

The internet

Match the terms (1-16) with the definitions (a-p).

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|---|---------------------------------|----|----------|
| 1 | Internet Service Provider (ISP) | 1 | Online |
| 2 | Search engine | 10 | Download |
| 3 | ADSL (Asynchronous DSL) | 11 | Upgrade |
| 4 | Bookmark | 12 | Browser |
| 5 | Hyperlink | 13 | Homepage |
| 6 | Spam | 14 | Intranet |
| 7 | Newsgroup | 15 | Freeware |
| 8 | Keyword | 16 | Virus |

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|----|-----------|
| 1 | IM |
| 10 | UPGRADE |
| 11 | ADSL |
| 12 | BROWSER |
| 13 | HOME PAGE |
| 14 | INTRANET |
| 15 | FREEWARE |
| 16 | VIRUS |

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|---|--|-------------------|
| A | an internet application for an internal company network | INTRANET |
| B | a high-speed telephone connection | ADSL |
| C | bring up to date | UPGRADE |
| D | add to a list of favourite website addresses which you keep for easy access | BOOKMARK |
| E | junk e-mail | SPAM |
| F | damaging software instructions that enter your computer secretly and can change or destroy information on it | VIRUS |
| G | a link from an e-mail to a web page, accessed by clicking on it | HYPERLINK |
| H | a virtual location where people can talk and read about a subject of common interest | NEWSGROUP / FORUM |
| I | a company which gives you an account and access to the internet | ISP |
| J | a tool which helps you find things on the Web | SEARCH ENGINE |
| K | what you enter in a search engine | KEYWORD |
| L | when you are connected | ONLINE |
| M | copy information to your computer from another | DOWNLOAD |
| N | a program like Internet Explorer which allows your computer to download documents from the World Wide Web | BROWSER |
| O | the first page on a website | HOME PAGE |
| P | software you don't pay for | FREEWARE |

Customer service

What do customers appreciate? What do companies aim to provide? Complete the customer-friendly adjectives below.

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|----|--------------|--------------------|
| 1 | FAST | service |
| 2 | EASY | payment conditions |
| 3 | GENEROUS | discounts |
| 4 | FRIENDLY | sales staff |
| 5 | HELPFUL | answers |
| 6 | EXTRA | performance |
| 7 | RAPID | response |
| 8 | CONSISTENT | quality |
| 9 | COMPETITIVE | prices |
| 10 | ASSURANCE | guarantees |
| 11 | LONG-LASTING | products |
| 12 | CLEAR | instructions |
| 13 | FREE | delivery |
| 14 | CHEAP | insurance |
| 15 | TRIAL | efficiency |
| 16 | OPEN | dialogue |
| 17 | PERSONAL | treatment |
| 18 | UP-TO-DATE | information |