

## 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.