G.C.E. O/L Grade 11 ICT

Lesson 3: The Internet: Information and Communication

- 3.1 The Internet: URL, IP Address, DNS, Client–Server and Internet Services
- 3.2 Internet Communication: E-mail, CC and BCC, Instant Messaging, Video Calls and Social Media

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G.C.E. O/L Grade 11 ICT · Lesson 3

3.1 The Internet: URL, IP Address, DNS, Client–Server and Internet Services

Syllabus 12.1. You use the Internet to check O/L results on doenets.lk, download a syllabus from nie.lk, learn on e-thaksalawa and watch lessons on YouTube. In this note you will learn what the **Internet** is, how a **URL** is built, what an **IP address** and a **domain name** are, how **DNS** turns names into numbers, how the **client–server** model works with **HTTP and HTTPS**, the main **Internet services**, how **search engines** work and how to search well, and how to decide whether a website can be **trusted**.

1. What is the Internet?

The **Internet** is a worldwide **network of networks**. Millions of computers, phones and servers in homes, schools, companies and governments are joined by cables, fibre, radio and satellites. They all follow the same rules, called **protocols** (mainly **TCP/IP**), so any device can talk to any other device. No single person or country owns the Internet. You join it through an **Internet Service Provider (ISP)** such as a mobile or broadband company.

> 💡 Think of the Internet as the **roads**, and websites, e-mail and video calls as the **vehicles** that use the roads.

2. URL – the address of a web page

A **URL (Uniform Resource Locator)** is the full address of a page or file on the Web. You type it in the browser's address bar. A URL has these parts: the **protocol** (how to connect), the **domain name** (which server), the **path** (which page on that server) and sometimes a **query** (extra information after a **?**).

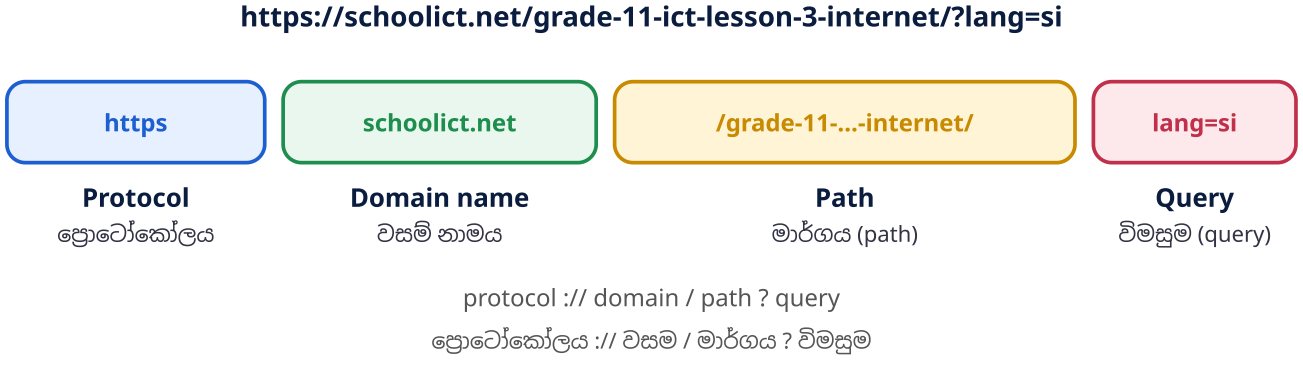


Figure 3.1 – The parts of a schoolict.net URL.

Part	In this URL	Meaning

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Protocol	https	How the browser and server talk (secure HTTP)
Domain name	schoolict.net	The name of the web server
Path	/grade-11-ict-lesson-3-internet/	Which page or file on that server
Query	lang=si	Extra information sent to the page (after ?)

3. IP addresses

Every device on the Internet has a number called an **IP address**, just like every house has an address. An **IPv4** address has **four numbers** separated by dots (**dotted decimal**), for example **192.168.1.10**. Each number (an **octet**, 8 bits) must be from **0 to 255**, so 256.10.1.1 is **not** valid. IPv4 has only about 4.3 billion addresses, which is not enough, so the newer **IPv6** uses 128 bits written in hexadecimal, e.g. **2001:db8:85a3::8a2e:370:7334**.

Address	Valid IPv4?	Why
192.168.1.10	Yes	4 numbers, each 0–255
8.8.8.8	Yes	4 numbers, each 0–255
10.0.0.255	Yes	4 numbers, each 0–255
256.10.1.1	No	256 is more than 255
192.168.1	No	Only 3 numbers
192.168.1.300	No	300 is more than 255
10.0.0.1.5	No	5 numbers

4. Domain names

Numbers are hard to remember, so we use **domain names** such as **moe.gov.lk**. A domain name is read from **right to left**: the last part is the **top-level domain (TLD)**, e.g. **.lk** for Sri Lanka or **.com**. In **e-thaksalawa.moe.gov.lk**, “lk” is the country, “gov” means government, “moe” is the Ministry of Education and “e-thaksalawa” is a sub-domain.

Ending	Used by
.lk	Sri Lanka (country code)
.gov.lk	Sri Lankan government
.edu.lk	Sri Lankan education
.ac.lk	Sri Lankan universities
.com	Commercial (businesses)
.org	Organisations (non-profit)

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Sri Lankan site	What it is
moe.gov.lk	Ministry of Education
doenets.lk	Department of Examinations – results
nie.lk	National Institute of Education – syllabi, teacher guides
e-thaksalawa.moe.gov.lk	e-thaksalawa – free e-learning for schools

5. DNS – the Internet's phone book

The **Domain Name System (DNS)** changes a domain name into its IP address, like looking up a name in a phone book to get the number. Without DNS you would have to type numbers for every website.

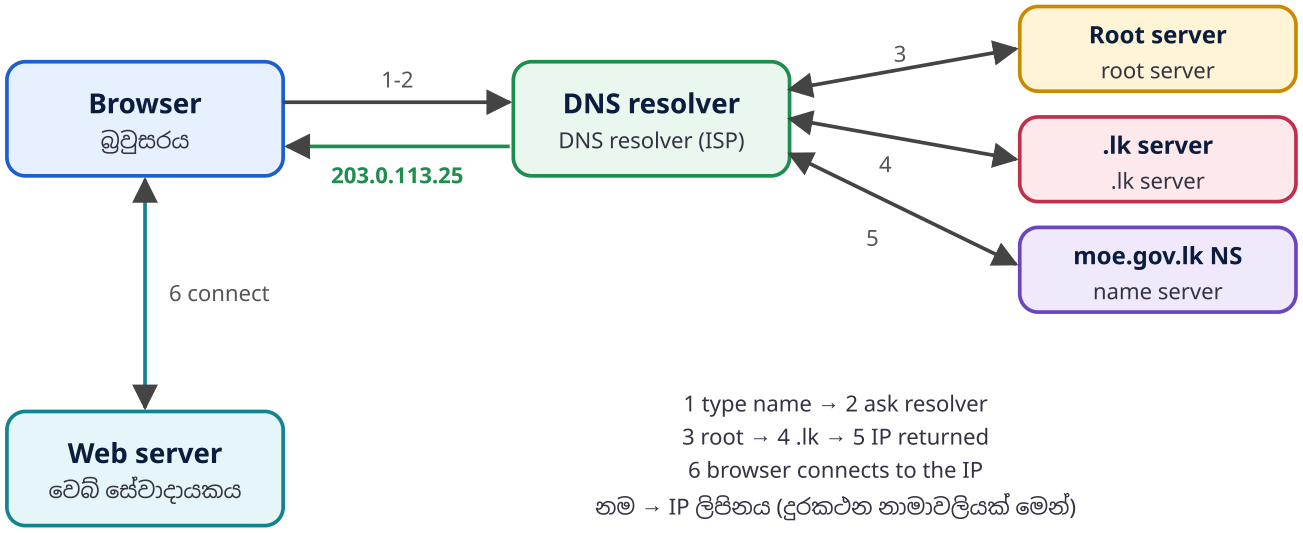


Figure 3.2 – A DNS lookup step by step (example IP 203.0.113.25).

- **Step 1:** You type moe.gov.lk in the browser.
- **Step 2:** The browser asks the DNS resolver (usually at your ISP).
- **Step 3:** The resolver asks a root server, which points to the .lk server.
- **Step 4:** The .lk server points to the name server for moe.gov.lk.
- **Step 5:** That name server replies with the IP address.
- **Step 6:** The browser connects to the web server at that IP.

> 💡 The answer is saved (**cached**) for a while, so the next visit is faster.

6. Client–server, HTTP and HTTPS

Your browser is a **client**: it asks for a page. The computer that keeps the website is a **web server**: it sends the page back. This is **two-way**: a **request** goes and a **response** comes back. They talk using **HTTP (HyperText Transfer Protocol)**. **HTTPS** is HTTP with **encryption**, so nobody in between can

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read passwords or card numbers. The **padlock** 🔒 beside the address means the connection is encrypted.



Figure 3.3 – The client sends a request and the server sends a response.

> 💡 The padlock means **private**, not **true**. A fake website can also have HTTPS. Always check the domain name.

7. Internet services

Service	What it does	Example
E-mail	Send messages and files to an e-mail address	Gmail, Outlook
World Wide Web (WWW)	Linked web pages you open in a browser	nie.lk, doenets.lk
FTP	Upload and download files to a server	Uploading a school website
Remote access	Use a computer from another place	SSH, Remote Desktop
File sharing	Let others open or download your files	A shared Drive folder
Media streaming	Watch or listen while it downloads	YouTube, Spotify
Cloud computing	Use software, storage or servers over the Internet	Google Drive, OneDrive
Search engines	Find web pages by keywords	Google, Bing

The Web is not the Internet. The **Internet** is the network (the roads). The **World Wide Web** is one service on it – pages joined by **hyperlinks** and opened in a browser. E-mail, FTP and video calls also use the Internet but are not the Web.

SaaS
SaaS

PaaS
PaaS

IaaS
IaaS

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8. How search engines work

- **Crawl:** Programs called crawlers (spiders) follow links and read pages.
- **Index:** The words on each page are stored in a huge index.
- **Rank:** Pages are ordered by how useful they are for your words.

Tip	Example	Result
"" quotes	"O/L ICT past papers"	Exact phrase only
- minus	python -snake	Leave out pages with that word
site:	site:nie.lk syllabus	Only pages from that site
filetype:	ICT syllabus filetype:pdf	Only that type of file

9. Can I trust this website?

Check	Ask yourself
Author	Who wrote it? Are they an expert or a known organisation?
Accuracy	Can you check the facts on two other good sites?
Currency (date)	When was it written or updated?
Purpose	Is it to inform, or to sell or persuade?
Domain and HTTPS	Official sites such as .gov.lk; padlock for safety (a padlock alone does not prove truth).

NEW 2026 **2026:** Most Sri Lankan homes connect by **4G** mobile data or **fibre**, and **5G** trials have started; new routers use **Wi-Fi 6** for faster, less crowded home networks. **AI search and chatbots** can summarise answers, but they can make mistakes and invent sources – always **fact-check** with an official site (e.g. nie.lk or doenets.lk) and do not copy AI answers as your own work. Look for **HTTPS** and the correct domain before typing a password, because **phishing** sites copy real ones.

Key Words

Internet – A worldwide network of networks using TCP/IP.

ISP – Internet Service Provider – a company that connects you to the Internet.

URL – The full address of a web page or file.

Protocol – A set of rules for communication, e.g. HTTPS.

IP address – A number that identifies a device on a network.

Domain name – An easy name for a server, e.g. nie.lk.

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DNS – The system that changes domain names into IP addresses.

Client – A device or program that asks for a service.

Server – A computer that provides a service or web pages.

HTTPS – Encrypted HTTP shown by a padlock.

World Wide Web – Linked web pages – one service on the Internet.

Search engine – A service that crawls, indexes and ranks pages.

Sample Q&A

1. What is the Internet?

> **Answer:** A worldwide network of networks that uses TCP/IP.

2. Name the four parts of https://schoolict.net/grade-11-ict-lesson-3-internet/?lang=si.

> **Answer:** Protocol https, domain schoolict.net, path /grade-11-ict-lesson-3-internet/, query lang=si.

3. Why is 256.10.1.1 not a valid IPv4 address?

> **Answer:** Each number must be 0–255, and 256 is too big.

4. What does DNS do?

> **Answer:** It changes a domain name into its IP address.

5. How is the Web different from the Internet?

> **Answer:** The Internet is the network; the Web is one service on it (linked pages).

6. What does the padlock in the address bar mean?

> **Answer:** The connection uses HTTPS and is encrypted.

MCQ

1. The Internet is best described as…

A. a worldwide network of networks
B. the same as the World Wide Web
C. one big computer in the USA
D. a program installed on a phone

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2. In https://schoolict.net/grade-11-ict-lesson-3-internet/?lang=si, the protocol is…

A. lang
B. schoolict.net
C. https
D. www

3. In https://schoolict.net/grade-11-ict-lesson-3-internet/?lang=si, the domain name is…

A. lang=si
B. https
C. schoolict.net
D. /grade-11-ict-lesson-3-internet/

4. In https://schoolict.net/grade-11-ict-lesson-3-internet/?lang=si, “lang=si” is the…

A. query
B. protocol
C. path
D. domain

5. Which is a valid IPv4 address?

A. 192.168.1.300
B. 192.168.1.10
C. 256.10.1.1
D. 192.168.1

6. Which is NOT a valid IPv4 address?

A. 8.8.8.8
B. 203.0.113.25
C. 10.0.0.255
D. 10.0.0.1.5

7. Each number in an IPv4 address must be between…

A. 1 and 100
B. 0 and 999
C. 0 and 255
D. 0 and 128

8. The top-level domain in moe.gov.lk is…

A. .com
B. .lk
C. moe
D. .gov

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9. DNS is used to…

A. change a domain name into an IP address
B. encrypt passwords
C. send e-mail attachments
D. block viruses

10. In the client–server model, the web browser is the…

A. ISP
B. server
C. client
D. DNS server

11. HTTPS is different from HTTP because it…

A. is always faster
B. only works on phones
C. needs no server
D. encrypts the data

12. Watching a lesson on YouTube while it downloads is…

A. streaming
B. remote access
C. DNS
D. FTP

13. Google Docs used in a browser is an example of…

A. IaaS
B. SaaS
C. an IP address
D. FTP

14. A search engine first…

A. deletes old pages
B. prints pages
C. ranks pages
D. crawls pages by following links

15. To find only PDF files about the ICT syllabus, search…

A. site:pdf ICT syllabus
B. ICT syllabus filetype:pdf
C. ICT syllabus -pdf
D. "ICT" pdf only

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Structured Questions

1. (i) What is a URL? (1 mark)
(ii) Write the protocol, domain name, path and query of https://schoolict.net/grade-11-ict-lesson-3-internet/?lang=si (4 marks) *(5 marks)*

> (i) The full address of a web page or file (1). (ii) Protocol https (1); domain schoolict.net (1); path /grade-11-ict-lesson-3-internet/ (1); query lang=si (1).

2. Which of these are valid IPv4 addresses? Give a reason for each invalid one. 192.168.1.10, 256.10.1.1, 192.168.1, 8.8.8.8 (4 marks) *(4 marks)*

> Valid: 192.168.1.10 (1) and 8.8.8.8 (1). 256.10.1.1 – 256 is more than 255 (1). 192.168.1 – only three numbers (1).

3. Explain, step by step, how DNS helps a browser open moe.gov.lk. (4 marks) *(4 marks)*

> The browser asks the DNS resolver (1); the resolver asks the root and .lk servers (1); the moe.gov.lk name server returns the IP address (1); the browser connects to the web server at that IP (1).

4. (i) Describe the client–server model. (2 marks)
(ii) Why should you check for HTTPS before entering a password? (1 mark) *(3 marks)*

> (i) The client (browser) sends a request (1) and the server sends back a response with the page (1). (ii) HTTPS encrypts the data so others cannot read the password (1).

5. (i) Name four Internet services and give one example of each. (4 marks)
(ii) Give two checks to decide whether a website is reliable. (2 marks) *(6 marks)*

> (i) E-mail – Gmail; WWW – nie.lk; streaming – YouTube; cloud – Google Drive; FTP – uploading a website; search engine – Google (any four, 4). (ii) Author, accuracy, date, purpose, official domain (any two, 2).

Summary

- Internet = network of networks using TCP/IP; join through an ISP.
- URL = protocol :// domain / path ? query.
- IPv4 = four numbers 0–255; IPv6 = 128 bits in hexadecimal.
- Domains read right to left: .lk, .gov.lk, .edu.lk, .com, .org.
- DNS changes names into IP addresses.
- Client requests, server responds; HTTPS = encrypted (padlock).
- Services: e-mail, WWW, FTP, remote access, file sharing, streaming, cloud, search.
- Search engines crawl, index, rank; check author, accuracy, date and purpose.

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MCQ answer key – 3.1

1. **A** – Many networks joined by TCP/IP.
2. **C** – The part before ://.
3. **C** – The server name after ://.
4. **A** – It comes after the ?.
5. **B** – Four numbers, each 0–255.
6. **D** – It has five numbers.
7. **C** – 8 bits give 256 values: 0–255.
8. **B** – Read from the right.
9. **A** – Like a phone book.
10. **C** – It sends the request.
11. **D** – S = secure (encrypted).
12. **A** – Media streaming.
13. **B** – Software as a Service.
14. **D** – Crawl → index → rank.
15. **B** – filetype: limits the file type.

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3.2 Internet Communication: E-mail, CC and BCC, Instant Messaging, Video Calls and Social Media

Syllabus 12.2. You send an e-mail to a teacher, chat with friends on WhatsApp, join a Zoom class and share photos on social media. In this note you will learn how an **e-mail address** is built, how to use **To, CC, BCC, Subject, attachments, Reply, Reply All and Forward**, good manners online (**netiquette**), how to spot **spam and phishing**, and how to use **instant messaging**, **video calls** and **social media** safely as a good **digital citizen**, including **2FA** and Sri Lanka's **Personal Data Protection Act**.

1. E-mail accounts and addresses

E-mail (electronic mail) sends messages and files to a person's mailbox on a mail server. First you create an **account** with a provider such as Gmail or Outlook, or your school. An e-mail address has the form **user@domain**: a **user name**, the **@** sign and the **domain** of the mail server. Example: **nimal.perera@gmail.com**. There are **no spaces**, only **one @**, and the domain has a dot, e.g. gmail.com.

Part	Example
User name	nimal.perera
@ (at)	@
Domain	gmail.com

Address	Valid?	Why
nimal.perera@gmail.com	Yes	user@domain with a dot in the domain
kamala@school.edu.lk	Yes	user@domain with a dot in the domain
nimal.gmail.com	No	No @
nimal@@gmail.com	No	Two @ signs
nimal perera@gmail.com	No	Has a space
nimal@gmail	No	Domain has no dot or ending

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2. Sending an e-mail

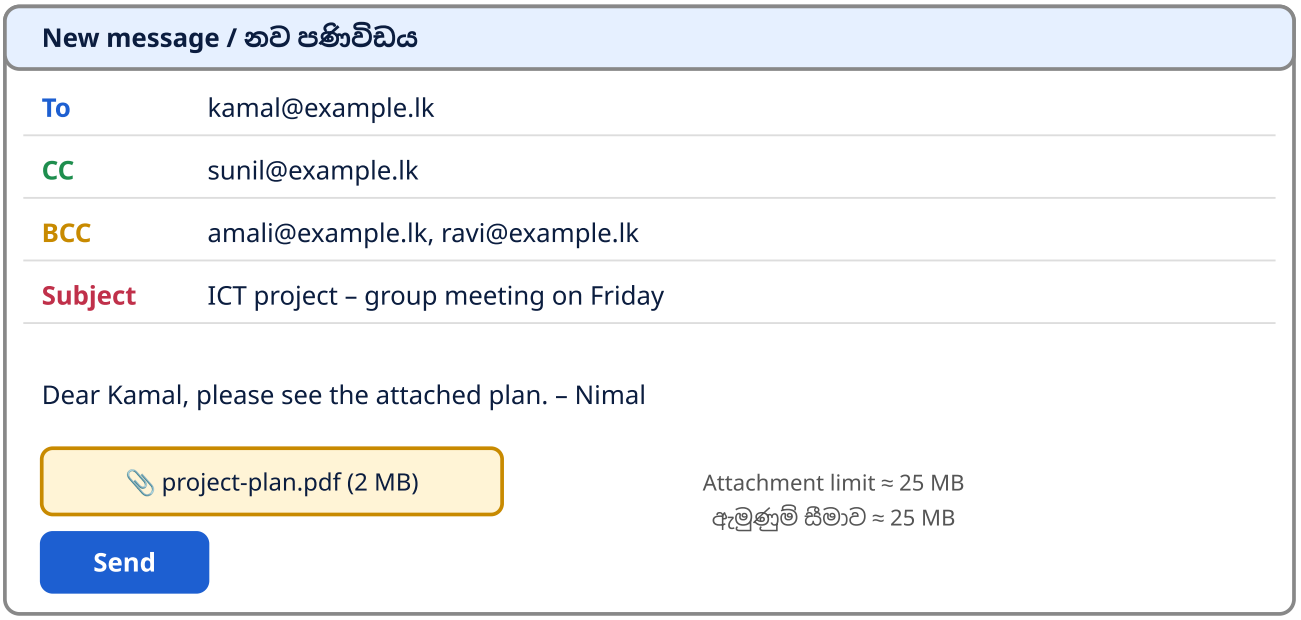


Figure 3.4 – A mock e-mail compose window.

Field	Use
From	Your address (filled in for you)
To	Main receivers
CC	Copy – others who should know; everyone can see these addresses
BCC	Blind copy – hidden; nobody else sees these addresses
Subject	A short title so the reader knows what it is about
Attachment	A file sent with the mail (Gmail limit 25 MB)

CC means “carbon copy”: send a copy to people who should know, and **everyone can see** who was CC’d. **BCC** means “blind carbon copy”: the addresses are **hidden**. Use BCC when you write to many people who do not know each other, such as all parents, to protect their **privacy**.

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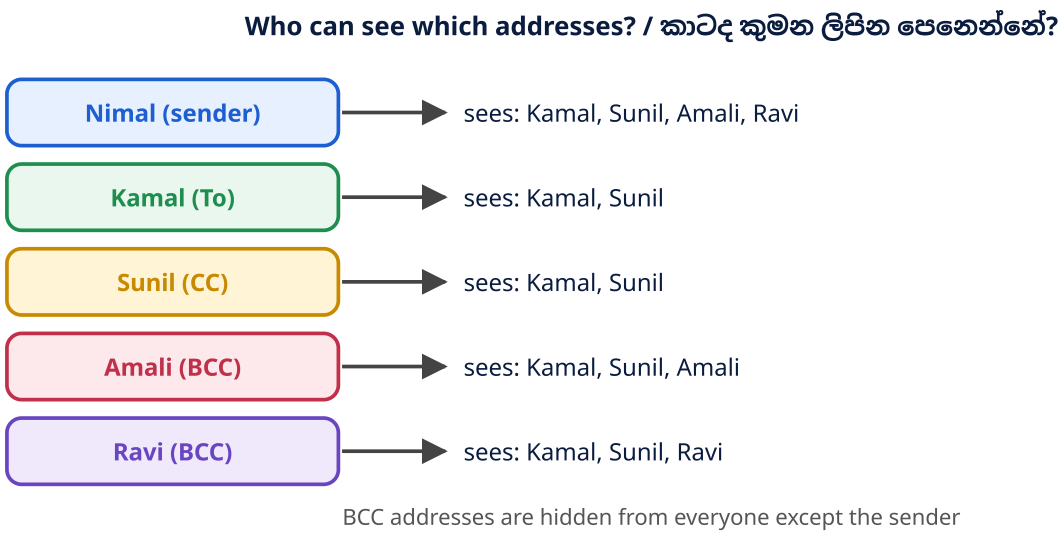


Figure 3.5 – Who can see which addresses when Nimal uses To, CC and BCC.

Button	Sends to
Reply	Only to the sender
Reply All	To the sender and everyone in To and CC (not BCC)
Forward	Send the mail (and attachments) on to someone new

> 💡 Big files? Gmail allows about **25 MB** of attachments. For bigger files, upload to Google Drive or OneDrive and send a **share link**.

3. Netiquette – good manners online

- Write a clear **subject** and greet the reader.
- Do not write in ALL CAPITALS – it looks like shouting.
- Be polite and short; check spelling before you send.
- Use Reply All only when everyone needs your answer.
- Do not forward chain messages or other people's private mail.

4. Spam and phishing

Spam is unwanted bulk mail, such as adverts. **Phishing** is a fake message that pretends to be a bank, school or company to steal your **password, PIN or OTP**. Signs of phishing:

- Urgent or scary words: "Your account will be closed today!"
- The sender address does not match the real organisation (e.g. bank-lk-secure@gmail.com).
- Asks for a password, PIN or OTP – real banks never ask.
- A link whose real address is different from the text (hover to check).
- Prizes you never entered, spelling mistakes, unexpected attachments.

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> 💡 Never click the link. Open the real website yourself, and tell a teacher or parent. Report the mail as spam.

5. Instant messaging and video communication

Instant messaging
ක්ෂණික පණිවිඩ

Video calls
වීඩියෝ ඇමතුම්

E-learning
e-learning

Sri Lankan schools use WhatsApp groups for class notices and Zoom or Teams for online lessons, especially since 2020. Video calls need a good connection; turn the camera off if the signal is weak, mute your microphone when you are not speaking and do not share meeting links publicly.

6. Social media – benefits and risks

Benefits	Risks
Keep in touch with family and friends	Privacy loss – strangers see your posts
Learn from educational videos (YouTube)	Cyberbullying – hurtful messages
Share your talents and work (LinkedIn for careers)	Fake news spreads fast
Quick news and community help	Digital footprint – posts stay forever
Business and small online shops	Too much screen time, less sleep

Popular platforms are **Facebook, YouTube, TikTok, Instagram and LinkedIn**. Set your account to **private**, accept only people you know, think before you post, check news on two reliable sources before sharing, and tell a trusted adult about bullying. Use screen-time limits on your phone.

7. Digital citizenship, PDPA and 2FA

A **digital citizen** uses technology safely, respectfully and responsibly: respect others, do not copy work without credit, protect your own and others' data. Sri Lanka's **Personal Data Protection Act, No. 9 of 2022 (PDPA)** says organisations must collect personal data fairly, use it only for its purpose and keep it safe. **Two-factor authentication (2FA)** adds a second check, usually a code sent to your phone, so a stolen password alone cannot open your account.

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Figure 3.6 – Two-factor authentication needs a password and a code.

> NEW 2026 **2026:** Turn on **2FA** for Gmail, WhatsApp (two-step verification) and social media. Scammers now use **AI-made voice and video (deepfakes)** and fake WhatsApp messages asking for OTP codes – never share an OTP, even with a "friend". Many apps offer **passkeys**, which replace passwords with your phone's fingerprint or face lock.

Key Words

E-mail address – An address in the form user@domain.	**CC** – Carbon copy – a copy whose address everyone can see.
BCC – Blind carbon copy – a hidden copy.	**Attachment** – A file sent with an e-mail.
Reply All – Reply to the sender and everyone in To and CC.	**Forward** – Send a received mail on to someone new.
Netiquette – Good manners when communicating online.	**Phishing** – A fake message that tries to steal passwords or OTPs.
Instant messaging – Real-time chat, e.g. WhatsApp.	**Digital footprint** – The record of everything you do online.
Cyberbullying – Hurting or threatening someone online.	**2FA** – Two-factor authentication: password plus a code.

Sample Q&A

1. What is the structure of an e-mail address?

> **Answer:** user name @ domain, e.g. nimal.perera@gmail.com.

2. What is the difference between CC and BCC?

> **Answer:** CC addresses are seen by everyone; BCC addresses are hidden.

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3. When should you use BCC?

> **Answer:** When writing to many people who do not know each other, to protect privacy.

4. Give two signs of a phishing e-mail.

> **Answer:** Urgent threats, asks for a password or OTP, wrong sender address, strange link.

5. Name two video-call tools.

> **Answer:** Zoom, Microsoft Teams, Google Meet.

6. What does 2FA add to a password?

> **Answer:** A second check, such as a code sent to your phone.

MCQ

1. Which is a valid e-mail address?

A. nimal@@gmail.com
B. nimal.perera@gmail.com
C. nimal perera@gmail.com
D. nimal.gmail.com

2. Why is “nimal@gmail” not a valid e-mail address?

A. It has a space
B. It has no @
C. It has two @ signs
D. The domain has no dot and ending

3. In nimal.perera@gmail.com, “gmail.com” is the…

A. domain
B. user name
C. subject
D. protocol

4. Nimal sends a mail To Kamal, CC Sunil and BCC Amali. Who can see that Amali got it?

A. Nobody, not even Nimal
B. Only Nimal and Amali
C. Kamal and Sunil
D. Everyone

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5. In the same mail, can Kamal (To) see Sunil's CC address?

A. Yes – CC is visible to all
B. Only if Kamal replies
C. No – CC is hidden
D. Only Nimal sees CC

6. If Kamal clicks Reply All, who gets his reply?

A. Nimal, Sunil and Amali
B. Only Amali
C. Nimal and Sunil
D. Only Nimal

7. To send a teacher a mail you received, use…

A. Forward
B. Reply
C. Spam
D. BCC

8. A file sent with an e-mail is called…

A. a subject
B. a signature
C. a domain
D. an attachment

9. Writing an e-mail in ALL CAPITALS is bad netiquette because it…

A. uses more memory
B. looks like shouting
C. removes attachments
D. cannot be sent

10. A mail says "Your bank account is blocked – send your OTP now". This is most likely…

A. phishing
B. a BCC copy
C. netiquette
D. streaming

11. Which is an instant messaging app?

A. FTP
B. Excel
C. WhatsApp
D. Google Drive

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12. Which tool is mainly used for online video classes?

A. Notepad
B. DNS
C. Zoom
D. Spotify

13. Your digital footprint is…

A. a type of virus
B. the record of what you do online
C. your shoe size
D. your IP address only

14. Sri Lanka's law that protects personal data is the…

A. Motor Traffic Act
B. Education Ordinance
C. Copyright Act of 1990
D. Personal Data Protection Act, No. 9 of 2022

15. Two-factor authentication means logging in with…

A. a friend's OTP
B. only your user name
C. a password and a code on your phone
D. two passwords typed twice

Structured Questions

1. (i) Write the structure of an e-mail address. (1 mark)
(ii) State whether each is valid and give a reason: nimal.gmail.com, kamala@school.edu.lk, nimal perera@gmail.com (3 marks) *(4 marks)*

> (i) user name@domain (1). (ii) nimal.gmail.com – invalid, no @ (1); kamala@school.edu.lk – valid (1); nimal perera@gmail.com – invalid, has a space (1).

2. Nimal sends a mail To Kamal, CC Sunil, BCC Amali and Ravi. (i) Which addresses does Amali see? (ii) Which addresses does Sunil see? (iii) Why did Nimal use BCC? (4 marks) *(4 marks)*

> (i) Kamal, Sunil and her own address – not Ravi (2). (ii) Kamal and Sunil only (1). (iii) To hide their addresses and protect privacy (1).

3. Explain the difference between Reply, Reply All and Forward. (3 marks) *(3 marks)*

> Reply – only to the sender (1); Reply All – to the sender and everyone in To and CC (1); Forward – sends the mail to a new person (1).

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4. (i) Give three signs of a phishing message. (3 marks)
(ii) What should a student do on receiving one? (1 mark) *(4 marks)*

> (i) Urgent or scary words; asks for password/PIN/OTP; sender does not match the organisation; strange link; spelling mistakes (any three, 3). (ii) Do not click; report as spam and tell an adult (1).

5. (i) Give two benefits and two risks of social media for students. (4 marks)
(ii) How does 2FA protect an account? (1 mark) *(5 marks)*

> (i) Benefits: keep in touch, learn from videos, share work, quick news (any two, 2). Risks: privacy loss, cyberbullying, fake news, digital footprint, screen time (any two, 2). (ii) A code on the phone is also needed, so a stolen password alone is not enough (1).

Summary

- E-mail address = user@domain; one @, no spaces.
- To = main; CC = visible copy; BCC = hidden copy.
- Reply = sender; Reply All = sender + To + CC; Forward = someone new.
- Attachments ≈ 25 MB; bigger files → share a cloud link.
- Netiquette: clear subject, polite, no ALL CAPS.
- Phishing asks for passwords/OTP – never share.
- IM: WhatsApp, Viber, Telegram; video: Zoom, Teams, Meet.
- Social media: private settings, think before posting; PDPA 2022; turn on 2FA.

MCQ answer key – 3.2

1. **B** – One @, no spaces, domain with a dot.
2. **D** – It should be like gmail.com.
3. **A** – After the @.
4. **B** – BCC is hidden from others.
5. **A** – CC is a visible copy.
6. **C** – BCC people are not included.
7. **A** – Forward sends it to someone new.
8. **D** – 📎 Attach.
9. **B** – Be polite online.
10. **A** – Banks never ask for an OTP.
11. **C** – Real-time chat.
12. **C** – Also Teams and Meet.
13. **B** – Posts can stay forever.
14. **D** – PDPA 2022.
15. **C** – Something you know + something you have.

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