**📖 CHAPTER 3 – INTERNET SERVICES**

**INTRODUCTION**

Internet is the biggest **network of computers**. Many small networks of computers are connected together to make a global network of computers. **Internet** is not owned by anybody as a whole.

**USES OF INTERNET**

Internet is an easy way to get information from all over the world. It provides numerous facilities to people. It is used for online learning, communication, shopping and weather updates.

**WAYS TO CONNECT TO INTERNET**

There are numerous ways by which we connect our computing devices with Internet to access its various services. Some commonly used ways to connect with Internet are:

* **Dial-up Connection:** The telephone line connected to a computer through Modem. In this connection, the telephone line is **dedicatedly** used for connecting to Internet.
* **Broadband Connection:** A high speed transmission technology that allows to use Internet facility through different transmission mediums.
* **Wireless Internet Broadband:** Radio frequency bands are used for connecting to Internet. A Wi-Fi modem is used for accessing wireless Internet facility.
* **Mobile Internet:** This technology allows the user to access Internet on smartphones and tablets using a network provided by Internet service providers. This is a high broadband facility which uses 2G, 3G, 4G and 5G broadband spectrum to transfer the data.

**ELECTRONIC MAIL (E-MAIL)**

**Electronic mail** or **e-mail** is an easy way of sending and receiving messages from one computer to another computer anywhere in the world. It is one of the fastest modes of communication. In fact, the ordinary mail, due to its slow speed, is now called **snail mail**. With the help of Internet, an e-mail takes only a few seconds to reach its destination.

**Advantages Of E-mail**

* E-mail is cost effective and fast.
* It reaches any part of the world within a few seconds.
* It does not matter whether your message consists of a few lines of text or thousands of lines.
* Same message can be sent to any number of people at no extra cost.

**To send an e-mail**, you need an **e-mail program** and the **e-mail ID** of the receiver.

**E-mail Programs**  
E-mail programs can be free or paid. You have to register your name or other identification with these programs. When you register, you receive an account (**e-mail ID**) and a password. You are responsible for the security of your account and password. Some of the popular web-based e-mail programs are:  
✅ [www.gmail.com](http://www.gmail.com)  
✅ [www.hotmail.com](http://www.hotmail.com)  
✅ [www.yahoomail.com](http://www.yahoomail.com)

**✅ Remember**

* To operate an e-mail account, you need an Internet connection.
* The e-mail account name is fixed and cannot be changed, but you can change your password.

**Multiple Choice Questions**

1. A \_\_\_\_\_\_ modem is used for accessing wireless Internet facility.  
   (a) WiFi (b) dial up (c) e-mail
2. You have to \_\_\_\_\_\_ with an e-mail program to receive an e-mail account.  
   (a) login (b) register (c) download

**Composing And Sending An E-mail**

Let us learn how to compose and send an e-mail.  
**To compose and send an e-mail**, follow the given steps:

**Step 1:** Open the website in which you have your account. Here, it is [www.gmail.com](http://www.gmail.com). Click on **Sign In**.  
**Step 2:** Enter your username and click the **Next** button.  
**Step 3:** Enter the password and click the **Next** button. Your account window appears.  
**Step 4:** Click the **Compose** button on the left pane. The **New Message** window appears.  
**Step 5:** Enter the address of the receiver’s e-mail ID in the ‘**To**’ box.  
**Step 6:** Enter the **subject** of the e-mail.  
**Step 7:** Type the content of your message.  
**Step 8:** Click the **Send** button.

✅ **Remember:** Using E-mail, you can also send a file as an attachment with your message.

**Do You Know**

**Sabeer Bhatia**, an Indian-American businessman, founded Hotmail.com, the world’s first web-based e-mail service, launched on 4th July 1996.

**NETIQUETTES OF INTERNET**

Internet is one of the most efficient forms of communication to convey information. The word Netiquette is derived from two words, Internet and Etiquette, commonly known as **Net Etiquette**. These are basically some guidelines one should follow while communicating on Internet.

**General Netiquettes**

* ✅ **Obey copyright laws:** While copying text or saving any picture, obey copyright laws. Do not steal.
* ✅ **Be aware of cyberbullying:** When Internet, cell phones or other devices are used to send or post text or images intended to hurt or embarrass another person, it is defined as **Cyberbullying**. Cyberbullying is increasing rapidly. If you are targeted by a cyberbully, do not respond. Keep all the original correspondence, with dates and times if possible. Talk to your parents about the issue.
* ✅ **Be tolerant and careful:** People who surf Internet come from many different places around the world and have different views on things. Be open to listen to others on what they have to say. Do not jump to conclusions.

**Social Networking Netiquettes**

* **Screen name:** When creating your screen name, do not include personal information like your last name or date of birth.
* **Personal information:** Do not give out your personal information without your parent’s permission. This means you should not share your password, name, home address, school name, mobile/telephone numbers, e-mail ID or date of birth.
* **Photographs and videos:** Do not post photographs and videos online without getting your parent’s permission.
* **Online friends:** Do not agree to meet an online friend unless you have your parent’s permission. Unfortunately, sometimes people pretend to be people they are not.

**E-mail Netiquettes**

* **Use computer courtesy:** Be courteous and respectful to others while sending an e-mail or chatting on Internet.
* **Do not shout:** Do not type a message in all uppercase (capital) letters. It is considered to be shouting on Internet.
* **Pay attention to the language issues:** It is not good to hurt someone’s feelings. Never use offensive comments while sending an e-mail or chatting on Internet.
* **Check spellings and grammar:** Make sure your message does not contain any spelling and grammatical error.

✅ **Key Points**

* Internet is the biggest network of computers. It provides numerous facilities to the people.
* Electronic mail or e-mail is an easy way of sending and receiving messages from one computer to another computer anywhere in the world.
* Netiquettes are basically some guidelines one should follow while communicating on Internet.

**EXERCISES – According to NEP Guidelines**

**A. Multiple Choice Questions**

1. \_\_\_\_\_\_ is the most common form of electronic communication.  
   (a) E-mail (b) Postcard (c) Letter
2. Which one of the following activities should be avoided while using Internet?  
   (a) Searching people on Internet (b) Cyberbullying (c) Both (a) and (b)
3. Identify the correct order to send an e-mail.  
   (a) Sign-in → Write the mail → Write the subject → Write address in ‘To’ box → Press Send  
   (b) Sign-in → Write address in ‘To’ box → Write the mail → Write the subject → Press Send  
   (c) Sign-in → Write address in ‘To’ box → Write the subject → Write the mail → Press Send

**B. Write the steps to send an E-mail after Sign In. One is done for you.**  
Step 1: Enter the address of the receiver  
Step 2: \_\_\_\_\_\_  
Step 3: \_\_\_\_\_\_  
Step 4: \_\_\_\_\_\_

**C. Write T for true and F for false statements**

1. Internet is not owned by anybody as a whole.
2. You can write e-mails only in capital letters.
3. E-mail is an expensive means of communication.
4. Sharing personal information online is risky.

**D. Quiz**  
Name any one web-based e-mail program.

**E. Answer the following**

1. Write any one way to connect to Internet.
2. What is cyberbullying?
3. Explain any two Social Networking Netiquettes.
4. What is an e-mail?

**F. Computer In Everyday Life (Application-based Question)**  
Azad received an e-mail that requests details such as the names of his parents, address, mobile number and date of birth. What is your advice to Azad? Why do you think, such details are sought by the stranger?

**TECH ZONE**

**A. Projects (Research-based Learning)**

1. Compose an e-mail for your friend who lives in another state telling him/her about your visit to a hill station (take the help of your elders). Mention the following:  
   (a) Beauty of the place  
   (b) Food  
   (c) Climate  
   (d) Handicrafts  
   (e) Places of interest  
   (f) Animals
2. Compose an e-mail to your friend describing how you organised a surprise party for your parents wedding anniversary. *(Cross Curricular – English)*
3. Create a PowerPoint presentation describing e-mail Netiquettes.

**B. Group Discussion** *(Collaborative Learning)*  
Discuss in class: *‘E-mail is better than snail mail’*

✅ **Know More**  
To know more about Internet, click on the given link:  
<https://www.youtube.com/watch?v=ZupPRG85QrQ>

✅ **This completes the extracted text for Chapter 3!**

If you’d like, I can also prepare this as a PDF for you — just say **yes** and I’ll make it ready! 📘✨