

7 LISTEN.

A Listen to three phone conversations with an agent at an electronics company. Write the number of each conversation next to the topics below.

phone Internet connection MP3 player

B Work with a partner. Complete the excerpts from the conversations. Then listen again and check your answers.

Conversation 1

Agent: I'm sorry to hear that. How long (1) _____ it?

Caller: I bought it in January, so I've only (2) _____ it (3) _____ about two months.

Agent: And what's the problem?

Caller: Well, (4) _____ the last week or two, the sound (5) _____ terrible!

Conversation 2

Caller: ... (6) _____ some problems with my phone (7) _____.

Agent: What's the problem, sir?

Caller: ... Ever (8) _____ I dropped it, the screen (9) _____ really unclear.

Conversation 3

Caller: Finally! (10) _____ on hold (11) _____ twenty minutes.

Agent: Thank you for your patience. (12) _____ a lot of calls today.

Caller: My Internet connection (13) _____ since (14) _____ power yesterday.