

Listening Part 1: Listening to Problem Solving – Transcript

You will hear a conversation between a man and a woman in the office of an internet service provider. The woman works for the internet service provider. The man wants to cancel his internet service.



Section 1:

WOMAN: Welcome to InterLink. How can I help you?

MAN: I'd like to cancel my internet service, please.

WOMAN: Sure, I can definitely help with that. Are you moving, or have you had trouble with our service?

MAN: No. My rate has gone up too much. I was paying \$45 a month at first, but my last bill was \$70. I'd like a cheaper provider.

WOMAN: Who are you thinking of switching to, if you don't mind me asking?

MAN: TechZone. Their base rate is only \$35 a month.

WOMAN: I see. You know, our customer surveys have shown their service is less reliable than ours.

MAN: I don't know about that. I'd just like to cancel my service with you.

WOMAN: And TechZone has a 3-week waiting period for installation.

MAN: I'm sorry, but I don't really care what you think about TechZone. I just want to cancel my InterLink service.

WOMAN: I understand. I just need to talk to my manager. One minute.

MAN: OK. I have to be at work by noon, though.

Now answer questions 1-3.

1. Why does the man want to cancel his internet service?
2. When is this conversation likely taking place?
3. Why did the woman give the man information about TechZone?

Section 2:

WOMAN: Sorry for the wait.

MAN: I've been thinking, if you give me my old rate, I'd be happy to stick with you guys.

WOMAN: Well, then, I have good news: my manager has authorized me to give you a discount!

MAN: What kind of discount?

WOMAN: We can offer you 20% off, so you'd only be paying \$55 a month.

MAN: But that's \$10 more than I was paying last year! And I **know** you still give new customers the \$45 rate.

WOMAN: Sir, I can assure you that \$55 a month is a better rate than you will get with TechZone after you consider their set-up fees.

MAN: I'm sorry. I really don't have time for this. Just cancel my service please. I'm late for work. I'll be back later.

WOMAN: All right, sir. See you again.

Now answer questions 4-5.

4. Why did the woman offer the man a discount?
5. Why did the man leave?

Section 3:

MAN: Hi. I'm back.

WOMAN: Hello again, sir. Just so you know, I've called your cancellation in to our customer service office. It will be effective March 19th, so you'll get one more bill.

MAN: Great. And what do I do with the equipment I got from you guys?

WOMAN: First, make sure that you have all the original packaging, power cords, internet cables, and the modem.

MAN: OK.

WOMAN: Next, go to our website and click on the link that says "return equipment." You can print out a mailing label from there.

MAN: Uh huh.

WOMAN: Then just print out that label and attach it to the box the modem came in. You can put it in any Canada Post mailbox. That's it!

MAN: Great. Hey, I'm sorry I was rude to you earlier. I was just frustrated. Thanks for your help.

WOMAN: No worries. Have a nice day!

Now answer questions 6-8.

6. Where must the man go to return his equipment?
7. What does the woman mean when she says "no worries"?
8. How does the man feel at the end?