

Name:

Complete the conversation between an Internet Service Provider (ISP) and a customer. Type words from the box into spaces 1–16. Then choose the correct words from the drop-down menu to complete spaces a–j.

email Web spam IP modem wireless newsreader username
browser internet attachments messaging file transfer protocol
newsgroups broadband mail program

ISP Helpdesk Operator (HO): Customer support, good morning.

Customer (C): Yeah, hi. (a) am I speaking to?

HO: My name's Martin. (b) can I help?

C: I'm having some problems with my (1) connection. I can't get online.

HO: OK. I'm sure I can help. Let me just quickly check your (2) address ...

C: My what? What (c) that mean?

HO: It's just a unique series of numbers that identifies your computer when it's online. OK, just wait a sec ...

Mmm ... Is your (3) plugged in and working OK?

C: Is that the same as the (4) router? The thing that plugs into the phone line?

HO: Yes. (d) the lights flashing?

C: Yes, they're flashing really fast.

HO: OK. Just turn the router off and on at the back. (e) it working now?

C: Yes, it is. (f) did that happen?

HO: It's nothing serious – sometimes you just need to reset the router. Is there anything else I can help you with?

C: Actually, yes. I'm paying all this money for one of those fast, what do you call them, (5) connections, but all I'm using the computer for is checking (6) and looking up information on the (7) . (g) else can I do with all this technology?

HO: Well, have you tried instant (8) ? You know, having real-time chats with friends over the Internet?

C: (h) do you think I am? That sounds like the kind of thing my 15-year-old son would be into, not me!

HO: OK, well (i) is your connection? If it's very fast, then you can take advantage of (9) – that means downloading files from the Internet onto your hard drive. It's a feature that is built into your web (10) , so it's very easy to use. You can download music, films, anything you want, really.

C: That sounds expensive. (j) does it cost to download a song?

HO: It depends on the site. Another thing you might want to try is (11) – public discussion areas on nearly any topic. It's part of a system called Usenet. You'll need a (12) – that's a program that lets you view and post messages – and a (13) and password. It's all very easy.

C: OK, that all sounds interesting. Thanks for all ...

HO: Actually, you might be interested in a new product we've launched this week. Can I ask which (14) you use?

C: Outlook Express.

HO: OK, we have some new anti-(15) software that helps detect junk email by looking for suspicious words in the subject line of the email. It also looks for suspicious (16) – that's how viruses are normally sent between computers. It only costs £5.99 a month and ...



Now listen to the words from the box and practise saying them.