# Final Test - Inside Telecommunications

*Correct answers are in bold.*

## Course Objectives

1. Name telecom customers
2. Identify different types of telecom providers
3. Recall different telecom networks
4. Define telecom products and services
5. Recognize important executives within telecom providers
6. Identify the challenges facing the telecom industry

## Question #1

Course Objective Met: OBJ#4

**What CSP provided service includes internet access, voice over IP and email services? Select the correct answer.**

**Data services**

Video services

White labeling

Managed services

## Question #2

Course Objective Met: OBJ#3

**What is the name of the physical location where traffic is switched between CSPs, internet service providers and mobile service providers? Select the correct answer.**

**Points of presence (POP)**

Central office (CO)

Core networks

Backbone

## Question #3

Course Objective Met: OBJ#2

**Which term generally describes companies that provide a broad range of telecom services? Select the correct answer.**

**Communications service providers**

Cable companies

Mobile service providers

Satellite television providers

## Question #4 – Networks

Course Objective Met: OBJ#3

**Which service connects wireless devices to wireless routers using short-range radio frequencies? Select the correct answer.**

**Wi-Fi networks**

Base transceiver stations

Radio station controllers

Mobile switching centers

## Question #5 – Executives

Course Objective Met: OBJ#5

**Which executive is responsible for customer billing and dispute resolution? Select the correct answer.**

EVP, Network Operations

EVP, Data Services

**EVP, Customer Operations**

SVP, Media Programming

## Question #6

Course Objective Met: OBJ#6

**Which statement describes the principle of net neutrality? Select the correct answer.**

ISPs are not responsible for enforcing intellectual property rights

**ISPs should treat all internet traffic equally**

ISPs are able to charge all customers the same fee for internet access

ISPs are not required to offer internet access to all customers in their service area

## Question #7

Course Objective Met: OBJ#5

**Which executive is typically responsible for fault management? Select the correct answer.**

**EVP, Network Operations**

EVP, Fixed Line Services

EVP, Customer Operations

SVP, Media Programming

## Question #8

Course Objective Met: OBJ#4

**Which services are typically included as part of a CSPs Enterprise Services? Select all that apply.**

**Leased lines**

**Virtual private networks**

**Managed services**

Network access

## Question #9

Course Objective Met: OBJ#6

**What are the primary challenges facing mobile service providers today? Select all that apply.**

**Shifting competitive landscape**

Decreasing regulations

**Declining voice revenue**

**Increasing data traffic**

## Question #10

Course Objective Met: OBJ#1

**Which customer segment includes other communications service providers? Select the correct answer.**

Enterprise customers

Business customers

**Wholesale customers**

Consumers