



14 Listen to the telephone call between a Big Oil Network Operations Manager and a remote employee in the exploration office. They are trying to locate a network fault.

Complete the left-hand column of the trouble ticket with the words below in the right order. See the example.

Ethernet cable and port • IP address • LAN hub • network card • ping test • power
• round trip delay • router • VPN

Big Oil Network Fault Management	Trouble Ticket Number 2574
User Name	Florence Knight
Contact Numbers	Office +219 1 356 5011 Mobile +219 7831 565889
Email Address	fknight@bigoil.com
Summary	User has lost voice and data connectivity to her PC this morning
1 Power	Yes / No
2	Connected / Unconnected
3	Functional / Non Functional
4	Tested / Untested
5	Visible / Invisible
6	Responding / Unresponsive
7	10.223.44.867*
8	Successful / Unsuccessful
9	Acceptable / Unacceptable
Trouble Ticket	Open / Closed

*In order to avoid using an IP address in use we have used a fictional IP address. Real IP addresses consist of four numbers ranging from 0 to 255 separated by dots.

15 Listen again and cross out the correct words in the right-hand column