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# CHAPTER 1

## *Introduction*

### Multiple-Choice Questions

1. d
3. c
5. b
7. b
9. d
11. c

### Exercises

13.
  - a. Purchased an airline ticket on-line
  - b. Printed to a remote printer
  - c. Made a long distance call to Liling, China
  - d. Sent e-mail
  - e. Retrieved a file from another computer
15. Network management software that constantly checks on devices can slow down a network.
17. In our school, it is UNIX.

