

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