

Name: _____ Date: _____

Instructions: Listen to the three customer calls. Complete the gaps in the sentences below with the exact words you hear.

Call 1: Anna

1. "I'm trying to _____ my account, and it just will not accept my password."
2. "I'm absolutely sure I'm _____ correctly..."
3. "It's incredibly frustrating because I have a _____ today."

Call 2: Ben

1. "So, I got this _____ from you..."
2. "But now, my laptop, it won't _____ the Wi-Fi at all."
3. "Could you _____ through it?"

Call 3: Mark

1. "My internet speed is _____ be super-fast..."
2. "What's the _____ paying for a 'premium' service..."
3. "I need a real solution this time, not just '_____'"