

## CHAPTER 1: INTRODUCTION

### TRUE OR FALSE

1. T
2. T
3. F
4. T
5. T
6. F
7. T
8. T
9. F
10. T
11. F
12. F
13. T
14. F
15. T

### MULTIPLE CHOICE

1. B
2. B
3. B
4. D
5. A
6. A
7. D
8. A
9. A
10. B
11. C
12. D
13. A
14. B
15. C

**SHORT ANSWER**

1. wireless
2. Local Area Network (LAN)
3. Wide Area Network (WAN)
4. client/server
5. infrastructure
6. effectiveness
7. RTC (real-time communications) dashboard
8. Presence
9. Web conferencing
10. Unified messaging
11. circuit switching
12. packet switching
13. ISO (International Organization for Standardization)
14. ITU (International Telecommunication Union)
15. NIST (National Institute of Standards and Technology)