

## Unit 16

# The Internet and email



Name: \_\_\_\_\_



**Complete the conversation between an Internet Service Provider (ISP) and a customer. Type words from the box into spaces 1–16. Then choose the correct words from the drop-down menu to complete spaces a–j.**

email Web spam IP modem wireless newsreader username  
browser internet attachments messaging file transfer protocol  
newsgroups broadband mail program

**ISP Helpdesk Operator (HO):** Customer support, good morning.

**Customer (C):** Yeah, hi. (a) \_\_\_\_\_ am I speaking to?

**HO:** My name's Martin. (b) \_\_\_\_\_ can I help?

**C:** I'm having some problems with my (1) \_\_\_\_\_ connection. I can't get online.

**HO:** OK. I'm sure I can help. Let me just quickly check your (2) \_\_\_\_\_ address ...

**C:** My what? What (c) \_\_\_\_\_ that mean?

**HO:** It's just a unique series of numbers that identifies your computer when it's online. OK, just wait a sec ... Mmm ... Is your (3) \_\_\_\_\_ plugged in and working OK?

**C:** Is that the same as the (4) \_\_\_\_\_ router? The thing that plugs into the phone line?

**HO:** Yes. (d) \_\_\_\_\_ the lights flashing?

**C:** Yes, they're flashing really fast.

**HO:** OK. Just turn the router off and on at the back. (e) \_\_\_\_\_ it working now?

**C:** Yes, it is. (f) \_\_\_\_\_ did that happen?

**HO:** It's nothing serious – sometimes you just need to reset the router. Is there anything else I can help you with?

**C:** Actually, yes. I'm paying all this money for one of those fast, what do you call them, (5) \_\_\_\_\_ connections, but all I'm using the computer for is checking (6) \_\_\_\_\_ and looking up information on the (7) \_\_\_\_\_. (g) \_\_\_\_\_ else can I do with all this technology?

**HO:** Well, have you tried instant (8) \_\_\_\_\_? You know, having real-time chats with friends over the Internet?

**C:** (h) \_\_\_\_\_ do you think I am? That sounds like the kind of thing my 15-year-old son would be into, not me!

**HO:** OK, well (i) \_\_\_\_\_ is your connection? If it's very fast, then you can take advantage of (9) \_\_\_\_\_ – that means downloading files from the Internet onto your hard drive. It's a feature that is built into your web (10) \_\_\_\_\_, so it's very easy to use. You can download music, films, anything you want, really.

**C:** That sounds expensive. (j) \_\_\_\_\_ does it cost to download a song?

**HO:** It depends on the site. Another thing you might want to try is (11) \_\_\_\_\_ – public discussion areas on nearly any topic. It's part of a system called Usenet. You'll need a (12) \_\_\_\_\_ – that's a program that lets you view and post messages – and a (13) \_\_\_\_\_ and password. It's all very easy.

**C:** OK, that all sounds interesting. Thanks for all ...

**HO:** Actually, you might be interested in a new product we've launched this week. Can I ask which (14) \_\_\_\_\_ you use?

**C:** Outlook Express.

**HO:** OK, we have some new anti-(15) \_\_\_\_\_ software that helps detect junk email by looking for suspicious words in the subject line of the email. It also looks for suspicious (16) \_\_\_\_\_ – that's how viruses are normally sent between computers. It only costs £5.99 a month and ...