4. Physical address of the server cannot be known since it is not in the same LAN (-1)

5. 173 bytes (-1)

10. 1 (-1)

13. 3, one to www.wiu.edu, two to www.cengage.com (-1)  
  
14. The TCP connections were started simultaneously (i.e., the GET requests were sent one after the other before the OK response was returned for the first GET), so the files were downloaded in parallel. (-1)