



## 4

## Complete the dialogues

Now complete the dialogues and listen again to check your answers.

Did you try ...-ing

Do you think it could be ...

I have a problem with ...

it might be ...

Maybe ... stopped working

something's wrong with ...

The best thing to do is ...

there must be something wrong with ...

Support: ADC Internet Provider. How can I help you?

Kate: Hello, I have a problem with <sup>1</sup> my internet.

Support: What's wrong with it?

Kate: For some reason, it's just not connecting. It's been down all day.

Support: Are you connected via cable or Wi-Fi?

Kate: Wi-Fi

Support: Does the Wi-Fi icon on your computer show that you are connected?

Kate: Yes, it does. But I can't open any web pages.

Support: Did you try <sup>2</sup> resetting your router?

Kate: Yes, I did. It didn't help.

Support: Well, I don't see any problems on our side, so there must be something wrong <sup>3</sup> your connection or router.

Kate: Well, could you send someone to fix it today?

Support: Yes, I can do that.

Kate: Hi Mark, something's wrong with <sup>4</sup> my laptop.

Mark: What's the problem?

Kate: Well, it just won't turn on.

Mark: Are you connected to the electric socket? Maybe it doesn't have power?

Kate: Yes, I am. Obviously it's not that.

Mark: Well, it might be <sup>5</sup> the connection between the battery and the motherboard. If you are plugged in, it should be working.

Kate: Do you think it could be <sup>6</sup> a virus?

Mark: Umm, I don't think so. You just reinstalled your operating system. Mmmm...how old is your laptop?

Kate: Let me think. About 8 years old.

Mark: Maybe <sup>7</sup> your fan stopped working. It happened to me once.

Kate: What can I do?

Mark: The best thing to do is <sup>8</sup> take your laptop to a computer repair shop. They'll take a look at it. Sorry I couldn't be more helpful.

Kate: OK, well thanks anyway.