

Class #5 Audio Script

How to make questions with "what" & "which"

Axel: Thanks for calling NovaNet Connections Sales department. My name is Axel. Who am I speaking with?

Lauren: Hi Axel. My name is Lauren.

Axel: Lauren, How can I help you?

Lauren: I am interested in getting an internet service. What **plans** do you have available?

Axel: Great! We have many plans available, but first, could you please let me know your requirements? For example, which additional **service** would you like to include, Telephone or TV services?

Lauren: I'm mainly looking for a reliable high-speed internet connection. What **options** do you have for high-speed internet?

Axel: Thank you for clarifying, Lauren. We offer several high-speed internet plans to choose from. Our plans typically range from 50 Mbps to 1 Gbps. It depends on your location. What **city** are you located in?

Lauren: I am located in Chicago.

Axel: Got it. In that area, we have the 500 Mbps plan that is suitable for standard internet usage and we have the 1Gbps plan that is ideal for heavy streaming, online gaming, or multiple connected devices. Which **plan** do you prefer?

Lauren: I will go with the 1Gbps plan. It sounds interesting. Could you tell me about the pricing and any additional features it comes with?

Axel: Certainly. This plan is priced at \$80.00 per month. It includes a free streaming app. There is Netflix, HBO Max, Disney Plus, and Amazon Prime. Which app do you prefer?

Lauren: Wow! That's great. HBO Max, please.