

3 (a) Explain why protocols are essential for communication between computer systems.

.....
.....
.....
..... [2]

(b) POP3 is an email communication protocol.

Identify and describe **two** other communication protocols that are used when sending or receiving emails.

Protocol 1

Description

.....
.....

Protocol 2

Description

.....
.....

[4]

(c) Describe **two** ways in which packet switching ensures a complete message is received when passing messages across a network.

1

.....
.....
.....

2

.....
.....
.....

[4]