



Listening to a customer talking to telephone support. Answer the questions choosing either "True", "False" or "don't know" if the information isn't included in the recording..

PART A



Part B

Listen again Put the following facts in the order they happened. (From 1 to 4)

The man asks when he will get the software.

The woman was honest about the limitations of the produce they are selling

The man says they will only be able to use the software on certain computers.

The woman explains the conditions of an offer.

