



IELTS LISTENING S52T1

NEW PASSWORD

NATASHA: Good evening. This is Webnet and you're speaking with Natasha how can I assist you today?

MICHAEL: Hello Natasha. I tried to log into my webnet account yesterday, and I realized I'd forgotten my password. Are you able to help me with that.

NATASHA: Of course. what i'll need to do is ask you a few questions to check your identity. And then I'll issue you with a new password. Is that okay?

MICHAEL: No problem.

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NATASHA: Firstly, can I have your full name please?

MICHAEL: Michael **Q1 simmons**, S-I-M-M-O-N-S. I don't have a middle name.

NATASHA: Great. And your date of birth?

MICHAEL: It's the 27th of the third 1988.

NATASHA: Right and I also need to know your previous address.

MICHAEL: I live at 12 wake street and that's in...

NATASHA: We have that as your current address. What was the address you registered with us before you moved there?

MICHAEL: Oh, yeah. I used to live at 319 **Q2 ocean drive** that's in east providence.

NATASHA: I'll just need your contact phone number as well.

MICHAEL: That's 049 248 002.

NATASHA: And just a few questions about your account. Do you know what your current data allowance is?

MICHAEL: I upgraded to the gold account not long ago, so It's **Q3 unlimited**.

NATASHA: Yes, unlimited data. Right now can you just tell me about your payment plan? Which plan are you currently on? Do You know?

MICHAEL: Oh, hang on a minute well I think. Yes, I started off with a 12-month automatic renewal. But a few months ago I switched to the **Q4 24 month** plan.

NATASHA: That's fine. Now when you first registered for webnet you selected two secret questions and provided us with the answers, In order to issue you with a new password I need you to answer those questions for me. Firstly what is your Mother's Maiden name?

MICHAEL: My Mother's name is Sarah, that's Sarah with an h.

NATASHA: That sounds like her first name, we're looking for her maiden name. That's her family name before she was married.

MICHAEL: Oh sorry I misheard. It's um, **Q5 white**.

NATASHA: White as in the color?

MICHAEL: Yes, that's right.

NATASHA: Now, the other question you chose to answer what was your first pet?

MICHAEL: The first pet I ever had?

NATASHA: Yes.

MICHAEL: It was actually a **Q6 goldfish**.

NATASHA: That's what it says on your file. Okay that's all done for you Mr Simmons. I've sent you a generic password, which should arrive in your email box within a few minutes. I'll just make a note of the date **Q7 30th of june**. When you log in, I suggest you go to the members details section on the website and change it to something you're going to remember.

MICHAEL: Wonderful. Thanks.

NATASHA: Is there anything else, I can help you with today?

MICHAEL: Yeah there are a few things I've been having some connection issues recently. I think the problem is with the cable. That connects the modem to the computer. Do you supply those?

NATASHA: You need a new **Q8 cable**, not a problem, I'll arrange for that to be sent off tomorrow.

MICHAEL: Thanks. Also I'm currently signed up for three of your services home, phone mobile and broadband. I use the internet a lot on my computer and on my mobile. But to be honest I never use the home phone and I don't see, why I should keep paying for that plan?

NATASHA: Would you like me to cancel that **Q9 home phone** for you?

MICHAEL: Yes, please. If you wouldn't mind.

NATASHA: Done. Is there anything else?

MICHAEL: Yes, just one last thing, do you offer any antivirus products?

NATASHA: Yes we have one, which offers full protection against viruses, spam and identity theft. Which is useful if you're doing any online banking and that kind of thing? It's called the **Q10 security** pack.

MICHAEL: Sounds perfect. Sign me up for one of those please.

NATASHA: And we've got another one, it's called the parenting pack. It prevents your children from accessing harmful websites and downloading things they shouldn't.

MICHAEL: I'm not so worried about that anymore. Both my children and adults and have left home, so just the security pack. Thanks, that's everything.

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