

## **Conversation Téléphonique En Anglais**

F: Telco Speed, this is Fiona, how can I help you?

A: Yes hello, I'm having some troubles with my internet.

F: Okay, can I have your surname and client number please.

A: My surname is Leigh, that's L E I G H but I don't know my client number.

F: Do you have just the internet with us or do you also have a telephone plan?

A: Yes, I have both my mobile and landline with you.

F: Could you tell me the phone number of either your mobile or your landline please?

A: Sure, my mobile is 0419 642 727.

F: Great I have your details here now, thank you. Would you like to note down your client number for future reference?

A: Okay.

F: It's 635, 721.

A: 635, 721?

F: Yes. Now what seems to be the problem with your internet?

A: Well, it seems to work perfectly at the start of the month, good speed, no problems and then at the end of each month it slows down or doesn't work at all!

F: I understand why that must be frustrating. I can see on your client details that you are on our old 'Intello' plan which provides 50GB per month of our fastest broadband data and then after you reach that limit it switches to our standard speed network data.

A: Really? I didn't know that. I need a lot of internet as I work from home and am on the internet at least 10 hours per day. Can I change plans?

F: Of course. We have the Intello Plus plan which is just £10 more per month which would give you unlimited internet plus unlimited calls and sms's on your mobile or alternatively you could try the SpeedyZip plan which is actually cheaper than your current plan by £3, has unlimited broadband internet and one hour of talk time on your mobile and unlimited sms messages.

A: I definitely need more than one hour talk time so I think that I will go with the Intello Plus plan. So what's the final cost going to be?

F: That would be £39.99 per month - all included.

A: Okay, that's fine. When can you make the change as I need the fast internet asap.

F: I'll request the change right now if you like and then the change will take place at midnight tonight.

A: Perfect, go ahead please.

F: No problems, it's been changed here and as I said before, your plan will change at midnight this evening. Is there anything else I can help you with today?

A: No, that's all thank you. You've been very helpful, Cheers.