4. Invoice issues listening: <https://learnenglish.britishcouncil.org/skills/listening/b1-listening/phone-call-customer>

**ANSWER:**

1)the name of the person who is calling → **Andrea Red band**

2)the reason for the call → **he is calling about the more**

3) The caller → **he will mate another order**

4)payment terms > **60 DAYS**

5. Handling a helpdesk problem: <https://www.youtube.com/watch?v=MwpFpWlGCas>