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# Mobile Outage Disrupts 999 Calls: Three Customers Share Experiences

## Description

People who use the mobile network Three told the BBC that they cannot make 999 calls. There is a big problem with the network.

More than 10,000 people reported issues on Downdetector. They said they could not make or receive calls on Thursday.

Some users said they could not connect to emergency services. The BBC could not check these claims.

Three says they are looking into the problem. They said most 999 calls are going through other networks.

Many people using Smarty and ID Mobile, which use Three's network, also reported problems.

Three does not know how long the problem will last. They said they are working hard to fix it.

Many users shared their frustration on social media. Some said they missed important appointments or felt stranded.

Ofcom, the regulator, said they are aware of the problems and are talking with Three about it.

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## Vocabulary List:

1. **Emergency** /ɪ'mɜːrdʒənsi/ (noun): A serious unexpected and often dangerous situation requiring immediate action.
2. **Report** /rɪ'pɔːrt/ (verb): To give a spoken or written account of something that one has observed.
3. **Network** /'net,wɜːrk/ (noun): A group or system of interconnected people or things.
4. **Frustration** /frʌs'treɪʃən/ (noun): The feeling of being upset or annoyed as a result of being unable to change or achieve something.
5. **Connect** /kə'nekt/ (verb): To join together; to establish a communication link.
6. **Aware** /ə'weɪ/ (adjective): Having knowledge or perception of a situation or fact.

## Comprehension Questions

### Multiple Choice



1. What issue were people experiencing with the mobile network Three?  
Option: Cannot make 999 calls  
Option: No internet connection  
Option: Slow data speed  
Option: Cannot send text messages
2. How many people reported issues on Downdetector?  
Option: 5,000  
Option: 10,000  
Option: 15,000  
Option: 20,000
3. Which networks did many people using Smarty and ID Mobile also experience problems with?  
Option: EE  
Option: Vodafone  
Option: O2  
Option: Three
4. What did Three say about most 999 calls?  
Option: Not going through at all  
Option: Being rerouted through other networks  
Option: Facing unknown issues  
Option: Being blocked intentionally
5. What did Ofcom, the regulator, say about the network problems?  
Option: No action required  
Option: Not aware of the problems  
Option: Taking legal action  
Option: Talking with Three about it
6. What were many users sharing on social media?  
Option: Recipes  
Option: Vacation photos  
Option: Frustration  
Option: Funny memes

### **True-False**

7. The BBC confirmed the claims made by some users about not being able to connect to emergency



services.

8. Three knows exactly how long the network problem will last.
9. Users using Smarty and ID Mobile did not report any problems with Three's network.
10. Three stated that they are not putting effort into fixing the network issue.
11. Ofcom is not involved in addressing the network problems with Three.
12. Some users reported missing important appointments or feeling stranded due to the network issue.

### Gap-Fill

13. More than \_\_\_\_\_ people reported issues on Downdetector.
14. Three said they are working hard to fix the problem, but do not know how long it will \_\_\_\_\_.
15. Many users shared their frustration on \_\_\_\_\_.
16. Ofcom, the regulator, said they are talking with Three about the network \_\_\_\_\_.
17. Three stated that most 999 calls are being rerouted through \_\_\_\_\_ networks.
18. Some users mentioned not being able to connect to \_\_\_\_\_ services.

### Answer

**Multiple Choice:** 1. Cannot make 999 calls 2. 10,000 3. Three 4. Being rerouted through other networks 5. Talking with Three about it 6. Frustration

**True-False:** 7. False 8. False 9. False 10. False 11. False 12. True

**Gap-Fill:** 13. 10,000 14. last 15. social media 16. problems 17. other 18. emergency

### Vocabulary quizzes



**Multiple Choice ( Select the Correct answer for each question. )**

1. What is a sudden serious situation that requires immediate action called?  
Option: Urgency  
Option: Emergency  
Option: Incident  
Option: Casualty
2. What term is used to refer to enhancements made to something to make it better?  
Option: Reductions  
Option: Improvements  
Option: Deteriorations  
Option: Stagnations
3. What is the collective term for tools or items needed for a particular purpose?  
Option: Apparatus  
Option: Gear  
Option: Equipment  
Option: Utensils
4. What is the system or group that governs a community or organization?  
Option: Republic  
Option: Government  
Option: Regime  
Option: Dynasty
5. What term describes the emotional bond between individuals characterized by care and support?  
Option: Acquaintance  
Option: Relationship  
Option: Alliance  
Option: Friendship
6. What activity involves boring holes into something for exploration or extraction?  
Option: Mining  
Option: Smelting  
Option: Drilling  
Option: Refining
7. What term is used to describe distinctive qualities or characteristics of something?  
Option: Attributes  
Option: Elements  
Option: Features



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Option: Facets

8. What is a project undertaking or business organization called?

- Option: Company
- Option: Enterprise
- Option: Corporation
- Option: Firm

9. What term is used to describe difficult tasks or situations that test one's abilities?

- Option: Obstacles
- Option: Challenges
- Option: Hindrances
- Option: Setbacks

10. What are messages or alerts that provide information about specific events or updates?

- Option: Warnings
- Option: Notifications
- Option: Reminders
- Option: Advisories

**Gap-Fill ( Fill in the blanks with the correct word from the vocabulary list. )**

11. In order to \_\_\_\_\_ with friends online you need a stable internet connection.
12. The political party selected a promising \_\_\_\_\_ to run for mayor.
13. Efficient \_\_\_\_\_ are crucial for the success of any business.
14. Studying \_\_\_\_\_ helps scientists understand ancient climate patterns.
15. The school has a \_\_\_\_\_ dress code that all students must follow.
16. The singer gained \_\_\_\_\_ after releasing a hit song.
17. Students should complete their \_\_\_\_\_ before going to bed.
18. Regular breaks can improve worker \_\_\_\_\_ in the long run.
19. The \_\_\_\_\_ set out on a journey to uncover hidden treasures.
20. Many people enjoy watching \_\_\_\_\_ for entertainment or educational purposes.



**Matching Sentences ( Match each definition to the correct word from the vocabulary list. )**

21. A system of interconnected elements or individuals facilitating communication or coordination.
22. The feeling of being upset or annoyed especially when unable to achieve something.
23. Having knowledge or perception of a situation or fact.
24. Concise explanations or reviews of the main points of a document or presentation.
25. Risks or perils that pose a threat to safety or well-being.
26. The state of being present ready for use or obtainable.
27. A person who travels to unfamiliar places to learn about them or make discoveries.
28. Difficult or demanding tasks or situations that require effort to overcome.
29. Changes made to rectify errors or mistakes in a document or process.
30. Strategies or intentions for achieving specific goals or objectives.

**Answer**

**Multiple Choice:** 1. Emergency 2. Improvements 3. Equipment 4. Government 5. Friendship 6. Drilling  
7. Features 8. Enterprise 9. Challenges 10. Notifications

**Gap-Fill:** 11. connect 12. candidate 13. operations 14. paleoclimate 15. strict 16. popularity 17. homework  
18. productivity 19. explorer 20. videos

**Matching sentence:** 1. network 2. frustration 3. aware 4. summaries 5. dangers 6. availability 7. explorer  
8. challenges 9. corrections 10. plans

**CATEGORY**

1. Sci/Tech - LEVEL1

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