone number?

Dialogue C (Pair Work) (Continued)

O: Informasi atau UGD (Unit Gawat Darurat)?	O: Information or emergency room?
S: UGD.	S: Emergency.
O: Rumah sakit Pantj Rapih di jalan Cik Di Tiro, nomornya 514008.	O: Pantj Rapih hospital at Cik Di Tiro St., the number is 514008.
S: Terimakasih.	S: Thank you.

Exercise 5 (Group Work)

Imagine that you are working in Yogyakarta while stationed in Indonesia. You want to make a phone call to America with the help of the operator. Have a short conversation with the operator and the person you are calling. Use dialogue C above as your model.

Exercise 6 (Pair Work)

You are calling 108 (information) to request the telephone number of Bethesda General Hospital. Have a short conversation between you and the operator. One of you plays the role of the operator and one of you the caller.

TIP OF THE DAY

Popular terms for cellular phone are "HP" (read *ha-pe*, from *handphone*), "ponsel" (telepon selular) and "telepon genggam" (handheld-phone).

Compare Telephone Services/Carrier

In Indonesia, there is only one major company that handles telecommunications, which is PT Telkom Indonesia. 51% of its shares are owned by the government. This company has three branches/groups that deal with different services: Telkomsel for cellular phones, Telkomvision for cable TV, and Yellow Pages.

Mobile phones are now a trend in Indonesia and are widely used. There are several kinds of services available for using prepaid or postpaid cards. For prepaid cards, you can top-up your credit by buying a voucher. There are some choices in getting credit; you mostly want Rp. 100.000,00 Rp. 150.000,00 and Rp. 250.000,00. You can also top up your credit by using ATM machines (only at certain banks). The picture below is an example of a prepaid voucher.

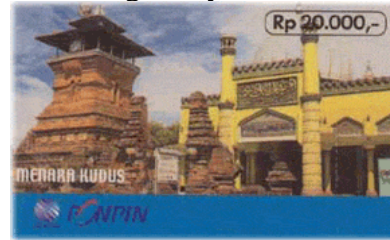


Here are several different prepaid cards for mobile phone that you can use. Discuss them with your classmates.

	<p>Kartu ini bisa menjangkau seluruh kepulauan Indonesia, tetapi untuk wilayah yang berbeda ada nomor kode yang berbeda pula. Kalau Anda menelepon dari luar wilayah Anda, Anda akan terkena roaming.</p>
	<p>Kartu ini tidak menjangkau seluruh wilayah Indonesia tetapi Anda tidak akan dikenai roaming kalau menelepon atau menerima telepon dari luar wilayah.</p>
	<p>Kalau memakai kartu ini Anda tidak akan dikenai roaming. Tetapi di beberapa daerah sinyalnya tidak terlalu bagus.</p>
	<p>IM3 smart hanya menjangkau daerah yang terbatas di Indonesia</p>

TIP OF THE DAY

There is another prepaid card that you can use when you are in Indonesia. This prepaid card is similar to a prepaid calling card that you can buy at a Circle K or other places in the U.S. This card is called *PONPIN* and it uses a PIN number that must be entered in order to make phone calls. You can make the phone calls from your home phone or payphone. There are two toll free numbers that you can dial, they are: 12089 and 12078. The back of the card will give you instructions on how to use it. There are four choices of prices that you can select, Rp. 5.000,00, Rp. 10.000,00, Rp. 20.000,00, and Rp. 50.000,00 You can buy it at Telkom offices or grocery stores.



You can also use postpaid services for your cell phone. Postpaid here means that you do not need to buy a prepaid card, but you need to pay for a monthly subscription, which is around Rp. 150.000,00 and monthly charges for your monthly usage. This service is called "Kartu Halo" which covers major cities, provincial capitals, over 340 smaller cities and major tourist destinations. There is also a service called Pro XL but this one only covers some areas. You also can find a few handheld satellite phone applications that reach even the deep Sumatra Island jungle, and they are "Byru" and "Pasti".

Internationally, "Byru" covers areas from Pakistan and India in the West to Phillipines and Papua New Guinea in the East, and from Japan and China in the North to Indonesia in the South. "Pasti" only covers Indonesia.



TIP OF THE DAY

There are three kinds of calls that you can make in Indonesia. First, *lokal* (local calls) – the calls are made within one area. Second, *interlokal* (long distance calls) – the calls are made from one province to other provinces or one area to other areas. And third, *internasional* (international calls) – the calls are made from Indonesia to different countries.

Exercise 7 (Class Work)

Listen to your instructor as he/she reads a passage about public phones in Indonesia. Fill in the blanks as you listen, and then compare with your partner.

Semakin _____ telepon umum di Jakarta yang tidak bisa dipakai atau bahkan lenyap dari tempatnya. Terdapat kurang lebih 32.000 _____ koin di Jakarta dan sekitarnya namun dari jumlah itu _____ sepertiganya, sempat tidak berfungsi karena _____. Contohnya, telepon umum di dekat stasiun kereta api Gambir. Dari 5 telepon umum yang ada di sana, 3 di antaranya tidak bisa dipakai karena _____ telepon raib entah ke mana. _____ orang yang datang untuk menelepon terpaksa harus menelan _____.

Rusaknya telepon ini disebabkan oleh beberapa faktor, di samping _____ kurangnya perhatian dari pihak PT Telkom; _____ juga tidak peduli akan pentingnya alat komunikasi itu dengan _____, merusak ataupun mengotori telepon umum yang ada.

Exercise 8 (Class Work)

Read the following conversations and then write (I) for an informal call and (F) for a formal call in the space provided.

1. (.....) Ana: Apakah kamu sedang sibuk?
Tuti: Nggak. Aku sedang santai saja. Ada apa?
2. (.....) Hera: Maaf Pak Joko sedang tidak ada di tempat.
Tina: Baiklah, nanti saya akan menelepon lagi.
3. (.....) Rudi: Latihan basket, yuk?
Jono: Maaf, aku nggak bisa. Aku ada ujian besok pagi.
4. (.....) Dina: Kita bicara lain kali saja ya? Aku harus pergi.
Rudi: Baik.
5. (.....) Tina: Mohon ditunggu sebentar. Pak Dono sedang rapat
Siti: Baik.

Exercise 9 (Pair Work)

Have a conversation with your partner mentioning where he can reach you if he wants to call you this afternoon. Use imperatives to convey your message. Switch roles.

Make local and long distance phone calls

The telecommunication system in Indonesia is already well developed. You don't need any assistance to make local or long distance phone calls. For long distance calls, you need to know *kode area* (area code). For an international call you can either press 001, 008, 011, or 017, then add the country code, the area code and then the phone number.

Below is a list with some area codes from several places in Indonesia. You don't have to remember all those numbers, because they are usually listed inside the "Wartel". Also in the telephone book you can find all that information.

Kode	Area
021	Jakarta
022	Bandung
0231	Cirebon Kanci
0232	Kuningan
0233	Majalengka
0234	Indramayu
024	Semarang
0251	Ciawi Bogor
0252	Bayah
0253	Pandeglang
0254	Bojonegara

0256	Jasinga
0257	Pasauran
0260	Subang
0261	Sumedang
0262	Garut
0263	Cianjur
0264	Cikampek
0265	Tasikmalaya
0266	Sukabumi
0267	Batu Jaya
0269	Pameungpeuk
0271	Sragen
0271	Sukoharjo

0271	Tawangmangu
0272	Klaten
0273	Baturetno
0274	Yogyakarta
0275	Kutoarjo
0276	Boyolali
0278	Rembang
0280	Sidareja
0281	Banyumas
0282	Cilacap
0283	Tegal
0284	Pemalang
0285	Bandar Sedayu

Exercise 10 (Pair Work)

Pretend that you are Maya in this conversation. You are going to leave a message for your friend. Complete the dialogue, and then compare your notes with a partner.

Suharto: Selamat pagi!

Maya: _____

Suharto: Danang sedang tidak ada di rumah

Maya: _____

Suharto: Danang pergi latihan bola basket sejak pukul 6 pagi tadi.

Maya: _____

Suharto: Tentu saja. Tunggu sebentar ya, saya ambil pulpen dan kertas dulu.

(Suharto gets a pen and a piece of paper)

Exercise 10 (Pair Work) (Continued)

Suharto: Apa pesannya?

Maya: _____

(Suharto writes down)

Suharto: Hanya ini pesannya?

Maya: _____

Suharto: Nanti akan saya sampaikan pesan dari Anda. Maaf, dengan siapa saya bicara?

Maya: _____

Suharto: Terima kasih kembali.

Exercise 11 (Class Work)

The following expressions are used when engaging in a telephone conversation. Match the statements in column A with the responses in column B.

Column A

1. Selamat siang! Bisa bicara dengan Pak Lukman?
2. Apakah kamu ada waktu luang? Bagaimana kalau kita pergi makan siang?
3. Apakah Anda mau meninggalkan pesan?
4. Perusahaan Air Daerah, selamat pagi! Ada yang bisa saya bantu?
5. Maaf, Pak Bowo sedang ada rapat.

Column B

- a. Saya tahu tetapi ini penting sekali. Tolong sampaikan saya ingin bicara segera.
- b. Maaf beliau sedang dinas ke luar kota.
- c. Saya ingin menyampaikan keluhan tentang air di tempat saya yang selalu mati.
- d. Maaf, saya tidak bisa. Saya ada janji dengan teman saya untuk pergi berbelanja.
- e. Tidak usah, terima kasih. Saya akan menelepon lagi.

Exercise 12 (Pair Work)

Read the following dialogue between Colonel Hasan and Professor Sumitro. You are Colonel Hasan and your partner is Professor Sumitro. Learn the useful expressions and practice them, reverse roles once you are done.

Colonel Hasan is calling Professor Sumitro from Gadjah Mada University and asking him to give a briefing to police officers on copyright law.

Resepsionis: Universitas Gadjah Mada, selamat pagi!
Kolonel Hasan: Selamat pagi! Bisa bicara dengan Profesor Sumitro?
Resepsionis: Maaf, Profesor Sumitro sedang mengajar.
Kolonel Hasan: Oh begitu. Kira-kira selesai pukul berapa ya?
Resepsionis: Mungkin 2 jam lagi. Maaf, dengan siapa saya bicara?
Kolonel Hasan: Nama saya Kolonel Hasan dari Kepolisian Jakarta.
Resepsionis: Ada yang perlu saya sampaikan?
Kolonel Hasan: Tidak perlu, terima kasih. Saya akan menelepon dua jam lagi.
Resepsionis: Baiklah.
Kolonel Hasan: Terima kasih.
Resepsionis: Sama sama.

(Two hours later Kolonel Hasan calls Professor Sumitro)

Prof.Sumitro: Selamat siang, Sumitro disini
Kolonel Hasan: Selamat siang Pak Sumitro. Saya Kolonel Hasan dari kepolisian. Bagaimana kabarnya?
Prof Sumitro: Baik. Dan Anda?
Kolonel Hasan: Baik baik saja, terima kasih. Begini Pak Sumitro, akhir-akhir ini banyak sekali kasus mengenai pemalsuan VCD, DVD dan juga kaset. Saya berpikir untuk mengadakan suatu program di mana bapak bisa memberikan pengarahan tentang Undang-undang Hak Cipta.
Prof. Sumitro: Wah, bagus sekali! Saya menyukai ide itu.
Kolonel Hasan: Kalau Pak Sumitro ada waktu bagaimana kalau hari Jumat tanggal 23 bulan ini.
Prof. Sumitro: Hmm ... tentu saja. Kebetulan saya tidak ada jadwal mengajar pada tanggal tersebut.
Kolonel Hasan: Bagus sekali! Untuk selanjutnya saya akan menyuruh anak buah saya untuk menghubungi Pak Sumitro.

Exercise 12 (Pair Work) (Continued)

Prof. Sumitro: Saya akan tunggu.
Kolonel Hasan: Terima kasih banyak Pak Sumitro.
Prof. Sumitro: Terima kasih kembali.

Answer the following questions:

1. Dari mana Kolonel Hasan?

2. Program Kolonel Hasan mengenai apa?

3. Kapan program itu akan diadakan?

Exercise 13 (Pair Work)

Read the following complaint form regarding a telephone disturbance, and then take turns in answering the questions.

PENGADUAN GANGGUAN TELEPON	
<i>Bila anda mengalami masalah/gangguan pada sambungan telepon anda, anda bisa menggunakan fasilitas ini untuk mengajukan permintaan perbaikan gangguan tersebut. Silahkan anda mengisi formulir di bawah ini selengkap-lengkapnyanya.</i>	
Nama Pelanggan:	Nining Asmara
Alamat Pelanggan:	Jln. Taman Bakti No. 134 Jeruksari, Wonosari
Kode Pos:	55812
Propinsi:	Daerah Istimewa Yogyakarta
No. Telp. yang dilaporkan:	0274 - 393357

Exercise 13 (Pair Work) (Continued)

Pesan/Komentar:

Dengan hormat,
Pesawat telepon saya sering mati.
Biasanya terjadi mulai pukul 19.00
sampai pagi. Telepon
bisa dipakai lagi kira-kira pukul 07.00
pagi, tetapi ada suara-suara lain yang
mengganggu, seperti suara orang banyak
yang sedang berbicara dan suara bising
lainnya. Gangguan ini sudah kami alami
sejak seminggu yang lalu. Mohon
diperiksa. Terima kasih.

1. Nining tinggal di propinsi mana?

2. Berapa nomor telepon yang dilaporkan?

3. Dari dan sampai pukul berapa telepon mati?

4. Gangguan apa saja yang ada di telepon Nining?

5. Sejak kapan gangguan terjadi?






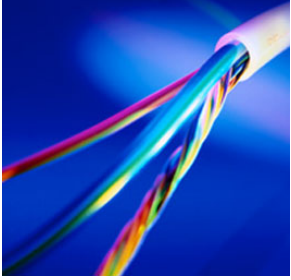
Exercise 14 (Class Work)

The pictures below relate to telephones. Match the words below with the pictures, and then practice by pronouncing them correctly.



1.....	2.....	3.....
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Exercise 14 (Class Work) (Continued)

		
<p>4.....</p>	<p>5.....</p>	<p>6.....</p>
		
<p>7.....</p>	<p>8.....</p>	<p>9.....</p>

Kabel telepon
Tagihan telepon
Pemadam kebakaran

Kantor Polisi
Telepon genggam
Gagang telepon

Kartu telepon
Rumah sakit
Telepon umum

Exercise 15 (Pair Work)

Read the following situations. Select among the pictures on Exercise 17 above that best corresponds to each situation.

- A. Anda ingin membayar telepon, tapi tidak tahu berapa jumlah yang harus dibayar.
- B. Anda melihat ada pencuri yang masuk ke rumah tetangga Anda.
- C. Ada kebakaran di rumah tetangga Anda.
- D. Anda perlu menelpon tetapi telepon genggam Anda tidak bekerja.

Prefix BER -

A. Function:

- To form intransitive verbs

B. Form:

- Prefix **ber** – does not undergo morphophonemic change
- If the phoneme starts with the letter /r/ **ber-** changes into **be-**

C. Meaning:

C.1. Ber + Noun means:

a. memakai/mengendarai/naik

Example:

Pak lurah *memakai baju* sutra.

Pak lurah *berbaju* sutra.

Ibu Karni *naik sepeda* ke pasar setiap hari.

Ibu Karni *bersepeda* ke pasar setiap hari.

Sudah satu jam Andi *memakai telepon*.

Sudah satu jam Andi *bertelepon*.

b. mempunyai

Example:

Sepeda itu *mempunyai warna* biru.

Sepeda itu *berwarna* biru.

Dia belum *mempunyai istri*.

Dia belum *beristri*.

Polisi itu *mempunyai nama* Hasan.

Polisi itu *bernama* Hasan.

Britney Spears *mempunyai rambut* pirang.

Britney Spears *berambut* pirang.

c. mengeluarkan/menghasilkan/memproduksi

Example:

Matanya *mengeluarkan air* karena debu.

Matanya *berair* karena debu.

Pohon ini belum *menghasilkan buah*.

Pohon ini belum *berbuah*.

Ayam itu *memproduksi telur* sebulan sekali.

Ayam itu *bertelur* sebulan sekali.

C.2. Ber + nominal or units of measure, means:

a. The subject is in assembly as it is shown in the root word

Example:

Dia menonton film bersama *dengan dua* temannya.

Dia menonton film *berdua* dengan temannya.

Di barak ini kami tinggal bersama *dengan empat* orang.

Di barak ini kami tinggal *berempat*.

b. Many or several of the root words

Example:

Sudah *beberapa ratus* orang meninggal karena SARS.

Sudah *beratus-ratus* orang meninggal karena SARS.

Para pendukung sudah menunggu *beberapa jam*, tetapi Ellyas belum datang.

Para pendukung sudah menunggu *berjam-jam*, tetapi Ellyas belum datang.

C.3. Ber + adjectives, means:

a. Subject is in condition as it is shown in the root word

Example:

Para pendukung *beramai-ramai* menuju gedung olah raga.

Seluruh orang di dunia *bergembira* karena perang telah selesai.

Kamu harus *berterus terang* kepada orang tuamu.

C.4. Ber + verb, means:

a. Subject does the activity as it is shown in the root word

Example:

Boleh saya *berbicara* dengan Bapak Adi?

Sepanjang jalan dia *bercerita* banyak tentang ayahnya.

Setiap hari dia *berjalan* sendirian.

Kalau kamu tidak tahu, jangan malu untuk *bertanya*.

Exercise 1 (Class Work)

Put prefix **ber** – in each word below, and then create sentences using the words.

No	Root Words	Root Words + Prefix	Sentences
1	Tahun		
2	Rambut		

Exercise 1 (Class Work) (Continued)

3	Lari		
4	Mobil		
5	Sepatu		

Exercise 2 (Class Work)

Fill in the blanks with the right words using the words provided below.

berempat	bersepeda	berair	berbelanja	berambut
----------	-----------	--------	------------	----------

Sukarni adalah gadis desa yang cantik. Setiap hari dia _____ ke sekolah. Dia sekarang kelas 3 SMA. Sukarni _____ lurus dan panjang. Hidungnya mancung dan bibirnya tipis. Senyumnya sangat manis. Setiap hari dia mengepang rambutnya, kepangnya ada dua. Sukarni suka sekali pergi ke sekolah pagi-pagi karena dia bisa melihat sungai yang _____ jernih. Sukarni pergi ke sekolah _____ dengan temannya. Mereka adalah Jono, Siti, dan Sumi. Sepulang sekolah Sukarni pergi _____ di pasar untuk ibunya.

Exercise 3 (Class Work)

Write a short paragraph describing your daily activities using the words with the prefix **ber -**.

Nouns

arahan	briefing
dinas	on duty
gagang	handle
hak cipta	copyright
hubungan	contact
janji	appointment
kasus	case
kebetulan	coincidence
keluhan	complaint
keterangan	remarks/information
kunjungan	visit
lain kali	another time
latihan	practice
pesawat	extension
pesawat terbang	aeroplane
peserta	participant
pulpen	pen
rencana	plan
salah sambung	wrong number
telepon	telephone
tiang	pillar
ujian	examination
waktu luang	free time

Verb

ajar	to teach
curi	to steal
jemput	to pick up
meninggalkan (tinggal)	to leave
peduli	to care
pergi	to go
santai	to relax
tekan	to press
telepon	to call by phone
tunggu	to wait
undang	to invite

Adjective

interlokal	long distance
lenyap/raib/hilang	disappear
palsu	fake
sakit	sick
selesai	finished

Others

beliau	he/she
luar	outside
mohon	please
sangat	very
sekali	very
tentu	of course/sure

Telephone Usage in Indonesia

Although telephones are widely used in Indonesia, it is still very common for people to come over to a friend or neighbor's house to chat. This is why in a small town one can still find lots of people sitting in the yard or terrace having conversations or visiting each other. It may seem unpractical but this is how Indonesians maintain relationships with neighbors, family and friends.

If someone needs to talk to somebody about a serious matter or needs to ask a favor, a telephone is only used to make appointments. Indonesians go to each other's houses to have a conversation. Talking on the phone is not considered polite for social conversations.

Mobile phones are booming in Indonesia. Lots of people are using this product. There seems to be a cultural change in Indonesian society at this time. Mobile phones are becoming a symbol of prosperity. Owning a mobile phone will lift your status among the Indonesian community.

Activity 1 (Class Work)

There will be three different calls from three different people; they are going to leave messages. Listen carefully to the instructor and take the messages. To make it easier for you, take notes on the tables below.

First Caller

Caller:	Phone Number:
Message:	

Second caller

Caller:	Phone Number:
Message:	

Activity 1 (Class Work) (Continued)

Third caller

Caller:	Phone Number:
Message:	

Activity 2 (Pair Work)

You are calling a friend to invite him/her to come to your dinner party. Have a short conversation about this situation and practice with your partner. Don't forget to take turns.

Activity 3 (Pair Work)

Read the four passages below, and then work together to find suitable titles for each passage. Explain to each other in Indonesian why you chose those titles.

Titles:

- #1 Cara memasang telepon baru
- #2 Fasilitas kartu telepon baru dan cara penggunaan
- #3 Layanan penggunaan internet
- #4 Kemudahan informasi tagihan telepon bagi pelanggan TELKOM

- A. Untuk pelanggan telepon di wilayah TELKOM Sumatera, TELKOM Jakarta, TELKOM Jawa Tengah dan Yogyakarta, TELKOM Jawa Timur, TELKOM Kalimantan dan TELKOM Kawasan Timur Indonesia, PT Telekomunikasi Indonesia, Tbk. memberikan kemudahan bagi pelanggan setia TELKOM untuk mendapatkan informasi tagihan telepon melalui internet. Untuk kawasan TELKOM Jawa Barat dan Banten, informasi tersebut belum dapat kami sediakan. Mohon maaf atas ketidaknyamanan tersebut.
- B. Pengguna dan pelanggan jasa telekomunikasi TELKOM yang terhormat, jika anda membutuhkan informasi mengenai pemasangan ataupun penambahan layanan komunikasi, silakan mengajukan permohonan kepada kantor TELKOM dengan mengisi formulir dibawah ini. Mohon formulir diisi dengan lengkap kemudian dikembalikan ke kantor TELKOM yang terdekat.
- C. Cara Pemakaian PONPIN sangat praktis, Anda tinggal mengikuti langkah-langkah ini maka kartu Anda sudah dapat berfungsi
- Setelah mendapat kartu PONPIN, buka lapisan penutup PIN hingga terbaca nomor PIN tersebut
 - Tekan nomor akses 12089(bebas pulsa) dan 12078 (toll free), kemudian tunggu untuk mendengar panduan suara (voice prompt) mengenai menu pilihan
 - Masukkan Nomor Pasword atau Pin Kartu (akhiri dengan tanda #) misal. 356 356 356 356 #
 - Akan diperdengarkan sisa nilai kartu yang dimiliki
 - Tekan nomor telepon yang akan dipanggil (akhiri dengan tanda #) misal. 024 3400033 #
 - Akan diperdengarkan selang waktu pembicaraan yang diijinkan berdasarkan sisa nilai kartu
 - Jika pembicaraan telah selesai letakkan gagang telepon dengan benar
- D. Sijiwae.net dapat diakses dari seluruh wilayah Jateng dan DIY. Berbeda dengan layanan internet lainnya, pelanggan dari luar kota harus dikenakan pulsa SLJJ (Sambungan Langsung Jarak Jauh). Pelanggan sijiwae.net hanya dikenai tarif tetap Rp 175,-/menit, di mana pun anda menggunakannya, selama masih berada di wilayah Jateng dan DIY.

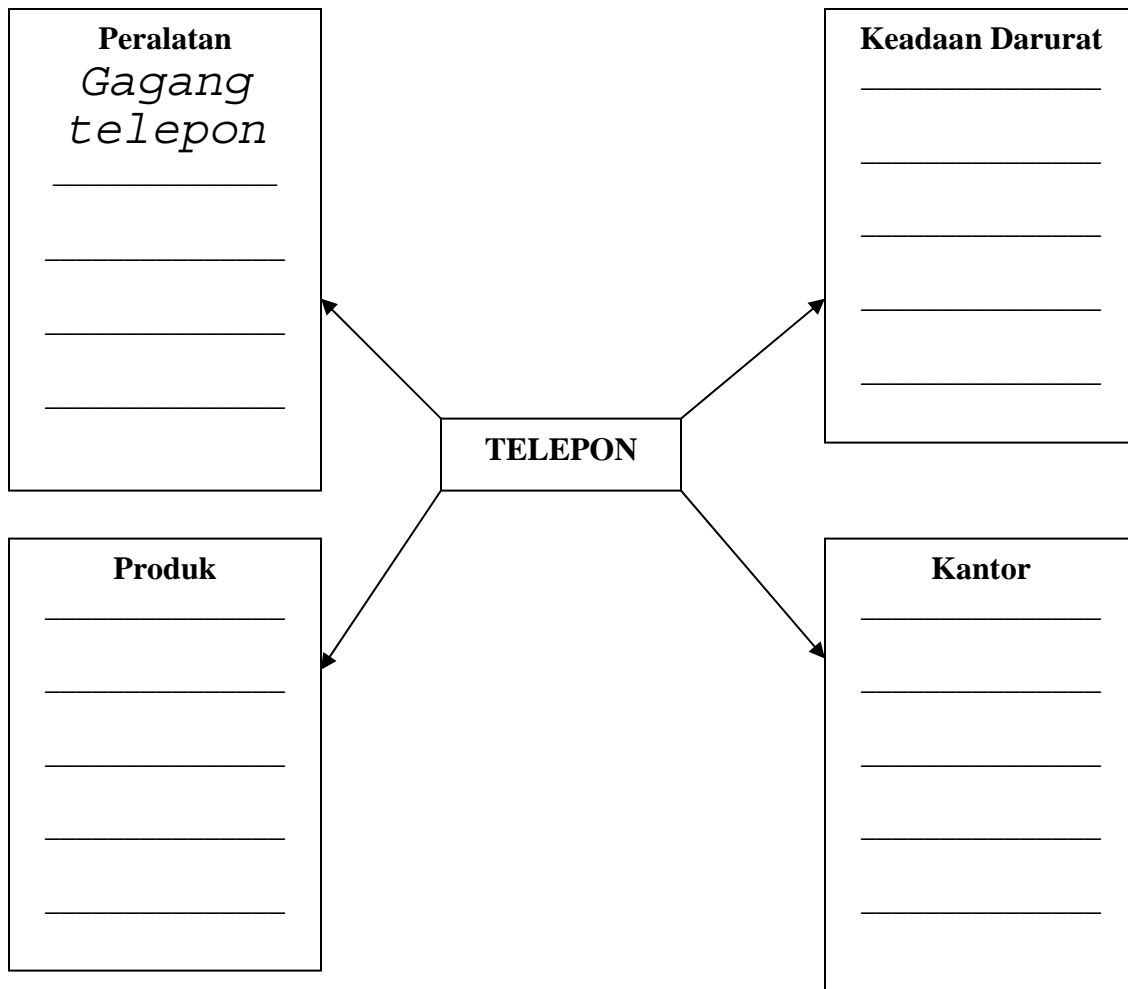
Activity 4 (Pair Work)

A. Complete the word map by adding two more words in each category, and then compare them with a partner. The first one has been done for you.

Rumah sakit	Kabel telepon	Kantor Pos	Tombol
Telepon umum	Pemadam kebakaran	Bank	Kantor polisi
Kartu telepon	Telepon genggam	Kantor Pajak	Gagang telepon

B. Pair Work

Choose two of the words above and then try to describe/explain to your partner what they are. Your partner will do the same with different words.



Activity 5 (Pair Work)

You are new in town, and you need to hook up a telephone line. Call the telephone company (your partner) for the service. Also, ask information about other services that they offer.

Activity 6 (Pair Work)

Student A

You are a customer complaining about the overcharged bills that you receive from phone calls, which you never made. Call the telephone company demanding them to fix this matter.

Student B

You are an officer working for a telephone company. A customer is complaining about the overcharged bills for phone calls that he/she didn't make. Try to fix this matter. Switch roles once you are done.

Activity 7 (Class Work)

Look at the conversations below, and then decide what company/service handles the phone calls.

Conversation 1

- A: Selamat siang! Ada yang bisa dibantu.
B: Tolong, anak saya kecelakaan di jalan Tomo. Bisa dikirim petugas medik secepatnya? Kelihatannya dia terluka parah!
A: Akan segera kami kirim orang untuk kes ana, Pak. Tenang ya harap tunggu.

What company/service does the man use?

Conversation 2

- A: Halo bisa bicara dengan Ibu Hanida?
B: Ya, saya sendiri. Ada yang bisa dibantu, Bu?
A: Begini, bu. Kemarin saya menabung sebesar Rp. 2.000.000,- tetapi di buku tabungan saya hanya tercatat Rp. 200.000,- saja. Apa yang harus saya lakukan?
B: Apakah ibu masih punya slip pembayarannya?
A: Masih.
B: Kalau begitu datang saja ke kantor nanti kami urus.

What company/service does the woman use?

Conversation 3

- A: Halo!
B: Saya mau lapor, pak! Ada kecelakaan antara bis “Jati Mulyo” dan mobil Kijang. Kelihatannya parah sekali, pak!
A: Posisinya di mana, pak?
B: Di jalan Mataram, di dekat pertigaan jalan bebas hambatan Yogya-Solo
A: Kita akan segera ke sana, Pak. Maaf, nama Bapak siapa?
B: Saya Mardi.

What company/service does Mardi use?

Activity 8 (Pair Work)

Below is a conversation between you and an operator. You are going to make a long distance call. This conversation is not in order. Please put the sentences in the right order.

You

1. Baiklah, terima kasih
2. 565 787713. Berapa tarifnya?
3. Apakah saya bisa melakukan “collect call”?
4. Selamat pagi! Saya ingin menelepon ke Amerika
5. Wah, mahal sekali! Apakah ada yang lebih murah?

Operator

6. Rp. 740,- per menit
7. Bisa, tetapi anda harus menghubungi nomor telepon 101 untuk “collect call”
8. Operator, selamat pagi! Ada yang bisa dibantu?
9. Berapa nomor teleponnya?
10. Ada tetapi anda harus menelepon pukul 12 tengah malam. Ada potongan 50%

Activity 9 (Group Work)

Form a group of four. One of you will play the role of the speaker and the rest of the team members are the messengers. The speaker will whisper a short message to the first messenger, and then he/she will whisper the message to the next messenger, then the next messenger will continue to whisper the message to the next person and continue doing the same thing until the last messenger receives the message. The last messenger retells the message aloud, the others will check whether it is correct or not. Take turns doing this activity.

Activity 10 (Pair Work)

Write a short message to your friend that you cannot make it to his dinner party. Explain why you are not able to come. Exchange your letters and read them. Discuss each other's situations as if you had continued the conversation on the phone accepting the apology for not attending.

Activity 1 (Class Work)

Free conversation: Respond to your instructor's questions and statements. Your instructor may use the following passages.

1. Sudah berapa lama bekerja di Telkom?
2. Saya bekerja di urusan umum.
3. Apa saya boleh menelepon adik perempuannya?
4. Telepon yang anda tuju sedang sibuk. Silakan tinggalkan pesan.
5. Berapa harga kartu telepon ini?
6. Apa ada kolam renang dekat sini?
7. Berapa nomor telepon kantor polisi?
8. Nggak tahu ya.
9. Halo, apa saya boleh berbicara dengan istrinya?
10. Ya saya sendiri Kartono. Dengan siapa saya berbicara?
11. Maaf, saya ingin tahu nomor telepon kantor pos.
12. Apa saya boleh menelpon nanti malam?
13. Saya ingin bertanya.
14. Bagaimana prosedur mengirim uang lewat pos?
15. Kamu mau pergi ke mana malam ini?
16. Aku jemput pukul 9 malam, ya?

Activity 2 (Pair Work)



Look at the advertisement above. What is it about? Explain it to each other, and then to the class if the instructor calls on you.

Activity 3 (Pair Work)

Here are several numbers that you need to call. Look again at the example in the Introduction section about emergency numbers and other services. Based on that, create a short conversation for each call. Here are the numbers that you need to call: 109, 110, and 118. Pretend that you are dialing the numbers. Practice it with your partner and change roles.

Activity 4

A. Pair Work

Add two or three more questions to this list and take turns asking and answering them. It is about a bad experience you had with a telephone company.

1. What's the worst thing that happened to you in regards to the telephone company?

2. When did it happen?

3. What did you do?

4. _____

5. _____

6. _____

B. Class Activity

Tell the class in your own words about your friend's experience.

Activity 5 (Class Work)

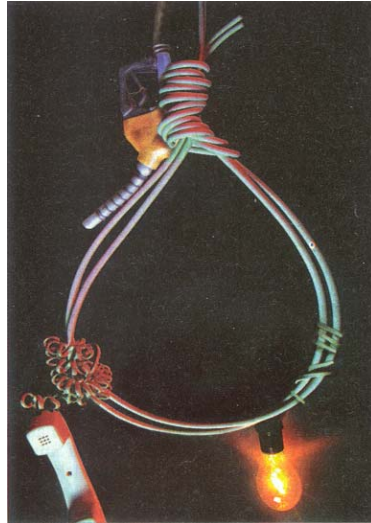
We are going to have a debate. The topic is "**The necessity to raise the telephone rate.**" Divide the class into two groups/teams. One team disagrees with the idea and the other team agrees with it. Each team should write a report of the result from the discussion.

Activity 6 (Group Work)

We are going to do a "running dictation" game. Divide the class into groups of three. The aim is for one of the students in each group to walk or run to read the passage on the wall (provided by the instructor). He/she remembers some of the passage and walks or runs back to his/her group. He/she then quietly dictates what he/she remembered to his/her group/partners, who writes it down. You then change roles. Over several turns, you will build the whole passage. This means that you really do have to run back and forth, because you will only remember three or four words at a time. The winning team is the team that finishes first - although you need to check for mistakes. If there are mistakes, you must keep walking to check!

Activity 7 (Class Work)

Look at the picture below and write down what you think it represents. Then present your opinion in front of the class. The other students will ask questions which you will try to answer.



Activity 8 (Pair Work)

Create phone conversations with your partner. Use the following situations to start up your conversations. Be creative and develop additional storylines where viable.

1. You need to get an ambulance to pick up your friend who is unconscious at home.
2. You need to call to Balikpapan, but you do not know the area code.
3. You need to make a call to your family in the US, but you do not know how.
4. You need to ask your friend to come with you to the party at Sinta's house but he is not home. His girlfriend answers the phone so you left a message for him.
5. A man calls looking for your wife. Your wife is not at home so you ask him to leave a message.
6. You need to get the phone number of the post office. You want to know if anybody there saw and found your keys.
7. You want to go out tonight and you want to know if your friend is willing to go with you.

Activity 1

You are going back to America from Indonesia, therefore you need to book airline tickets for you and your family over the telephone. Write a short conversation between you and Garuda Airlines to make the reservation.

Activity 2



(Track 16) Listen to the Audio CD. A director is explaining about the history of PT Telkom. Find the necessary information for answering the following questions.

1. Kapan PT Telkom mulai berdiri?

2. Apa yang terjadi di tahun 1993?

3. Kapan dekrit kementrian dikeluarkan?

4. Pada tahun 1966 PERUMTEL mengalihkan hak pengelolaan kepada berapa perusahaan swasta?

5. Untuk berapa lama tender yang dimenangkan?

Activity 3

Read the following passage, and then answer the questions based on the text.

Nilai tukar rupiah menguat terhadap dolar Amerika, akibatnya harga telepon genggam menurun antara Rp. 100.000,- sampai Rp. 400.000,-. Menurut para pedagang di Malioboro, penurunan harga itu membuat para pembeli datang untuk membeli telepon genggam. Para pedagang mengaku senang dengan keadaan itu karena mereka mendapat untung lebih. Sebaliknya, pabrik telepon genggam akan mengurangi produksi. Hal itu dilakukan untuk menjaga stabilitas harga.

1. Mengapa harga telepon genggam menurun?

2. Mengapa para pedagang senang dengan turunnya harga telepon?

Activity 3 (Continued)

3. Apa yang pabrik telepon lakukan untuk menjaga stabilitas harga.

4. Apakah judul yang tepat untuk bacaan diatas?

Activity 4

Complete the dialogue below by filling in the blanks.

Santi: Apakah saya bisa bicara dengan Pak Dino.

Siti: _____

Santi: Kapan beliau kembali?

Siti: _____

Santi: Apakah Pak Dino sudah memesan tiket untuk pergi ke Jakarta?

Siti: _____

Santi: Bagaimana mungkin? Beliau harus berangkat seminar 2 hari lagi. Kalau begitu saya akan memesan tiketnya sekarang. Bisa titip pesan?

Siti: _____

Activity 5

Write a comparison between the prepaid cell phone cards Mentari and Simpati, and then decide which one is better according to you. Present your ideas in front of the class. Open a class discussion for your topic.

No	Data	Mentari	Simpati
1	Perusahaan	Indosat	Telkomsel
2	Tarif telepon local per menit	Rp. 1.013,00	Rp. 910,00
3	Tarif mengirim sms	Rp. 350,00	Rp. 350,00
4	Jangkauan	Nasional	Nasional and Internasional
5	Roaming	Tidak	Ya (Rp. 4.000,00)
6	Frekuensi	900	900/1800
7	Harga	Rp. 50.000,00	Rp. 120.000,00