

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