

TAPESCRIPT

Narrator: *Listening Test*

Connection Problem

Section 1

You will hear two school secretaries talking about a problem with the Internet.

The recording will be played twice. Do as much as you can the first time and answer all the questions the second time.

You have 30 seconds to look at your questions.

[30 sec music]

Listen and answer the questions.

[sound of phone ringing]

Liza: Hello, school office, Liza speaking.

Jenny: Hi, Liza, it's Jenny.

Liza: Hi Jenny. You're okay?

Jenny: Yes. Liza. Is your Internet working?

Liza: Yes. Is yours not working?

Jenny: No, it's not and I need to send some reports with confidential information to the Principal. I can't speak to him either because he's in Malaysia. *[question intonation]* You're sure yours is working?

Liza: It is. How long has yours been down for?

Jenny: It was working yesterday, but since I came in today it hasn't worked. I didn't really need it earlier so I wasn't worried.

Liza: Hmm... we both use the same wireless. Can you get onto the web or is it just emails?

Jenny: I can't even access web pages.

Liza: Have you tried another browser?

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- Jenny: I'll try now... *[displeasure]* No, it's still not working.
- Liza: I think you'd better call our technician – Steve will be able to fix it for you. Generally, he's very quick. Have you got his number?
- Jenny: No, I haven't.
- Liza: Let me see... it's 26457831.
- Jenny: Thanks, Liza. I'll call him now.
- Liza: Bye.
- Jenny: Bye.
- Jenny: Okay. *[Ringing sound]*
- Answer Machine (Steve): You're through to Steve. I'm sorry I can't take your call right now. Please leave a message along with your name and phone number after the tone and I'll get right back to you... *[beep]*
- Jenny: *[surprised at the beep and having to suddenly speak]* Oh ... hi Steve, it's Jenny here, the secretary... *[worried]* Erm, my Internet isn't working. I'm not sure what to do about it. Could you give me a call when you can or come round when you're free? Thank you. Bye.
- [hanging up sound]*

Narrator: Now listen to the recording again.

[repeat recording]

You have 30 seconds to check your answers.

[30 sec music]

This is the end of Section 1.