

# Telecommunications Basics

*Directions:*

Answer the following questions.

1. What is telecommunications?
  - A. Communication without a verbal element
  - B. Communication of voice, data and other signals across a distance**
  - C. Expression of feelings and thoughts
  - D. Expression of instructions
2. Which of the following do cellular phones use to exchange voice and data?
  - A. Telephone lines
  - B. Internet connections
  - C. Television signals
  - D. Radio frequencies**
3. An intranet cannot contain a message board for employees.
  - A. True
  - B. False**
4. When is audio conferencing most successful?
  - A. When participants are notified ahead of time**
  - B. When participants are in the same city
  - C. When participants are visually impaired
  - D. When participants are familiar with one another
5. Which of the following is NOT a benefit of teleconferencing?
  - A. Increases efficiency
  - B. Decreases travel costs
  - C. Decreases technology costs**
  - D. Increases interaction between sites

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6. Telecommunications etiquette requires you to get permission before sending a fax of more than ten pages.  
**A. True**  
B. False
7. One of the benefits of telecommuting is the ability to balance \_\_\_\_\_ and \_\_\_\_\_.  
A. Work; internet use  
B. Work; drive time  
C. Work; free time  
**D. Work; family**
8. Business or commercial transactions occurring over the internet is \_\_\_\_\_.  
A. Email  
**B. E-commerce**  
C. Intranet  
D. Telecommuting
9. Ann needs to send a hard copy of a document to another office within her company, and it needs to be there today. Which method of telecommunication should she use?  
A. Text message  
B. Voice mail  
C. Mail  
**D. Fax machine**
10. \_\_\_\_\_ allows users to see who is online and easily allows two people to communicate immediately.  
A. Faxing  
B. Email  
**C. Instant messaging**  
D. Teleconferencing