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Ready-to-Use English Lessons by Sean Banville

Level 1
Tech support scams on the rise

24th June, 2016

http://www.breakingnewsenglish.com/1606/160624-tech-support-1.html

Contents

Please try Levels 0, 2 and 3. They are (a little) harder.

THE READING

Fraudsters have a new way to trick people out of their money. They pretend to be the technical support of ISPs (Internet Service Providers). They target an IP – this is a computer's online ID number. Once fraudsters have the IP, the victim gets a message to say the computer has malware. The message asks you to phone for help. An Internet security company said: "The scammers are trying to get people to call them. People are…paying to be scammed."

Most of the scams so far are in the USA and UK, but they will spread. A malware expert 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. These find your IP number. You do not have to click on the ad to get malware. The expert's advice is to call the tech support number you got when you signed up for the Internet. He 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.	a new way to trick people out	a.	malware
2.	They target	b.	of their money
3.	this is a computer's online	c.	be scammed
4.	the victim gets a	d.	ID number
5.	the computer has	e.	to call them
6.	Internet security	f.	an IP
7.	trying to get people	g.	company
8.	People are paying to	h.	message

PARAGRAPH TWO:

1.	Most of the scams so	a.	adverts
2.	they will	b.	expert
3.	a malware	c.	detail
4.	It caught me by	d.	in pop-up windows
5.	when I looked in closer	e.	far are in the USA
6.	The fraudsters infect online	f.	surprise
7.	call the tech support	g.	spread
8.	never trust phone numbers	h.	number

LISTEN AND FILL IN THE GAPS

Fraudsters have a (1) _____ people out of their money. They (2) _____ technical support of ISPs (Internet Service Providers). They (3) _____ – this is a computer's online ID number. Once fraudsters have the IP, (4) _____ a message to say the computer has malware. The message asks (5) _____ for help. An Internet security company said: "The scammers are trying to (6) _____ call them. People are…paying to be scammed."

Most of the (7) _____ are in the USA and UK, but they will spread. A (8) _____ said: "It caught me by surprise….It was only when I looked (9) _____ that I saw it was a scam." The fraudsters infect (10) _____. These find your IP number. You do not have to click (11) _____ get malware. The expert's advice is to call the tech support number you got when you signed up for the Internet. He said (12) _____ numbers in pop-up windows.

PUT A SLASH (/)WHERE THE SPACES ARE

Fraudstershaveanewwaytotrickpeopleoutoftheirmoney.Theypreten

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rgetanIP–thisisacomputer'sonlineIDnumber.Oncefraudstershav

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messageasksyoutophoneforhelp.AnInternetsecuritycompanysaid:"

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bescammed."MostofthescamssofarareintheUSAandUK,buttheywills

pread.Amalwareexpertsaid:"Itcaughtmebysurprise….Itwasonlywh

enIlookedincloserdetailthatIsawitwasascam."Thefraudstersinfecto

nlineadverts.ThesefindyourIPnumber.Youdonothavetoclickonthead

togetmalware.Theexpert'sadviceistocallthetechsupportnumberyou

gotwhenyousignedupfortheInternet.Hesaidnevertrustphonenumbe

rsinpop-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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