

Broadband Technician

Difficulty Level/Marks- Easy/Marks(E/M), Medium/Marks(M/M), Difficult/Marks(D/M)

Q.1 Amit is a Broadband Technician. He has been asked to install a broadband connection at a customer's place. Which of the following should be the first step for Amit? [E/5]

- Gathers all available tools and cables and proceed to customer's premises for installation
- Provides a drop wire to the customer's premises, and hand over the CPE to customer
- Communicate with the customer regarding time and date on which he/she will be available for setting up the connection and the location/place at his place where the connection is required.
- Buys a CPE and hand it over to the customer for installation

Correct Answer: c

Q.2 You are a Broadband Technician and currently at a customer's place. You need to fix a RJ45 connector to a cable. Which of the following tools will you use? [E/5]

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Correct Answer: b

Q.3 You are a Broadband Technician and go to a customer's home to place the CPE. Which of the following is the most appropriate place for CPE? [E/5]

- Close to UPS as it is warm and protects CPE from Moisture

- b. Close to a window to facilitate air circulation for CPE
- c. Away from UPS to protect from EMI, and away from any open dusty Place
- d. Close to the customer's PC/Laptop

Correct Answer: c

Q.4 Rahul is a Broadband Technician and he is drawing an aerial line to the customer junction box. Which of the following factor(s)/precaution(s), he needs to keep in mind? **[D/5]**

- I. Obtain proper permissions from the authorities
- II. Ensures that cable does not obstruct any vehicle on road
- III. Ensures that minimum length of cable is used

- a. Only II
- b. II and III
- c. I and III
- d. I and II

Correct Answer: d

Q.5 You are a Broadband Technician. You go to a customer's place for maintenance service and find that the length of the ethernet patch chord is more than the required. Which of the following will be the most appropriate action for you? **[D/10]**

- a. Bundle them along with power chord and place them behind the device
- b. Place them away from power chords by neatly placing them along the edge of frame
- c. Cut the excess length and join the two ends of the cable
- d. No action required as the excess length won't affect the connection

Correct Answer: b

Q.6 As a Broadband Technician, which of the following methods would you follow for cable termination at the back of a patch panel? **[D/5]**

- a. Fix them with a screw
- b. Punch them
- c. Soldering process
- d. Fix them with a crimping tool

Correct Answer: b

Q.7 After installation process at a customer's place, a lot of waste (cut wires and stripped waste) gets collected. Which of the following will be the most appropriate course of action for you to handle this waste? **[E/5]**

- a. Customer can clean it as there is no harmful waste
- b. Collect all the waste and properly dispose them
- c. Collect all the waste and take it to your work place

- d. Call your workplace to send someone to collect the waste and clean the customer's place

Correct Answer: b

Q.8 Which of the following step(s) would you take as a Broadband Technician after installation? **[D/10]**

- I. Conceal CPE such that customer can't see it
 - II. Place CPE in such a place that it does not disturb the customer, but he can see indications on it
 - III. CPE & UPS should be kept in the open as they might need regular inspection
 - IV. Complete all installation documents before signoff
- a. I and III
 - b. II only
 - c. I and II
 - d. I, II and III

Correct Answer: b

Q.9 Mohan is a Broadband Technician and has just finished the installation process at a customer's place. Which of the following details he needs to record for future reference? **[D/5]**

- I. Technical details of installation
 - II. All the test results
 - III. Your employee code and Customer ID
 - IV. Date and time of installation
- a. I, II and III
 - b. I, II and IV
 - c. I and II
 - d. I, II, III and IV

Correct Answer: b

Q.10 As a Broadband Technician, you need to ensure proper connectivity. You use the 'ping' command for analysis. Which of the following information provided by ping command output can be used for the analysis? **[D/10]**

- I Number of packets sent
- II Number of packets returned
- III Distance travelled by each Packet
- IV Time taken for each packet to travel

- a. I, II and III
- b. II, III and IV
- c. I, II and IV
- d. II, III and IV

Correct Answer: c

Q.11 Sumit is a Broadband Technician and he is configuring customer device IP. Regarding this, which of the following statements is true? **[E/5]**

- a. IP's should be of same value
- b. IP's should be of same class and different value
- c. IP's should not be of same class, but have the same value
- d. IP's should be of different class and different value

Correct Answer: b

Q.12 Which of the following indicates the failure of ping command from client device to CPE? **[D/10]**

- a. Connection between CPE and client device is not complete.
- b. Connection between CPE and provider is not complete
- c. Connection between UPS and CPE is not proper
- d. Connection between CPE and connecting wires is not proper

Correct Answer: a

Q.13 You are Broadband Technician and have completed the configuring of CPE. Which of the following would you record in your report for future reference? **[D/5]**

- a. CPE location at the customer's place
- b. CPE's LAN, and WAN settings
- c. Customer's details
- d. Total time spent in configuration

Correct Answer: b

Q.14 While noting down the customer's PC details, which of the following would you need? **[D/10]**

- I Processor type
- II Memory capacity
- III.IP address
- IV Network port's configuration
- V. CPE configuration settings

- a. I, IV and V
- b. II, III and V
- c. III and IV
- d. I and IV

Correct Answer: c

Q.15 Consider standard colour coding for ethernet cables. Which of the following cables is not used in any broadband connection? [E/2.5]

- a. 
- b. 
- c. 
- d. 

Correct Answer: d

Q.16 Consider standard colour coding for ethernet cables. Which of the following is true regarding cross over crimping? [E/2.5]

- a. Green set of cables are switched with orange set of cables
- b. Green set of cables are switched with blue set of cables
- c. Black set of cables are switched with orange set of cables
- d. Brown set of cables are switched with green set of cables

Correct Answer: a

Q.17 You are a Broadband Technician. You notice that, there is a steady glowing 'Link' lamp in rental. Which of the following does it indicate? [D/5]

- a. Everything is functioning properly
- b. Cable is not connected properly

- c. Cable is connected, but there is no data transfer
- d. Speed of data transfer is lower than expected

Correct Answer: c

Q.18 The link indicator on LAN port of a CPE is blinking but the WAN port link indicator is steady. Which of the following needs to be checked? **[D/5]**

- a. WAN configuration & provider connectivity
- b. LAN cable for loose contact
- c. WAN cable for loose contact
- d. LAN side device configuration

Correct Answer: a

Q.19 Why is it advisable to make a record of the steps taken to rectify a fault? **[D/10]**

- I. So the customer can solve the issue himself/herself in future
- II. So that similar issues in future can be resolved easily
- III. So that some common mistakes can be avoided in future installations

Choose the correct option from the options given below.

- a. I only
- b. II and III
- c. I and III
- d. II and III

Correct Answer: b

Q.20 As a Broadband Technician, you need to keep a record of the repair details. Which of the following must be included in the report? **[D/5]**

- I. Nature of complaint
- II. Diagnostics conducted
- III. Reason for fault
- IV. New configuration of CPE & client device

- a. I, II and III
- b. II, III and IV
- c. I, II, III and IV
- d. I, II and IV

Correct Answer: c

Q.21 You have identified the problem and replaced a cable between CPE and the main switch. How would you place the new cable? [E/5]

- a. You will try to conceal the new cable in the same place where old cable was placed
- b. You will let the new cable be in the open, so that it is convenient to rectify any fault in future
- c. You will ask the customer, how you should place the new cable
- d. You will refer the repair guidelines to decide on the placement of the new cable

Correct Answer: a

Q.22 Which of the following should be the first step, while installation of a new broadband connection? [E/5]

- a. Installation of CPE access software
- b. Checking LAN connectivity with the CPE
- c. Carrying out voltage and current checks
- d. Deciding the location for UPS placement

Correct Answer: c

Q.23 While installation process, earthing is required to_____ [E/5]

- a. Divert leakage voltage to ground
- b. Divert leakage current to ground
- c. Extract voltage from ground
- d. Extract current from ground

Correct Answer: b

Q.24 Raghav is a Broadband Technician. He needs to select an UPS for a connection. Which of the following factors must be kept in mind while selecting the UPS? [E/5]

- a. Total load on UPS and number of hours required for back-up
- b. Number of hours required for backup, only
- c. Number of devices connected, only
- d. Number of devices connected, and number of hours required for back-up

Correct Answer: a

Q.25 You want to make sure there is an uninterrupted power supply. Which of the following factors will you take care of to ensure this? [D/5]

- I. Proper connection between mains power supply & load device
 - II. A device which converts lower DC voltage into high AC voltage
 - III. A device which can store voltage in batteries
- a. I only

- b. I and II
- c. II and III
- d. I, II and III

Correct Answer: d

Q.26 A device operating at 12 volts DC is consuming 400 mA of current. The power consumption is _____ [D/7.5]

- a. 48 watts
- b. 0.48 watts
- c. 4.8 watts
- d. 48 mW

Correct Answer: c

Q.27 You need to calculate the power consumed by any AC device Which of the following values will you consider for the calculation? [D/7.5]

- a. Voltage, Current and VA rating
- b. Voltage, Current and Power Factor
- c. Voltage, Current and Load Resistance
- d. VA rating, Power Factor and Load Resistance

Correct Answer: b

Q.28 You are a Broadband Technician and you have been asked to relocate the UPS across a room. Which of the following is the most appropriate way to relocate the UPS? [D/7.5]

- a. Disconnect mains power supply and battery, and then move them and re-assemble
- b. Remove the battery and move the UPS
- c. Disconnect the main power supply and move the UPS
- d. Complete setup has to be moved, only UPS cannot be relocated

Correct Answer: a

Q.29 When is it needed to check the functioning of the UPS and if replacement is required or not? [D/7.5]

- a. While buying a new UPS
- b. While the process of UPS installation and domestic power supply check
- c. When a request comes from a customer for a new broadband connection
- d. None of the mentioned

Correct Answer: a