

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 ' \_\_\_\_\_ off and on again..."

