

4

Networking: Types of Networks

Speaking

8 Complete the conversation below based on Task 7, with the phrases given. Then take roles and act it out.

USE LANGUAGE SUCH AS:

*Thank you for ...
We have several ...
What are my ...*

Student A: You are an ISP employee. Talk to Student B about:

- upgrades that are available
- what choice is most popular with customers
- setting up a network

Student B: You are a customer. Talk to Student A about what network you should use.

You would need an Ethernet port.

We have several upgrades that you could choose from.

Wireless networks are a popular choice.

We could do it through your phone or your cable.

We'll get you started then!

How can I help you?

A: Thank you for calling CableStream.

B: I'm looking to upgrade my Internet from dial-up.

A: Great!

B: Okay, so what are my options?

A: For one, we could set you up with a LAN.

B: Are there any other options?

A:

B: Sounds good. How do I set that up?

A:

B: I have cable television.

A: Great!

B: Thanks!

Writing

- 9 Use the conversation from Task 8 to complete the e-mail response to a customer's questions about network options.

Dear Customer,

Thank you for your inquiry about network options. Our company offers a variety of options for . If you have access to a(n) , we could set you up with a(n) . If you prefer a(n) connection, we can set it up through either the line or the connection. Our most popular options are the network connections. Many customers prefer the convenience and ease of wireless. Contact a representative today to sign for a CableStream account today!