



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

1. she was surprised that David had problems placing his order.

True

false

don't know

2. he needs to order the software for his office.

True

false

don't know

3. she gives him the 25% discount even though he's not ordering online.

True

false

don't know

4. The Mac version is more expensive than the Windows version.

True

false

don't know

5. she tells David that the free microphones are usually not very good quality.

True

false

don't know

6. The company offers free shipping.

True

false

don't know



## 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.



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