

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