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Ready-to-Use English Lessons by Sean Banville

Level 2
Tech support scams on the rise

24th June, 2016

http://www.breakingnewsenglish.com/1606/160624-tech-support-2.html

Contents

Please try Levels 0, 1 and 3. They are (a little) harder.

THE READING

Fraudsters have a new method to trick people into losing money. They are pretending to be the technical support of ISPs (Internet Service Providers). This scam looks real, even to experienced Internet users. The fraudsters target an IP – this is a computer's online ID number. Once fraudsters have the IP, the victim gets a pop-up window with a message to say the computer has malware. The victim is then advised to phone for help. The Internet security company Malwarebytes said: "The scammers are trying to get people to call them. People are literally paying to be scammed."

Malwarebytes said most of the scams so far are in the USA and UK, but they will spread worldwide. A malware expert at Malwarebytes said: "It caught me by surprise….It was only when I looked in closer detail that I saw it was a scam." The fraudsters infect online adverts that then work out your IP number. You do not have to click on the ad for the computer to get infected by the malware. Malwarebytes' advice is to call the tech support number you got when you signed up for the Internet. They said never trust phone numbers in pop-up windows.

Sources: http://www.**techradar.com**/news/internet/watch-out-for-these-sophisticated-new-fake-tech-support-stings-1323769

http://www.**bbc.co.uk**/news/technology-36084989

PHRASE MATCHING

PARAGRAPH ONE:

1.	fraudsters have a new	a.	up window
2.	This scam looks	b.	to phone for help
3.	this is a computer's online	c.	method to trick people
4.	the victim gets a pop-	d.	paying to be scammed
5.	a message to say the	e.	ID number
6.	The victim is then advised	f.	company
7.	Internet security	g.	real
8.	People are literally	h.	computer has malware

PARAGRAPH TWO:

1.	most of the scams so	a.	number
2.	a malware	b.	by surprise
3.	It caught me	c.	infected by the malware
4.	when I looked in closer	d.	far
5.	work out your IP	e.	number
6.	for the computer to get	f.	expert
7.	call the tech support	g.	up windows
8.	never trust phone numbers in pop-	h.	detail

LISTEN AND FILL IN THE GAPS

From http://www.breakingnewsenglish.com/1606/160624-tech-support-2.html

Fraudsters have (1) _____ to trick people into losing money. They are (2) _____ the technical support of ISPs (Internet Service Providers). This scam looks real, even (3) _____ Internet users. The fraudsters target an IP – this is a computer's online ID number. Once fraudsters have the IP, the victim (4) _____ window with a message to say the computer (5) _____. The victim is then advised to phone for help. The Internet security company Malwarebytes said: "The scammers are trying to get people to call them. People are literally paying (6) _____."

Malwarebytes said most of the (7) _____ are in the USA and UK, but they will spread worldwide. A malware expert at Malwarebytes said: "It caught (8) _____….It was only when I looked (9) _____ that I saw it was a scam." The fraudsters infect online adverts that then work out your IP number. You do not (10) _____ the ad for the computer to (11) _____ the malware. Malwarebytes' advice is to call the tech support number (12) _____ signed up for the Internet. They said never trust phone numbers in pop-up windows.

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PUT A SLASH (/)WHERE THE SPACES ARE

Fraudstershaveanewmethodtotrickpeopleintolosingmoney.Theyare pretendingtobethetechnicalsupportofISPs(InternetServiceProvider s).Thisscamlooksreal,eventoexperiencedInternetusers.Thefraudst erstargetanIP–thisisacomputer'sonlineIDnumber.Oncefraudste rshavetheIP,thevictimgetsapop-upwindowwithamessagetosayth ecomputerhasmalware.Thevictimisthenadvisedtophoneforhelp.The InternetsecuritycompanyMalwarebytessaid:"Thescammersaretryin gtogetpeopletocallthem.Peopleareliterallypayingtobescammed."M alwarebytessaidmostofthescamssofarareintheUSAandUK,buttheyw illspreadworldwide.AmalwareexpertatMalwarebytessaid:"Itcaught mebysurprise….ItwasonlywhenIlookedincloserdetailthatIsawitwas ascam."ThefraudstersinfectonlineadvertsthatthenworkoutyourIPnu mber.Youdonothavetoclickontheadforthecomputertogetinfectedbyt hemalware.Malwarebytes'adviceistocallthetechsupportnumberyou gotwhenyousignedupfortheInternet.Theysaidnevertrustphonenum bersinpop-upwindows.

TECH SUPPORT SURVEY

Write five GOOD questions about tech support in the table. Do this in pairs. Each student must write the questions on his / her own paper.
When you have finished, interview other students. Write down their answers.

	STUDENT 1 _____	STUDENT 2 _____	STUDENT 3 _____
Q.1.			
Q.2.			
Q.3.			
Q.4.			
Q.5.			

- Now return to your original partner and share and talk about what you found out. Change partners often.
- Make mini-presentations to other groups on your findings.

WRITE QUESTIONS & ASK YOUR PARTNER(S)

Student A: Do not show these to your speaking partner(s).

a) _____

b) _____

c) _____

d) _____

e) _____

f) _____

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WRITE QUESTIONS & ASK YOUR PARTNER(S)

Student B: Do not show these to your speaking partner(s).

a) _____

b) _____

c) _____

d) _____

e) _____

f) _____

WRITING

Write about **tech support** for 10 minutes. Read and talk about your partner's paper.

_____

_____

_____

_____

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