
Introduction to Internet and Email**Learning Objectives**

To know the

- Necessity of Internet in Commerce
- Types of Network available
- Services available in Internet
- Applications of Internet
- Difference between Internet, Intranet and extranet
- Difference between Webpage and Website
- Difference between Static and Dynamic Webpage
- Difference between Browser and Search engine
- Do's and don't of safe Surfing on Internet



Let us call this company Sri Mother International Ltd. Imagine the amount of information such as sales, inventory, etc. required by the management of the company to make everyday decisions. To get this information they will need to call their local offices. Their local offices will need to mail or fax printed reports or even send media (floppies!) through the postal service. By the time the mail is received, the data is already days old. Even if reports are faxed, it will be a cumbersome task to consolidate all reports. This task also increases chance of human error since large numbers of reports are manually collated. This is just one part of the equation. You also need to consider the information required by the local offices. They also need various data from the head office and other offices around the world.

Now consider the same company, but in the present time with all their offices interconnected. They would use a single application around the world that takes advantage of their global network. The data from all offices would be instantly stored at the central location and with a single click, the management team can see data from around the world in any format they like. This data would also be real-time. This means that they see it, as its happening. Since the data is centralized, any office location can see data pertaining to any location.

As you can see, the cost, time and effort involved in transferring data was

15.1 Necessity of Internet

It is important to understand what a network is and the importance of network. Simply put, a network is a collection of interconnected devices (such as computers, printers, etc.). To understand the importance of networks, let us look at how things worked before networks were created. For this, consider a large multinational company that sells food products in a time when networks did not exist.

much higher without networks. So networks decrease cost, time, and effort and thereby increase productivity. They also help in resource optimization by helping to share resources. A simple example of resource sharing is a printer, shared between many different computers in a typical office.

15.2 INTERNET And WWW

Several networks, small and big all over the world, are connected together to form a Global network called the internet. The internet uses TCP/IP (Transmission Control Protocol/ Internet Protocol) to transmit data via various types of media. The internet protocol (IP) addressing system is used to keep track of the millions of users. Each computer on net is called as **host**. The internet is the most cost-effective method of communications in the world. Examples of few services available are:

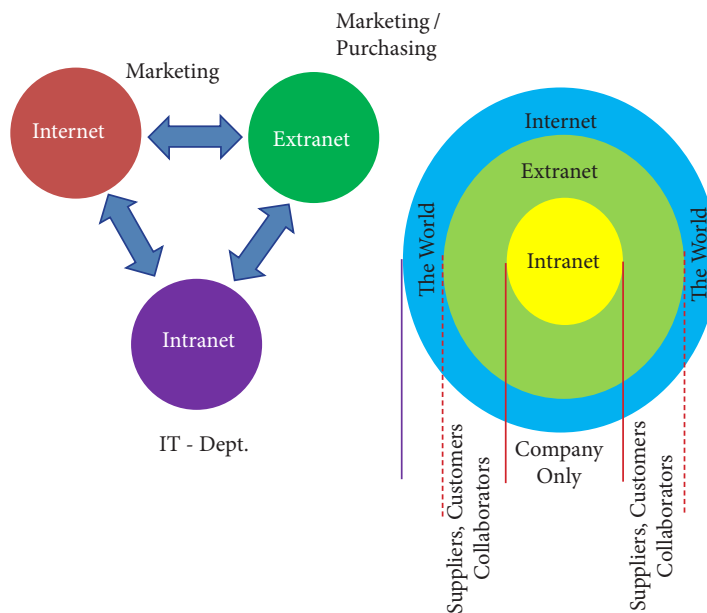


Figure 15.1

The **Internet** works by using a protocol called TCP/IP. TCP/IP allows one computer to talk to another computer via the Internet through compiling packets of data and sending them to right location.

An extranet is a private network that uses Internet technology and the public telecommunication system to securely share part of a business's information or operations with suppliers, vendors, partners, customers, or other businesses.

An Intranet is a website used by organizations to provide a place where employees can access company information (eg policies, procedures, staff, directory, department info), tools (quick links to common apps, forms etc.) and (collaborate (to social sharing tools similar facebook)).

- Email
- Web-enabled audio/video conferencing services
- Online movies and gaming
- Data transfer/file-sharing, often through File Transfer Protocol (FTP)
- Instant messaging
- Internet forums
- Social networking
- Online shopping
- Financial services

15.2.1 Domain Name

It is a name or an identity which become a online identity and can be access by the web browser when connected to internet.

Table: 15.1

Generic Domain Name	Description
.com	Commercial Organisation
.gov	Government institution
.org	Non-profit Organisation
.net	Network Support Group
.edu	Educational Institution



The heart of intranets and the internet is called as the **Domain Name System(DNS)**, the way computers can contact each other and do things such as exchange electronic mail or display Web pages. The Internet Protocol (IP) uses this Internet address information and the DNS to deliver mail and other information from computer to computer

Table: 15.2

Country Level Domain Name	Description
.in	India
.au	Australia
.us	United States of America
.jp	Japan
.ru	Russia
.sg	Singapore

15.2.2 What is URL?

Every server on the internet has an IP number, a unique number consisting of four parts separated by dots. The IP number is the server's address

165.113.245.2

128.143.22.55



Figure 15.2

At times the number keeps changing hence it is harder for people to remember number than to remember word combinations. So, addresses are given “word-based” addresses called URL. The URL and the IP number are one and the same.



A URL is an address that shows where a particular page can be found on the World Wide Web. URL is an abbreviation for '**Uniform Resource Locator (URL)**'.

15.2.3 Who Governs the Internet?

One of the most frequently asked questions about the internet is, “Who runs it?” The truth is that no centralized management of the internet exists.



ICANN was created on September 18, 1998, and incorporated on September 30, 1998, in the US State of California. It is headquartered in the Playa Vista neighborhood of Los Angeles.

The internet as a whole does not have a single controller. But the internet society, which is a voluntary membership organization, takes the responsibility to promote global information exchange through the internet technology. Internet Corporation for Assigned Names and Numbers(ICANN) administers the domain name registration. It helps to avoid a name which is already registered.

15.3.4 What is W3C?

W3C stands for "World Wide Web Consortium." The W3C is an international community that includes a full-time staff, industry experts, and several member organizations. These groups work together to develop standards for the World Wide Web.

The World Wide Web Consortium (W3C) is an international organization committed to improving the web. It is made up of several hundred member organizations from a variety of related IT industries. W3C sets standards for the World Wide Web (WWW) to facilitate better communication ability and cooperation among all web stakeholders. It was established in 1994 by the **creator of the WWW**, Tim Berners-Lee.

15.3 Types of Internet Service

Here are some common types of Internet service.

Wireless

Radio frequency bands are used in place of telephone or cable networks. One of the greatest advantages of wireless Internet connections is the "always-on" connection that can be accessed from any location that falls within network coverage. Wireless connections are made possible through the use of a modem, which picks up Internet signals and sends them to other devices.

Mobile

Many cell phone and smartphone providers offer voice plans with Internet access. Mobile Internet connections provide good speeds and allow you to access the Internet.

Hotspots

Hotspots are sites that offer Internet access over a wireless local area network (WLAN) by way of a router that then connects to an Internet service provider. Hotspots utilize Wi-Fi technology, which allows electronic devices to connect to the Internet or exchange data wirelessly through radio waves. Hotspots can be phone-based or free-standing, commercial or free to the public.

Broadband

This high-speed Internet connection is provided through either cable or telephone companies. One of the fastest options available, broadband Internet uses multiple data channels to send large quantities of information. The term broadband is shorthand for broad bandwidth. Broadband Internet connections such as DSL and cable are considered high-bandwidth connections. Although many DSL connections can be considered broadband, not all broadband connections are DSL.

DSL

DSL, which stands for Digital Subscriber Line, uses existing 2-wire copper telephone line connected to one's home so service is delivered at the same time as landline telephone service. Customers can still place calls while surfing the Internet.

Cable

Cable Internet connection is a form of broadband access. Through use of a cable modem, users can access the Internet over cable TV lines. Cable modems can provide extremely fast access to the Internet.

Satellite

In certain areas where broadband connection is not yet offered, a satellite Internet option may be available. Similar to wireless access, satellite connection utilizes a modem.

ISDN

ISDN (Integrated Services Digital Network) allows users to send data, voice and video content over digital telephone lines or standard telephone wires. The installation of an ISDN adapter is required at both ends of the transmission—on the part of the user as well as the Internet access provider.

Dongles / Data Card

Today, many dongles provide wireless capabilities. For example, USB Wi-Fi adapters are often called dongles. Since most computers now have built-in Wi-Fi chips, mobile data adapters, such as 3G and 4G dongles, are more prevalent. These types of dongles allow to connect to the Internet even when Wi-Fi is not available.

Comparison between Data Card and Dongle

Dongle	Data Card
Refers to any removable component used for enabling extra security. USB Dongles can be divided into <ul style="list-style-type: none">• WiFi Dongles• Bluetooth Dongle• Memory Dongle	It is a removable electronic card which is used for storing data. Types of datacard are <ul style="list-style-type: none">• Expansion Card• Memory Card or Flash Card• Identification Card

15.3.1 Internet Connection and Access Methods

There are several ways or methods of connecting to the Internet.

There are two access methods direct and Indirect and these can be either fixed or mobile.

15.3.1.1 Indirect Access

This is most common method used in home and office networks.

The device e.g. computer connects to a network using Ethernet or WiFi and the network connects to the Internet using Asymmetric digital subscriber line ADSL (cable or fibre.)

15.3.1.2 Direct Access

This is most common method used when travelling.

The device e.g. smart phone connects directly to the Internet using 3G/4G mobile networks or public Wi-Fi.

There are two ways to look for the information on the web.

1. If the URL of the website is known, enter it on the address bar.
2. If the URL is not known, then "Search Engines" will help us to get the information.

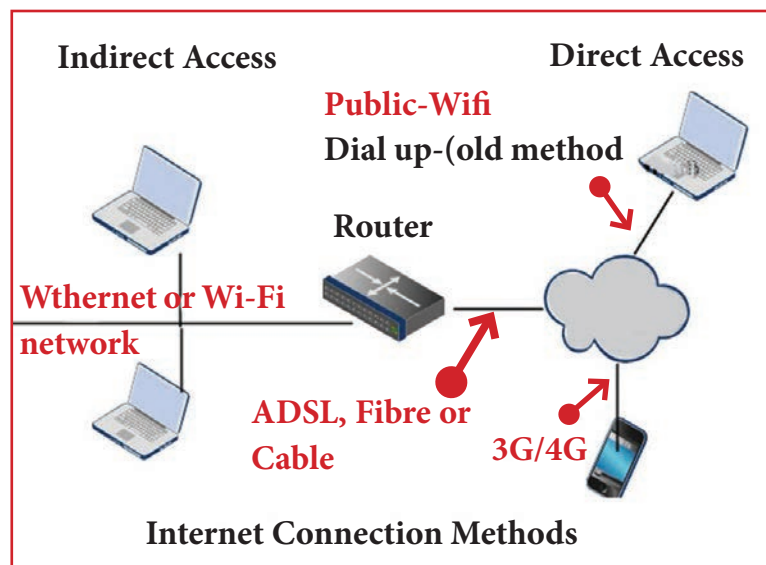


Figure 15.3

A search engine is a software system that is designed to search for information on the World Wide Web.

Examples of popular search engines are Yahoo, Lycos, Altavista, Hotbot, Google and Askjeeves.

1. A browser is used to access websites and web pages whereas a search engine is used to search for particular information.
2. Internet Explorer, Chrome, Firefox, Safari, and are the most popular web browsers while Google and Yahoo are the most popular search engines.
3. A browser is used to access the Internet whereas in order to open a search engine you need a browser.

The list of content returned via a search engine to a user is known as a search engine results page (SERP).

15.4 Internet Applications

1. Internet telephony using VoIP (Voice-over-Internet Protocol) Example Skype

2. Job search :- Nowadays, many people search for their jobs online using naukri.com, monster.com, recuritmentindia.com etc as it is quicker .

3. Online Shopping :- The internet has also facilitated the introduction of a new market concept consisting of virtual shops. For example amazon.com

4. Stock market updates :- Selling or buying shares sitting on computer through internet. Several websites like ndtvprofit.com, moneypore.com, provide information regarding investment

5. Travel :- One can use internet to gather information about various tourist place .it can be used for booking Holiday tours. Some of the web sites providing this service are goibibo.com, makemytrip.com, olacabs.com.

6. Research :- Research papers are present online which helps in the researcher doing a literature review

7. Video conferencing :- It enables direct face-to-face communication across networks via web cameras, microphones, and other communication tools.

8. e –commerce :- e–commerce (electronic commerce or EC) is the buying and selling of goods and services, or the transmitting of funds or data, Largest e-commerce companies in India are Flipkart, Snapdeal, Amazon India, Paytm.

9. Online payments :- The rising boom of online payments in India has given way to many new entrants in the industry such as Paytm etc who are majorly wallet driven payment companies.

- 10. Social Networking** :- Social networking is the use of internet-based social media programs to make connections with friends, family etc. Examples of social networking includes Facebook
- 11. Voicemail** :-Voicemail is a system of sending messages over the phone.
- 12. Chatting** :-On the Internet, chatting is talking to other people who are using the Internet at the same time you are.
- 13. e-banking** :-e-banking (Online banking) , also known as internet banking, it is an electronic payment system that enables customers of a bank or other financial institution to conduct a range of financial transactions through the financial institution's website. The online banking system will typically connect to or be part of the core banking system operated by a bank and is in contrast to branch banking which was the traditional way customers accessed banking services.
- 14. e-learning** :-e-Learning are courses that are specifically delivered via the internet to somewhere other than the classroom where the professor is teaching. It is not a course delivered via a DVD or CD-ROM, video tape or over a television channel

e-learning is utilizing electronic technologies to access educational curriculum outside of a traditional classroom. It is a program delivered completely online. E-learning is interactive in that you can also communicate with teachers, professors or other students in a class. There is always a teacher/ professor interacting/ communicating, grading participation, giving assignments and conducting tests.

15. E-governance :- Electronic governance or e-governance is the application of information and communication technology (ICT) for delivering government services.

Benefits of E-governance

- Reduced corruption
- High transparency
- Increased convenience
- Reduction in overall cost.
- Expanded reach of government

15.5 Email

Electronic mail or email is information stored on a computer that is exchanged between two users over telecommunications.

Email is a message that may contain text, files, images or any other attachments sent through a network to a specified individual or group of individuals



The **first mail** was sent by **Ray Tomlinson** in 1971 as a test e-mailmessage containing the text like “QWERTYUIOP”

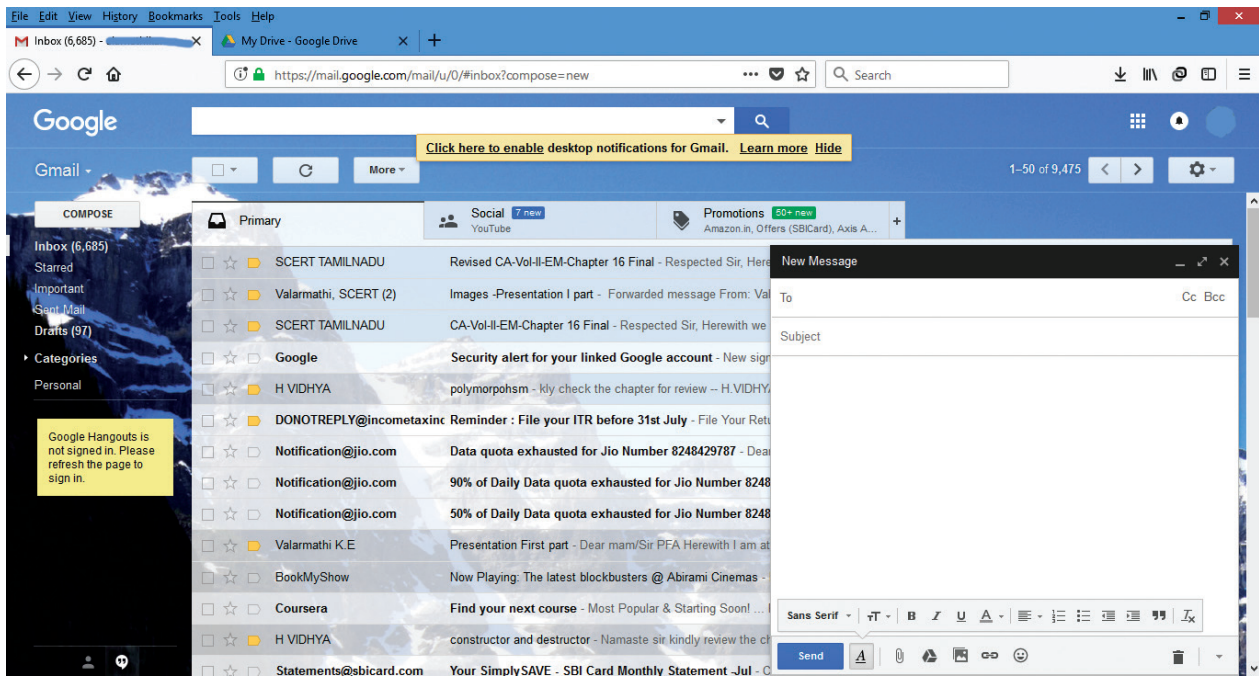


Figure 15.4

15.5.1 Structure of email

Click the **Compose** button and then writing an e-mail contents

When sending an e-mail message, several fields are required to be filled:

- The **To** field is where you type the e-mail address of the person who is the recipient of your message.
- The **From** field should contain your e-mail address.
- If you are replying to a message, the To and From fields are automatically filled out; if it's a new message, you'll need to enter them manually.
- The **Subject** should consist of a few words describing the e-mail's contents. The Subject lets the recipient see what the e-mail is about, without opening and reading the full e-mail. This field is optional.
- The **CC (Carbon Copy)** field allows you to specify recipients who are not direct addressees (listed in the "To" field). This field is optional.
- The **BCC (Blind Carbon Copy)** field is similar to **CC**, except the recipients are secret. Each **BCC** recipient will receive the e-mail, but will not see who else received a copy. The addressees (anyone listed in the "To" field) remain visible to all recipients. This field is optional.
- Finally, the **Message Body** is the location you type your main message. It often contains your signature at the bottom; similar to a hand-written letter.

15.5.2 Advantages of email

Some of the main advantages of email are listed below.

- **Free delivery** - Sending an e-mail is virtually free, outside the cost of Internet service. There is no need to buy a postage stamp to send a letter.
- **Global delivery** - E-mail can be sent to nearly anywhere around the world, to any country.
- **Instant delivery** - An e-mail can be instantly sent and received by the recipient over the Internet.
- **File attachment** - An e-mail can include one or more file attachments, allowing a person to send documents, pictures, or other files with an e-mail.
- **Long-term storage** - E-mails are stored electronically, which allows for storage and archival over long periods of time.
- **Environmentally friendly** - Sending an e-mail does not require paper (Paperless), cardboard, or packing tape, conserving paper resources.

15.5.3 What is sent in an email

In addition to text messages being sent over e-mail, it is also possible to attach a file or other data in an e-mail. For example, an attachment could be a picture, PDF, word processor document, or any file stored on the computer.

15.6 Internet Threat

It's a dangerous world out there in the World Wide Web. Just as your mother may have told you to never talk to strangers, the same advice holds true for the virtual world. You may know to be wary of giving strangers your business bank account details. But can you be sure the website you're logging into is that of your bank and not a forgery created by a cybercriminal? Cybercriminals use many different methods to lure you into parting with your confidential personal or business information. Hence you ought to be aware of the issues and be extra vigilant when online and offline..

Computer virus: A computer virus is a small piece of software that can spread from one infected computer to another. The virus could corrupt, steal, or delete data on your computer—

Malware: Malware is short for “malicious software.” Malware is used to mean a “variety of forms of hostile, intrusive, or annoying software or program code.” Malware could be computer viruses, worms, Trojan horses, dishonest spyware, and malicious rootkits—all of which are defined below.

Trojan horse: Users can infect their computers with Trojan horse software simply by downloading an application they thought was legitimate but was in fact malicious.

Malicious spyware: Malicious spyware is used to describe the Trojan application that was created by cybercriminals to spy on their victims.

Computer worm: A computer worm is a software program that can copy itself from one computer to another, without human interaction.

Botnet: A botnet is a group of computers connected to the Internet that have been compromised by a hacker using a computer virus or Trojan horse. An individual computer in the group is known as a “zombie” computer.

Spam: Spam in the security context is primarily used to describe email spam. Unwanted

messages in your email inbox. Spam, or electronic junk mail, is a nuisance as it can clutter your mailbox as well as potentially take up space on your mail server.

Phishing: Phishing scams are fraudulent attempts by cybercriminals to obtain private information. Phishing scams often appear in the guise of email messages designed to appear as though they are from legitimate sources. For example, the message would try to lure you into giving your personal information by pretending that your bank or email service provider is updating its website and that you must click on the link in the email to verify your account information and password details.

Rootkit: A rootkit is a collection of tools that are used to obtain administrator-level access to a computer or a network of computers. A rootkit could be installed on your computer by a cybercriminal exploiting a vulnerability or security hole in a legitimate application on your PC and may contain spyware that monitors and records keystrokes.

15.7. Browsers

Looking for information on the internet is called **surfing or browsing**. To browse the internet, a software called the **web browser or browser** is used.

E-commerce, social media, and many other things we take for granted today would be impossible without internet browsers. Web browsers translate HTML documents of the website and allow to view it on the screen.

15.8.1 Familiar Internet Browser

1. **Google Chrome** is a freeware familiar web browser **developed by Google Inc.** It is best for its speed, simplicity, security, privacy and customization features. Google Chrome supports on Android 4.0 or higher, iOS 6.0 or higher, Mac OSX 10.6 or higher and Windows (XP sp2 or higher) and Linux system.
2. **Mozilla Firefox** is a free and open source web browser **developed by Mozilla Foundation and Mozilla Corporation.** Firefox is **default browser in Ubuntu**. It supports Windows, Mac OS X, Linux and Android system.
3. **Internet Explorer** commonly known as Microsoft Internet Explorer or Windows Internet Explorer is the first or default browser for a Windows PC. It is **developed by Microsoft.**
4. **Safari** is a web browser **developed by Apple Inc.** and comes with OS X and iOS. Some version of safari browser also supports in Windows Operating System. **Exclusively used in Apple Mac system.**

15.8 Web Page Vs Web Site

Websites

A website is a collection of webpages. For example if there is a company that owns sricompany.com then this website will have several Webpages like Home, About Us, Contact Us, Testimonials, Products, Services, FAQ's, and others. The first page of the website is called a Home Page. All of these pages together make up a Website.

Web Pages

A webpage is a page of a Website. A web page can be accessed by a URL in a browser and that page can be copied and or send to a friend for review whereas websites are collections of multiple page that must be navigated to view other content

A webpage is a page of a Website. Every page has a unique address called the Uniform Resource Locator (URL). The URL locates the pages on the internet.

Difference between Webpage and Website

Webpage	Website
Consists of a Single document displayed by a browser	A collection of multiple documents displayable by a browser
Shares a unique domain name	Has its own unique domain name
Makes up a website	Contains one or more webpages

15.9 Static and Dynamic Web Pages

Web pages are classified as Static and Dynamic Webpages

Web pages are called Static websites as they remain the same whenever it is visited. Examples of static Websites are website owned by Small business organizations, School websites etc.

Websites that displays marks of Public Examinations and Entrance Examinations changes when different register numbers are given. Such websites are called as Dynamic Websites. Eg., Websites of Government and Entrance Exams.

Comparison of Static and Dynamic Web Pages

Static Web Page	Dynamic Web Page
The content and layout of a web page is fixed	The content and layout may change during run time
Static Web pages never use databases	Databases is used to generate dynamic content through queries
Static web pages directly run on the browser and do not require any server side application program	Dynamic web pages runs on the server side application programs and displays the results
Static Web pages are easy to develop	Dynamic web page development requires programming skills

15.10 Safe Surfing on Internet

As a great reminder that Internet security is something that needs constant vigilance. It's also a great reminder that a lot of things can happen on the Internet if you don't properly take precautions against them. With that in mind, be sure to have a safe and happy Safer Internet Day.

SAFER INTERNET DAY

Safer Internet Day (SID) 2018 is celebrated around the world in February of every year with a theme of "Create, connect and share respect: A better internet starts with you".

Following is the do's and don't of safe Surfing on Internet

1. Don't give out your personal information – Don't put personal details such as your home address, telephone numbers or parent's work address online as cybercriminals can use this information to create a fake profile with your details
2. What goes online, stays online – Use privacy settings to make sure only your friends and family can see photos you post. Avoid posting holiday plans as criminals have been known to track your movements
3. Check your security and privacy settings – Make sure your social network privacy settings are secured so only your friends can see your personal information and use your privacy settings to restrict who can see your posts, videos and photos
4. Password safety – Sharing your password with your parents is a sensible idea, but avoid sharing your password with your friends, even if they promise they won't tell anyone! Also, when setting your password, make sure it isn't something people may guess such as your pet's name. Use a mixture of letters, numbers and upper and lower case characters
5. Always protect your mobile device – Make sure your mobile phone is pin-protected so all your personal information stored on it is safe. Download a security app which allows you to remotely wipe any personal data, should your mobile be lost or stolen
6. Don't talk to strangers online or offline – Don't meet up with strangers and let your parents know if a stranger has tried to get in contact with you online.
7. Listen to the adults who know – Adults will always be worried about you. Help set their mind at rest and avoid chatting online with strangers.
8. Be wary of unsecured or unknown websites – When shopping online, use reputable and known retailers.
9. Be careful what links you click on – Avoid clicking links in an email, Instant Message or on your social network unless you are sure the message is from someone you know.

Now that we have come to the end of this chapter, the next chapter introduces you to create a web page using html tags.

Points to Remember:

- The different type of network are LAN, MAN, WAN, PAN, CAN and WLAN
- Two things required for TCP/IP needed are
 - a) Message to transmit
 - b) Means to reliably transmit the message
- Each computer on net is called as host
- Internet Corporation for Assigned Names and Numbers (ICANN) administers the domain registration to avoid name already registered.
- W3C stands for world wide web consortium.
- Hotspots are sites that offer internet access over wireless local network.
- Video conferencing enables direct face-to-face communication across networks via web cameras, microphones, and other communication tools.
- E-commerce (electronic commerce or EC) is the buying and selling of goods and services, or the transmitting of funds or data, over an electronic network, primarily the Internet.
- Social networking is the use of internet-based social media programs to make connections with friends, family, classmates, customers and clients.
- Voicemail is a system of sending messages over the phone.
- Email is short for 'electronic mail' similar to a letter, it is sent via the internet to a recipient
- An internet browser, also known as a web browser, is a software program that you can use to access the internet and view web pages on your computer.
- A website is a collection of webpages.
- Dongle refers to removable component used for enabling software protection. E.g. USB, WiFi
- A webpage is a page of a Website.
- E-commerce is the activity of buying or selling of products on online services or over the Internet.
- Electronic governance or e-governance is the application of information and communication technology (ICT) for delivering government services.



PART – I

Choose the correct answer:

1. What is the expansion of WLAN?
a) Wireless Local Area Network b) Wired local Area Network
c) Wireless Local Area Netware d) Wireless Area Netbande
2. Range of Campus Network is
a) 10 KM b) 5 KM c) 25 KM d) 20 KM
3. Each computer on net is called
a) host b) server c) workstation d) node
4. The internet is governed by
a) ICANM b) ICANN c) ICMA d) ICNNA
5. Expansion of W3C
a) World Wide Web Consortium b) Wide World Web Consortium
c) World Web Wide Consortium d) World Wide Web Consortium
6. W3C was established in 1994 by
a) Tim Berners-Lee b) Tim Burnard Lee
c) Kim Berners d) Kim Bernard Lee
7. Hotspot uses which type of network services?
a) LAN b) PAN c) WLAN d) CAN
8. USB WiFi adapters are often called as
a) Data Card b) Pen Drive c) Dongles d) Memory Card
9. Looking for information on the internet is called
a) Surfing b) Searching c) Finding d) glancing
10. Safari web browser was developed by
a) Google b) Apple c) Microsoft d) Linux Corpn.
11. How many types of websites are available?
a) 3 b) 2 c) 4 d) 6

PART –II

Answer to the following questions (2 Marks):

1. Name the two important protocols for internet?
2. What is a network?
3. What is the role of ICANN ?
4. What is a search engine?
5. What is a browser?
6. What are the components of url addressing ?
7. What is a website?
8. What is CC and BCC in an email?
9. What is a Static web Page?
10. What is a Dynamic web page?
11. What are the benefits of e-governance?
12. What is Phishing ?

PART-III

Answer to the following questions (3 Marks):

1. What is TCP/IP ?

2. Write a note on Hotspot internet service.
3. Differentiate Data Card and Dongles.
4. Write a note on two access methods of connecting to internet.
5. Differentiate browser and a search engine with suitable examples.
6. Differentiate Website and Webpage.
7. What is the difference between Static and dynamic web page.
8. What are Advantages of email.

PART IV

Answer to the following questions (5 Marks):

1. Explain any five types of internet services.
2. Explain any five internet applications with suitable examples.
3. Write a note on any five Internet browsers other than that given in the book.
4. Explain the do's and don't of safe surfing on internet.

Activity

Student Activity

Explain the different types of network.

Mention a few internet services you know.

Mention a few Internet Applications other than that is given in the textbook

List some browsers not given in the text book

Teacher Activity

Students is taught to develop Static and Dynamic Websites as workshop.

GLOSSARY

Acronym	Description
VSNL	Videsh Sanchar Nigam Ltd
TCP	Transmission Control Protocol
IP	Internet Protocol
Host	A host is a computer connected to a computer network

ICANN	<i>Internet Corporation for Assigned Names and Numbers</i>
W3C	<i>World Wide Web Consortium</i>
WWW	<i>World Wide Web</i>
Tim Berners-Lee	<i>Creator of WWW</i>
DSL	<i>Digital Subscriber Line</i>
ISDN	<i>Integrated Services Digital Network</i>
URL	<i>Uniform Resource Locator</i>
Dongle	<i>A sbmall device able to be connected to and used with a computer, allowing access to wireless broadband or use of protected software.</i>
ADSL	<i>Asymmetric Digital Subscriber Line</i>
Browser	<i>A browseris software that is used to access the internet Eg. Chrome, FireFox</i>
Search Engine	<i>A search engine is a web-based tool that enables users to locate information on WWW. Eg. Google</i>
SERP.	<i>The list of content returned via a search engine to a user is known as a search engine results page.</i>
Phishing	<i>Phishing scams are fraudulent attempts by cybercriminals to obtain private information</i>
WebSite	<i>Collection of Webpages</i>
WebPage	<i>It is page of Website.</i>
EDI	<i>Electronic Data Interchange</i>
Voice mail	<i>System of sending messages over the phone.</i>
e-commerce	<i>Electronic Commerce, Buying and selling goods and services over an electronic network.</i>
e-governance	<i>Electronic governance. Application of information and communication technology for delivering government services.</i>
Internet	<i>Several networks, small and big all over the world, are connected together to form a Global network called the internet.</i>
Intranet	<i>It is a website used by organizations to provide a place where employees can access company related information.</i>
Extranet	<i>It is a private network using internet technology to share part of business information with suppliers partners and customers.</i>

References:

1. Mastering HTML, CSS & JavaScript Web Publishing – Laura Lemay, Rafe Colburn, Jennifer Kyrnin – BPB Publications.