

2.1	<ul style="list-style-type: none"> • Data cap is used up • Problems with the NIC • Line cable not connected • Network settings in the operating system are incorrect • Firewall is blocking access to a website • Service provider not accessible 	✓✓ (Any two)	(2)	
2.2	To refresh/reload the webpage✓		(1)	
2.3	Not secure✓ because of http instead of https ✓ (no lock symbol)		(2)	(5)
3.1	Check the list under Wi-Fi settings/Enable Wi-Fi on the phone✓ <i>(Note to marker: Accept if list is mentioned without reference to Wi-Fi settings)</i>		(1)	
3.2	Use a firewall✓ Use an anti-malware/virus program✓		(2)	(3)
4	Provides additional functionality/features✓ on websites			(1)
5	<ul style="list-style-type: none"> • Updates are automatically sent to people • No need to continually visit the website to check for new information 	✓ (Any one)		(1)
				[15]