

Unit 11. Listening

4

Networking: Types of Networks

Reading

5 Listen and read the website again. What are possible upgrades to dial-up? Fill in the gaps.



There are both LAN and options. LAN still requires a(n) port, but with a(n) , no cables are necessary to access the Internet. The connections available include , broadband, and Internet.

Listening

6  Listen to a conversation between an ISP employee and a customer. Mark the following statements as *True* or *False*.



- 1 The woman calls because **her** LAN is not working.
- 2 The man describes network upgrades available.
- 3 The woman would like to use cable Internet.

True	False
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True	False
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True	False
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Listening

7 Listen again and complete the conversation.



Employee: Thank you for calling Cable Stream. How can 1) you?

Customer: Hi. I had some questions about Internet connections. I'm still using 2) - , but it's really slow.

Employee: I'm sure it is! We have several upgrades available.

Customer: Great! So what are 3) ?

Employee: For one, we can 4) with a LAN. You'd connect with a cable through your 5) .

Customer: And there's another option?

Employee: Yes. We can also get you a WLAN. That's a 6) . So you can have Internet access anywhere in your home.

Customer: That sounds good. How do I get that?

Employee: There are a couple of options. Let me ask you a few questions. Do you have cable television?

Customer: No, I don't pay for cable.

Employee: Do you have a home phone?

Customer: Yes, I have a telephone service.

Employee: Great! A DSL connection is available directly through the telephone line, but it's much faster than dial-up. If you still have a home phone but no cable, it's probably the best option.

Customer: Sounds good. I'd like to do that then.

Employee: Great! Let's get you started.