

## TELEPHONE SUPPORT



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

- true
- false
- don't know

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

- true
- false
- don't know

3. Jackie 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. Jackie tells David that the free microphones are usually not very good quality.

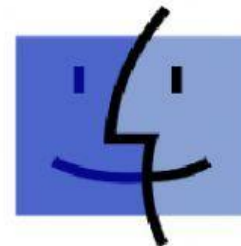
- true
- false
- don't know

6. The company offers free shipping.

- true
- false
- don't know

7. David buys both versions of the software.

- true
- false
- don't know



# Mac OS

## SPORTS NEWS ON THE RADIO.

Listen to the mp3 file and answer either Yes or No for each question:

1. Did Diego Garcia play well last year?
2. Does Diego Garcia know who he is playing in the final?
3. Was the weather in France nice today?
4. Was the weather in Tennessee nice today?
5. Are foreign players playing in the golf tournament?
6. Will the Jaguar driver start in first position in the race tomorrow?
7. You bet \$10 on a victory for Pittsburgh. Are you happy today?
8. Did Chicago win today?

