

Name _____

Surfing the Web: Unveiling the World of Internet Service Providers (ISPs)

Open-Ended Response Answer Key

1. Answers may vary. Example: A wireless ISP (WISP) using Wi-Fi or cellular networks could improve internet access in a remote area by providing wireless connectivity. However, challenges might include network coverage limitations and potential interference.
2. Net neutrality ensures that ISPs treat all internet traffic equally, preventing them from blocking or favoring specific websites or services. For example, without net neutrality, an ISP could slow down access to certain streaming services while promoting its own, impacting fair access to content.
3. Effective customer support from ISPs is crucial in scenarios such as troubleshooting connection issues or setting up equipment. It ensures that customers can resolve problems quickly and have a reliable internet experience.
4. Data caps imposed by some ISPs can limit users' ability to stream, download, or use the internet without additional charges. To address concerns, ISPs could consider offering unlimited data plans or clearer communication about data usage limits and overage charges.

