**1** Complete the text below with the following phrases and *was* or *were*.

| | |
|---|---|
| an isolated event | operating |
| a similar occurrence | advised |
| badly hit | also restricted |
| not compromised | not seriously affected |

# COMPUTER CRASH CAUSES MASSIVE DISRUPTION IN AIR TRAFFIC

A computer crash yesterday morning caused delays for tens of thousands of air passengers. The United Kingdom's air traffic control system (1) _____ by the computer crash, with traffic being worst affected at Heathrow, Gatwick, Manchester and Stansted airports.

Heathrow airport, which usually handles more than a thousand flights per day, reported an average two-hour delay on departing flights. Arrivals at the same airport (2) _____. During the morning, controllers at Gatwick airport were only able to handle around ten outbound flights per hour, whereas normally they deal with 30 to 40. While Manchester airport (3) _____, Stansted airport reported that it was operating at just 60% capacity in the morning. Passengers planning to fly to or from these airports yesterday (4) _____ to contact their airline before leaving home.

The computer system, which crashed just after 6 am, (5) _____ again within an hour. NATS (National Air Traffic Services) declared that there were no further problems once the system returned, and they assured the public that it (6) _____ which would not be repeated. They emphasized that safety (7) _____ at any moment during the breakdown.

Critics of the British air traffic control system blame the privatization of NATS for this latest problem. They point out that this is not the first time that something like this has happened. In the summer of 2000 there (8) _____.

**2** Work in pairs. Discuss the following questions.

1 What do you think could have caused this computer crash?
2 What do you think would have happened if the computer failure had lasted longer?
3 Do you agree with the idea that the breakdown might have been a result of the privatization of the UK system?
4 What procedures are there in your workplace in the event of computer failure?
5 What training do you receive in order to deal with computer failure?
6 Do you think there need to be more systems in place to deal with computer failure?