



Listening Test

Set 4

24 December 2025

- You will hear four recordings.
- Write your answers on the question paper.
- You will have time to read the questions before you listen.
- Use a pencil. Write clearly and follow instructions.
- At the end, you will have 10 minutes to transfer your answers.

Part 1

Complete the table below. Write ONE WORD AND / OR A NUMBER for each answer.

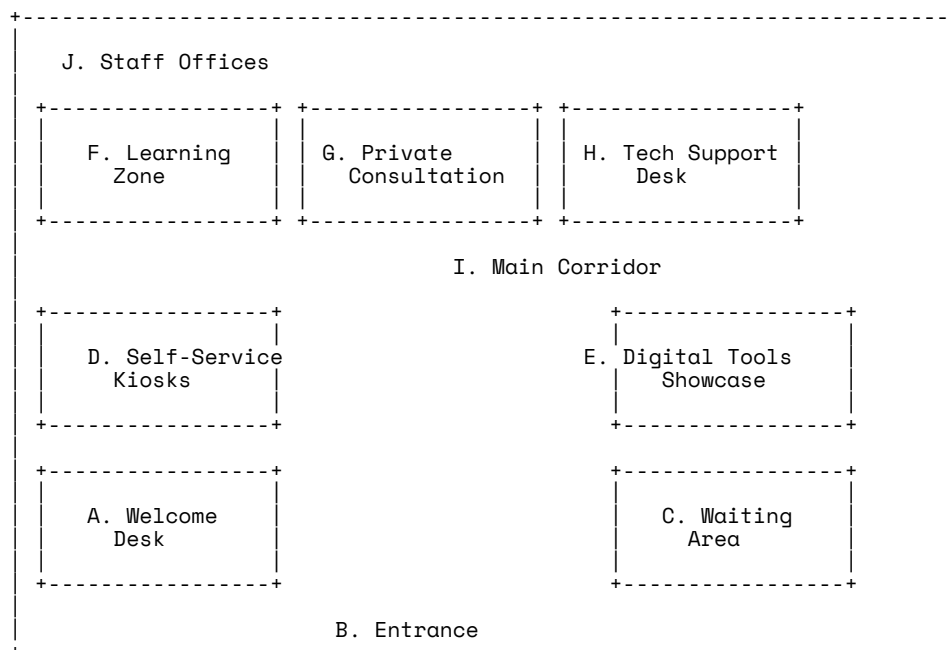
Service Type Details	Speed (Mbps)	Monthly Cost (£)	Contract (months)	Special Offer	Contact
Basic Home WiFi 4567	20	25	12	Free 1. _____	0800 123
Family Plus services@wifi.com	50	35	2.	10% discount on 3. ____	
Premium Unlimited support@wifi.com	100	45	24	First 4. _____ free	
Business Connect 6543	5. _____	60	12	Free 6. _____	0800 987
Student Saver student@wifi.com	30	7. _____	9	No 8. _____ fee	
Gaming Superfast gaming@wifi.com	500	80	9. _____	Free gaming 10. _____	

- Free ____.
- Contract ____.
- 10% discount on ____.
- First ____ free.
- Speed ____.
- Free ____.
- Monthly Cost ____.
- No ____ fee.
- Contract ____.
- Free gaming ____.

Part 2

Label the map below.

Write the correct letter, A-J.



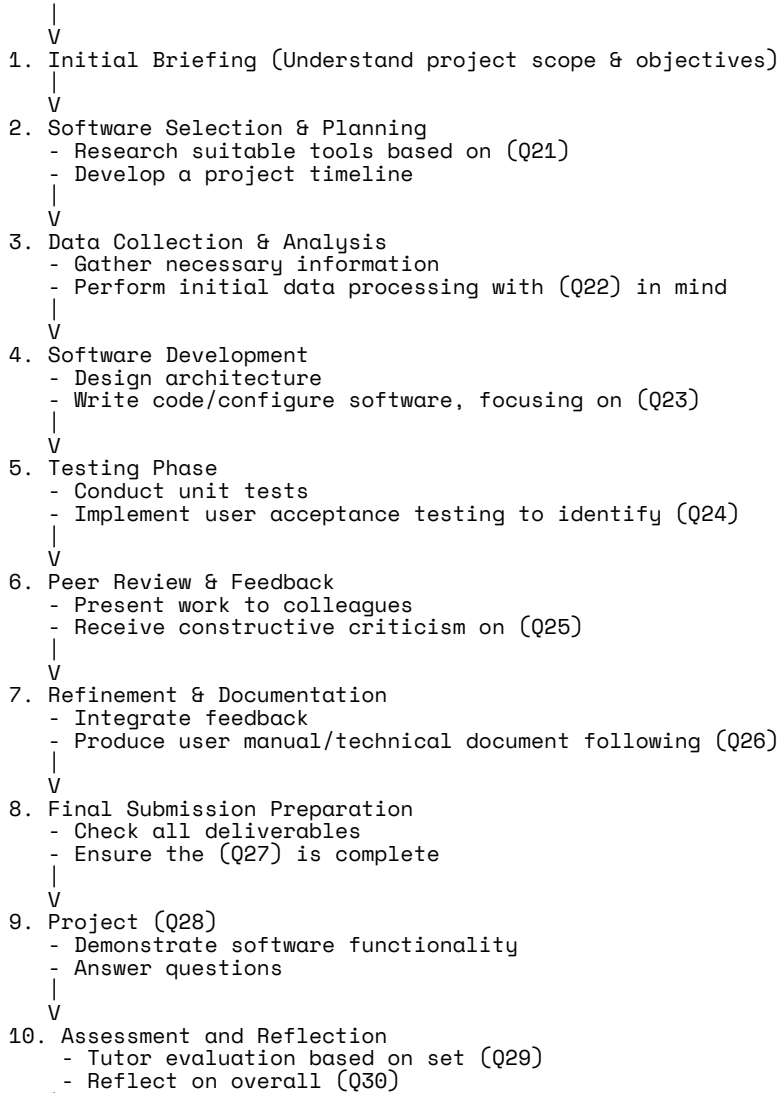
11. Entrance. _____
12. Welcome Desk. _____
13. Waiting Area. _____
14. Self-Service Kiosks. _____
15. Digital Tools Showcase. _____
16. Learning Zone. _____
17. Private Consultation Pods. _____
18. Tech Support Desk. _____
19. Main Corridor. _____
20. Staff Offices. _____

Part 3

Complete the flow chart below.

STUDENT SOFTWARE TRAINING PROJECT: STAGES AND REQUIREMENTS

START



END

21. _____
22. _____
23. _____
24. _____
25. _____
26. _____
27. _____
28. _____
29. _____
30. _____

Part 4

Complete the sentences below. Write NO MORE THAN TWO WORDS for each answer.

31. Early mobile phone plans primarily focused on providing reliable _____.
32. To attract customers, many early plans offered _____ to cover the initial device cost.
33. For a significant period, the mobile industry commonly used _____ to regulate data consumption.
34. A paramount factor for consumers when choosing a plan today is reliable _____.
35. The rise of _____ plans allows users to buy their phone separately from the service.
36. Many modern plans aim to alleviate "data anxiety" by offering _____ plans.
37. Future mobile phone plans are expected to offer more _____ to suit individual user needs.
38. Providers are now encouraging customers to _____ to promote environmental sustainability.
39. Regulatory measures are often introduced to prevent "bill shock" from _____.
40. The constant evolution of mobile plans reflects broader technological advancement and changing _____.

Answers

Part 1

1. router
 2. 18
 3. setup
 4. month
 5. 200
 6. installation
 7. 20
 8. activation
 9. 24
 10. headset
-

Part 2

11. B
12. A
13. C
14. D
15. E
16. F

17. G

18. H

19. I

20. J

Part 3

21. C

22. G

23. F

24. B

25. I

26. A

27. report

28. demonstration

29. criteria

30. experience

Part 4

31. voice calls

32. subsidized handsets

33. arbitrary data caps

34. network coverage

35. SIM-only

36. unlimited data

37. customizable allowances

38. recycle old phones

39. roaming charges

40. consumer requisites

Transcripts

Part 1

Narrator: You will hear a conversation between a customer and a customer service representative about different internet service plans. First, you have some time to look at questions 1 to 10.

Narrator: You will see that there is an example that has been done for you. On this occasion only, the conversation relating to this will be played first.

Narrator: The conversation begins now.

Customer: Hello, I'm calling because I'm looking to change my internet provider and I've seen your company's advertisement. Could you tell me a bit more about your services?

Representative: Of course! I'd be happy to. We have a variety of plans designed for different needs. Let's start with our Basic Home WiFi plan. It offers a speed of 20 megabits per second, and the monthly cost is 25 pounds. It's a 12-month contract, and as a special offer for new customers, you get a free **router** with the service.

Customer: A free router, that sounds like a good deal. What about something for a family, maybe with a bit more speed?

Representative: Absolutely. For families, we recommend our Family Plus plan. This plan provides a speed of 50 megabits per second for 35 pounds a month. The contract length for this one is **18** months. And we have a special promotion: you get a 10% discount on the initial **setup** fee. That's usually a separate charge, but with Family Plus, you save on that.

Customer: That's helpful to know. I work from home sometimes, so I might need something even faster. Do you have a premium option?

Representative: Yes, we certainly do! Our Premium Unlimited plan is very popular for those needing high speeds. It offers 100 megabits per second for 45 pounds a month, on a 24-month contract. And the special offer for this plan is that your first ****month**** is completely free of charge.

Customer: That's great! And what if I needed something for a small business? My brother owns a small shop and is looking for a reliable connection.

Representative: We have a dedicated Business Connect plan. This is perfect for small businesses, offering a robust ****200**** megabits per second speed for 60 pounds per month. It's a 12-month contract, and for businesses, we provide free ****installation****. We send one of our technicians to set everything up for you.

Customer: Okay, that covers a lot of bases. I also have a nephew who is a university student and constantly complains about slow internet in his dorm. Is there anything suitable for students?

Representative: We do! Our Student Saver plan is very popular with university students. It's 30 megabits per second, and the monthly cost is just ****20**** pounds. This is a shorter contract, only 9 months, which works well for academic years. Plus, there is no ****activation**** fee with this plan.

Customer: That sounds ideal for him. One last thing, my son is a serious online gamer. He needs the absolute fastest connection possible. Do you have anything that caters specifically to gamers?

Representative: Oh yes, for serious gamers, our Gaming Superfast plan is designed precisely for that. It boasts an incredible 500 megabits per second speed, at 80 pounds per month. This is a ****24****-month contract. And the special offer with this plan is that you receive a free gaming ****headset**** with your subscription.

Customer: Wow, that's a lot of options. Thank you so much for all this information. It's really helpful. I'll discuss this with my family and get back to you.

Representative: You're most welcome! Please feel free to call us back if you have any more questions.

Narrator: That is the end of Section 1. You now have half a minute to check your answers.

Part 2

Narrator: You will hear a talk from a banking representative about the layout of a new Digital Banking Hub.

Narrator: First, you have some time to look at questions 11 to 20.

Narrator: Now listen carefully and answer questions 11 to 20.

Speaker: Good morning, everyone, and a warm welcome to our brand new 'Future Bank Digital Discovery Centre'! We're really excited to show you around today. This centre is designed to help you navigate the world of online banking with ease and confidence, offering a blend of cutting-edge digital tools and personalized support.

Before we begin our tour, please take a moment to look at the map in front of you. I'll be guiding you through the different areas, explaining their purpose, and helping you identify them on your map. We'll start right here at the entrance, which is marked as B on your diagram. This is what you've just come through, so that should be clear for question 11.

As you step inside, you'll immediately see the Welcome Desk. This is where our friendly staff are ready to greet you, answer initial queries, and point you in the right direction. If you're looking to identify the Welcome Desk on your map for question 12, it's clearly labeled A, directly opposite the main entrance.

Just to your right, after the Welcome Desk, you'll notice a spacious area with comfortable seating. This is our dedicated Waiting Area, perfect if you're early for an appointment or just need a moment to relax. This area, which corresponds to question 13, is marked with the letter C on your map.

Now, let's move to the left side of the centre. Here, you'll find our Self-Service Kiosks. These touch-screen terminals are perfect for quick transactions, checking balances, or printing statements without needing to speak to a member of staff. You can locate these for question 14, they are designated by the letter D on the left-hand side of the map, past the Welcome Desk.

Across the corridor from the Self-Service Kiosks, on the right side of the main path, we have the Digital Tools Showcase. This interactive zone, marked as E for question 15, allows you to try out our latest online banking apps, explore new features, and even get hands-on demonstrations of digital security tools. It's a great place to experiment at your own pace.

As we proceed further into the centre, you'll see a large room on your left. This is our Learning Zone, where we host workshops and group sessions on various digital banking topics, from setting up online payments to understanding investment platforms. This invaluable space, which you should mark for question 16, is identified by the letter F.

Adjacent to the Learning Zone, further along the left-hand side, are several enclosed Private Consultation Pods. These soundproofed rooms offer a quiet and confidential environment to discuss more complex financial matters with our advisors, whether it's about mortgages, loans, or financial planning. You'll find these discreet pods for question 17, marked as G on your map.

Opposite the Private Consultation Pods, on the far right at the back of the centre, is the Tech Support Desk. If you're experiencing any technical difficulties with your online account, or perhaps having trouble accessing our mobile app, this is the place to come. Our technical experts are on hand to provide immediate assistance. Please mark this area, which relates to question 18, with the letter H.

Now, before we look at the final area, let's just clarify the central pathway that runs through the entire centre. This is what we refer to as the Main Corridor. It connects all the different zones, making navigation very straightforward. This central walkway, useful for finding your way around and designated for question 19, is clearly marked with the letter I.

Finally, beyond the Tech Support Desk and the Private Consultation Pods, at the very back of the building, you'll see a restricted access area. These are the Staff Offices, where our administrative team and management work. This area, which completes our tour for question 20, is marked as J on your map. For security reasons, public access is not permitted here, of course.

We hope this tour has given you a clear overview of our Digital Discovery Centre. Feel free to explore further and ask any questions you may have. Thank you.

Part 3

Narrator: You will hear a tutor, Dr. Evans, discussing a software training project with two students, Leo and Maria.

Dr. Evans: So, Leo, Maria, come in. How are we progressing with your 'Smart Home Energy Monitor' software project? We're heading into the final stages now.

Maria: Thanks, Dr. Evans. We've just about finished the core coding, and we're starting to think about the testing phase.

Dr. Evans: Excellent. Let's run through the project flow chart. You've completed the initial briefing, of course, understanding the overall scope and objectives. What about the next step, Software Selection and Planning? You researched suitable tools. What was the primary driving force behind your choices there, for question 21?

Leo: Well, we spent a lot of time on that. Initially, we looked at several open-source platforms. But ultimately, our main concern was meeting what our imagined end-users would actually need. So we prioritised tools that would best cater to the user requirements we identified early on.

Dr. Evans: Very good. That's a crucial point often overlooked. Moving on to Data Collection and Analysis. You gathered information from various smart home devices. What sort of considerations did you need to bear in mind when processing that data, particularly for question 22?

Maria: That was quite involved. We were dealing with personal energy consumption patterns, so we had to be incredibly careful. Ensuring data anonymity and secure storage became paramount. So, it was all about the ethical considerations surrounding user privacy.

Dr. Evans: Precisely. Data protection isn't just a technical challenge, but a significant ethical one. Now, the Software Development phase. You mentioned the core coding is nearly done. What was a key focus during the actual writing and configuration of the software itself? Think about what would make it robust and efficient for question 23.

Leo: Definitely. We were constantly iterating and refining sections of the code. My focus was primarily on ensuring the system would run as smoothly and quickly as possible, especially since it's meant to be monitoring in real-time. So, code optimisation was a continuous task throughout.

Dr. Evans: That's excellent to hear, Leo. Efficiency is vital. Next up, the Testing Phase. You've done your unit tests, I assume. But as you prepare for user acceptance testing, what will you primarily be looking to identify there, for question 24?

Maria: Well, that's where we move beyond just ensuring the code compiles. We need to see how actual users interact with the system. We're expecting to uncover any unexpected glitches or points of confusion for the user, so basically, identifying software errors from a user perspective. Those little bugs that only surface during real-world use.

Dr. Evans: Exactly. Real-world scenarios always throw up new challenges. Following that, you'll have your Peer Review and Feedback session. What kind of constructive criticism do you anticipate receiving from your colleagues on that stage, for question 25?

Leo: I think they'll scrutinise how we've approached the entire project, from initial design decisions to our implementation choices. I'm expecting feedback on the overall project methodology – whether our chosen agile approach was effective, if our sprints were well-managed, and so on.

Dr. Evans: That's a healthy perspective. Critical evaluation of your approach can offer valuable insights. And the subsequent step is Refinement and Documentation. You'll integrate that feedback and produce your user manual and technical documents. What will those documents be built upon, ensuring clarity and completeness for question 26?

Maria: They have to be really thorough, capturing everything. We'll be referring back to all the original planning documents, the design blueprints, and the functional specifications we established. So, everything has to be tied back to the detailed specifications we laid out at the very beginning.

Dr. Evans: Absolutely. A well-documented project is a successful one. Now, looking ahead to the final steps. The next stage is Final Submission Preparation. Before you hand everything in, what crucial item must you ensure is absolutely complete, for question 27?

Leo: Oh, definitely the final written report. It's not just about the software; the academic submission is just as important, summarising all our findings and development.

Dr. Evans: Spot on. And after that comes your Project presentation. What exactly will that presentation primarily consist of, for question 28?

Maria: It's mostly going to be a live demonstration of the software. We'll show the key features, how it collects data, and how the user interface works.

Dr. Evans: Good. The practical application is key there. Finally, for the Assessment and Reflection stage, my evaluation will be based on a particular set of items. What would those be, for question 29?

Leo: Our understanding is it will be based on the established criteria for the module, covering technical robustness, our report, and the presentation.

Dr. Evans: Correct. And then, finally, you'll reflect on the overall project. What will you be reflecting on in particular, for question 30?

Maria: I think it will be mainly about our learning experience – what challenges we faced, how we overcame them, and what new skills we developed throughout the whole process.

Dr. Evans: Excellent. It sounds like you've got a very clear understanding of the remaining stages. Keep up the good work, both of you.

Part 4

Narrator: You will hear a lecturer giving a talk about the evolution and current state of mobile phone plans.

First, you have some time to look at questions 31 to 40.

Now listen carefully and answer questions 31 to 40.

Lecturer: Good morning, everyone. Today, we're delving into a fascinating and pervasive aspect of modern technology: the world of mobile phone plans. It's a topic that touches nearly every one of us, yet its complexities and rapid evolution are often underestimated.

When we consider the nascent stages of mobile telephony in the late 20th century, the telecommunications landscape was remarkably distinct. Early mobile phone plans were characterized by a singular objective. Initially, the primary concern for most users was simply securing reliable voice calls. Mobile data was non-existent or prohibitively expensive, largely confined to basic text messaging. Providers designed tariffs around call minutes, often with exorbitant per-minute rates once an allowance was exceeded. The mobile handset itself presented a substantial financial barrier. Consequently, many initial plans strategically offered subsidized handsets to attract customers and mitigate the upfront device expense, a strategy that later became a cornerstone of long-term contracts. This model, however, sometimes obscured the true cost of the service over the contract's duration.

As we transitioned into the 21st century, with the advent of smartphones and pervasive mobile internet connectivity, the industry underwent a profound seismic shift. Data rapidly became the new fundamental currency. The demand for internet access transformed mobile plans from rudimentary call packages into sophisticated connectivity solutions. We witnessed the introduction of tiered data allowances, and for a considerable period, the industry thrived on the imposition of often arbitrary data caps. These caps, frequently perceived as restrictive, compelled users towards premium plan tiers or additional data bundles. This period also saw the diversification of payment structures. While prepaid options offered flexibility, particularly for those with unpredictable usage or limited credit history, postpaid plans, typically contractual, continued to dominate due to their perceived value and convenience.

A paramount factor influencing contemporary consumer choice is undoubtedly network coverage. Irrespective of a plan's attractive price or generous data allowance, if the network signal proves tenuous or unreliable within an individual's primary locations, the plan becomes practically futile. This reality instigates relentless competition among telecommunication carriers, each striving for superior coverage, especially as users demand consistent, high-speed internet ubiquity. Furthermore, the modern consumer exhibits a greater degree of digital literacy. They now engage in meticulous consideration of various intricate plan components, frequently employing sophisticated online comparison tools across multiple providers. This heightened consumer awareness compels providers to continually innovate and differentiate their offerings beyond mere price points.

One particularly salient innovation has been the global shift towards SIM-only contracts. These plans have garnered immense popularity precisely because they separate the financial cost of the mobile handset from the recurring service plan. This decoupling empowers consumers to procure their desired mobile device outright or through independent financing, and subsequently elect a more flexible, and often more economically advantageous, monthly service plan. It confers upon users greater financial autonomy and circumvents the lock-in mechanisms traditionally associated with device subsidies. Another significant development is the global pivot towards unlimited data plans, albeit often accompanied by fair usage policies or speed restrictions after a predetermined consumption threshold. These plans are engineered to assuage "data anxiety" among users who constantly fear exceeding their allowances. The widespread deployment of 5G technology has further exacerbated this dynamic, as its immense data transfer speeds necessitate even more capacious data allocations to fully exploit its transformative capabilities, redefining what 'unlimited' truly signifies.

Looking ahead, the future trajectory of mobile phone plans is poised to be shaped by an increasing emphasis on hyper-personalization and granular control. We are already witnessing the emergence of innovative plans that offer profoundly customizable allowances, empowering users to precisely tailor their allocation of call minutes, text messages, and data volumes to their distinct individual needs, rather than being confined to rigid, predefined packages. This strategic pivot reflects a broader trend across numerous consumer services towards individualization. Moreover, the seamless integration of complementary value-added services, such as premium streaming subscriptions or expansive cloud storage solutions, directly into core mobile plans is progressively becoming a more ubiquitous phenomenon, creating sophisticated bundled offerings that seek to augment intrinsic value beyond foundational connectivity.

The burgeoning awareness of the environmental impact linked to our mobile consumption habits is also attracting considerable global attention. There is a growing societal consciousness regarding the entire lifecycle of mobile devices and the substantial energy consumption inherent in network infrastructure. This elevated ecological awareness has stimulated some forward-thinking providers to offer incentives for customers to responsibly recycle old phones or to consciously opt for more durable, long-lasting handset models. This nascent ecological consciousness is gradually influencing contemporary plan design, promoting sustainability in tandem with the quest for affordability.

Regulatory frameworks continue to exert a critical influence in shaping the competitive dynamics of the telecommunications market. Government bodies frequently intervene to ensure equitable competition, protect consumer rights, and manage the allocation of scarce radio spectrum. For instance, proactive regulatory measures such as mandatory comprehensive contract summaries and clear information pertaining to international roaming charges are engineered to prevent "bill shock" and ensure absolute transactional transparency. The complexity inherent in international roaming, in particular, frequently culminates in unforeseen and often substantial charges, rendering transparent and easily accessible information about its associated costs an absolutely crucial feature for global travelers. Thus, regulatory clarity and comprehensive information are paramount for informed consumer decision-making.

In conclusion, the evolution of mobile phone plans stands as a compelling microcosm of broader technological advancement and dynamically shifting consumer requisites. From rudimentary, voice-centric packages to intricate, data-driven ecosystems, the industry is perpetually engaged in recalibrating its diverse offerings. The prevailing market paradigm mandates that providers deliver not only keenly competitive pricing but also consistently robust network performance, flexible plan options, and increasingly, a demonstrable awareness of broader societal concerns. Comprehending these intricate market dynamics is essential, both for discerning consumers making informed decisions and for innovative industry players designing tomorrow's services. The journey from a luxury item to an indispensable conduit of ubiquitous connectivity has unfolded with remarkable rapidity, and the foundational commercial models continue to adapt at an astonishing, unyielding pace.
