

# 3 ISPs and Internet access

**1 Wi-Fi**

**2 antivirus software**

**3 wireless router**

**4 modem**

**5 hotspot**

**6 dial-up**

**WebSurf.**

**Welcome to the WebSurf Family**

Dear Mindeye Customer,  
 Last week, Websurf Internet purchased Mindeye Communications. Starting next month we will be your ISP. This new relationship has many benefits. First, you receive a free download of our exclusive VirusWatch 9.0 **antivirus software** to protect your computer. We're also building all-new **T-3** lines to accommodate the new customers. This means greater bandwidth for **broadband** and **T-1** users. Unfortunately, we're discontinuing **dial-up** service. But we are **upgrading** to **DSL**. Turn in your old **modem** to us to receive a new DSL modem free of charge. You also receive our award-winning technical support. We'll help you set up your **wireless router** to bring **Wi-Fi** to your household. We can even help recover your password if you forget. You'll also have access to WebSurf **hotspots**. You can find them at selected airports, restaurants and coffee shops. All you need is a valid WebSurf account. We look forward to providing you with the world's best Internet service.

Sincerely,  
 Gina Matson  
 Customer Relations,  
 Websurf Internet

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 How do people access the Internet?
- 2 What type of Internet connection is best for businesses?

## Reading

2 Read the notification from an Internet service provider. Then, choose the correct answers.

- 1 What is this notice about?
  - A Mindeye's plan to buy WebSurf
  - B what WebSurf offers to new customers
  - C WebSpot offering free wireless routers
  - D troubleshooting Internet access issues
- 2 Which service does WebSurf NOT offer?
  - A tech support
  - B dial-up Internet
  - C hotspot access
  - D broadband Internet access
- 3 What can you infer from the notice?
  - A Anyone can use WebSurf hotspots.
  - B More people use T-1 than broadband.
  - C WebSurf expects to retain Mindeye customers.
  - D Mindeye offers its customers more services.

## Vocabulary

3 Match the words (1-5) with the definitions (A-E).

- |              |                |
|--------------|----------------|
| 1 __ T-1     | 4 __ modem     |
| 2 __ Wi-Fi   | 5 __ broadband |
| 3 __ dial-up |                |

- A an Internet connection using wireless signals
- B an Internet connection using regular phone lines
- C a device that sends information over phone lines
- D lines that allow many users to connect to the Internet
- E a system allowing the transfer of large amounts of data

4 Fill in the blanks with the correct words and phrases from the word bank.

**Word BANK**  
 antivirus software hotspot ISP upgrade  
 wireless router DSL T-3

- This coffee shop has a(n) \_\_\_\_\_ so customers can go online.
- A \_\_\_\_\_ connection only requires a phone line to work.
- Contact your \_\_\_\_\_ to get in touch with tech support.
- \_\_\_\_\_ my service because I need more bandwidth.
- Using \_\_\_\_\_ protects your computer.
- You need a(n) \_\_\_\_\_ to get a Wi-Fi network.
- The new \_\_\_\_\_ lines offer greater bandwidth.

5 Listen and read the notification from an Internet Service provider again. What service will Websurf Internet put an end to?

### Listening

6 Listen to a conversation between a customer and a WebSurf customer representative. Mark the following statements as true (T) or false (F).

- \_\_\_ The customer plans to cancel his service.
- \_\_\_ The new T-3 lines will increase bandwidth.
- \_\_\_ Customers must pay extra for services like tech support.

7 Listen again and complete the conversation.

**Customer:** Just 1 \_\_\_\_\_ Internet.  
**Representative:** Oh, that's it then. We're in the process of installing new 2 \_\_\_\_\_ lines.  
**Customer:** But how does that affect my billing?  
**Representative:** T-3 lines are expensive, so we've increased rates. But it allows for greater 3 \_\_\_\_\_.  
**Customer:** I'm not sure that justifies the price hike.  
**Representative:** Well, it also supports other WebSurf benefits. Live 4 \_\_\_\_\_, for instance.  
**Customer:** I guess I have used that a few times already.  
**Representative:** You also get free 5 \_\_\_\_\_. And you can log into any of our 6 \_\_\_\_\_ at no additional charge.

### Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

*What service do you have?  
 It allows for greater bandwidth.  
 You can log into hotspots.*

**Student A:** You are calling customer service. Ask Student A about:

- a bill increase
- causes
- benefits

**Student B:** You work in customer service. Answer Student B's questions.

### Writing

9 Use the conversation from Task 8 to fill in the customer survey.

**websurf.**

Dear Customer,

Thank you for calling WebSurf customer service! In order to help improve the quality of our service, we'd like to ask you a few questions.

**What was your call concerning?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Was our Customer Rep able to help you with your problem? How?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_