

Field Operations Assessment Development Guide

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Introduction

This Development Guide provides suggestions and information that will help you develop and improve knowledge needed for successful performance in various Technician positions in Verizon. This group of positions includes, but is not limited to, the following job titles:

- Cable Splicing Technician
- Splicing Technician
- Systems Technician
- Installation Technician
- Network Maintainer
- Senior Construction Technician
- Cable Specialist
- Cable Splicer/Constr Cable Splicer/Cable Splicer Helper
- Customer Zone Technician II/Customer Service Technician II/CZT
- Customer Service Technician III
- Customer Zone Technician III
- Installation & Repair Technician
- Maintenance Technician
- OSP Construction Installer-Splicer
- Service Technician
- Special Equipment Installer
- Systems Technician
- BZT II
- Cable Splicer-Construction
- Construction Cable Splicer

Knowledge necessary to enter these positions is assessed by a job knowledge test entitled “Field Operations Assessment,” which must be passed to be considered for hire in the job titles listed above at Verizon. The Field Operations Assessment consists of 40 multiple-choice questions, covering five broad knowledge areas. The number of items devoted to each knowledge area on the test varies. Each multiple-choice question will have four possible responses, with one correct answer. These knowledge areas are described later in this Development Guide.

Using the Guide

Read the Test Information, Test-Preparation Tips, and Test-Taking Tips sections on pages 4-9. Then, review the section on Ways to Improve Your Score on the Test. Also, read the suggested activities that may help you further develop your knowledge, tailoring the suggestions to fit your specific work style and situation.

The knowledge areas measured on the test are each described in this Guide. First, a brief description of the knowledge area is provided. This description is not a complete tutorial on the knowledge area; it simply indicates what the knowledge area means for purposes of this test. Following the brief description, a number of relevant aspects of the knowledge area are listed. These are the things you should be sure to learn about when studying for the test. Then, suggested resources (primarily books and websites) are provided, where applicable, to help you learn about the knowledge area. Most of the books can be found at local libraries and bookstores.

You might want to read relevant portions of the books and websites listed in the suggested readings and resources. You do not need to read every book and website that is listed, nor do you necessarily need to read them in their entirety. The books and websites listed are just *examples* of the type of things that you should read. It is the *content* of these reference sources, not specific titles, that is important. You may therefore want to seek out other references that cover the content included in the test.

Included in the description of each knowledge area is a sample question from the practice test at the end of this Guide that represents the knowledge area, together with an explanation that indicates which of the four possible answers is correct, and why. You may also want to complete the practice test questions at the end of this Guide. Check your answers against the answers provided after the practice questions. An explanation of why the answers identified are correct is also provided for each question. Use this information to understand why the specified answers are correct and the other answers are incorrect.

Using this Guide does not guarantee that you will pass the Field Operations Assessment. Your performance will depend on your initial knowledge and ability level, the effort you put into improving your knowledge, and the effectiveness of the knowledge development activities you undertake.

Test Information

The goals in developing the Field Operations Assessment were to ensure that the test is job-related, fair, and accurate. These goals were accomplished by working closely with a large number of subject matter experts (SMEs). Job-relatedness was established by asking the SMEs: (1) to identify the knowledge elements required to perform the targeted Technician positions listed earlier in this Guide, (2) to review the test questions to make sure they tap those required knowledge elements, and (3) to evaluate whether they are relevant to the targeted positions. Fairness was established by asking SMEs to review all knowledge elements and test questions to ensure that they represent knowledge that is required on the job and is not specific to Verizon. Accuracy was established by asking SMEs to review each test question for technical accuracy and to make sure there is only one, clearly correct, answer.

As described above, all of the questions will be multiple-choice with four alternatives; there will be no “trick” questions. This test requires some knowledge of electronics and other technical topics as they relate to the telecommunications industry. The Field Operations Assessment does not, however, require any knowledge of specific Verizon policies, practices, instrumentation, or tools. The type of knowledge measured by this test can be acquired either inside or outside of Verizon. The number of items devoted to each knowledge element on the test will vary, according to its breadth and importance.

Test-Preparation Tips

This section provides information about how to study effectively and how to apply your knowledge effectively during the test.

General Suggestions

- Study to learn the key concepts now, permanently, rather than putting off the real learning for later.
- Don't focus simply on rote memorization; work on finding patterns in, drawing connections between, and understanding the principles underlying the information presented in the study materials.
- Cultivate interest in the material and confidence in your ability to master it; both improve learning.
- Avoid cramming just before you take the test; cramming will reduce your concentration and increase your confusion.
- Develop an organized "plan of attack" for learning the material that fits your learning style; for example, don't skip ahead to more advanced concepts until you've learned the more basic concepts (unless you've already learned the basic concepts).

Study Schedule and Study Environment Suggestions

- Set aside plenty of study time several weeks before the test.
- Devise a special study schedule by dividing material into organized units, each to be learned by a certain date before the test.
- Let your family and friends know how important it is that you stick to your study schedule.
- Arrange for a distraction-free place to study.

Review Suggestions

- Don't just skim your study materials; strive to *understand* the material as well as memorize for the test.
- Actively review material by writing things down as you study rather than just passively reading/re-reading the material.
- Remember that pattern-finding is very important to learning large amounts of information.
 - Try to impose a pattern on each topic you are studying.
 - Outline material by numbering or lettering important points.
 - Find relationships, concrete examples, and applications that will aid your memory of the study materials.
 - Use mnemonics (that is, memory aids such as using the sentence Every Good Boy Does Fine to remember the correct order of musical notes — EGBDF) when possible to help you learn information.

Test-Taking Tips

Before the Test

- If possible, get a good night's sleep before the test so that you're well rested and alert.
- Go into the test with a positive attitude, determined to do your best. Focus on what you know, rather than worrying about what you don't know.
- Make sure you know the exact location and time of the test. Allow yourself plenty of time to get to the test site, use the restroom, and compose yourself.
- Wear something comfortable. Test sites may be slightly hot or cool, so dress for any temperature.
- Leave behind pagers, cell phones, portable radios, etc.
- Reduce test anxiety and tension by breathing deeply and stretching before the test.
- Try not to discuss the test with other people once you arrive. Generally, this only increases anxiety.

During the Test

- Listen carefully to all of the test administrator's instructions and follow them exactly.
- Be sure you understand the test instructions before you start. If you need to ask questions, do so.
- Read the entire question and all response alternatives before choosing your answer.
 - Read the question and response alternatives carefully to make sure you avoid accidentally adding or deleting words in your head.
 - Pay attention to critical words like NOT and EXCEPT.
 - Do not over-interpret questions or try to find hidden meanings; again, the questions are not designed to be tricky. Take the questions at face value.
- Try to stay relaxed during the test. If you have trouble concentrating or become tense, pause and take a few deep breaths.
- Pay attention to your own work, not to what is going on around you. If you are wondering how other people are doing or how far they have gotten, you are wasting valuable time.

Ways to Improve Your Score on the Test

This section contains development suggestions that should help you improve your technical job-related knowledge. You may find these suggestions helpful in preparing for the Field Operations Assessment.

- Studying books and websites on basic electricity and electronics and basic telecommunications/telephony, including those suggested in this Guide. Relevant books are available in libraries and bookstores. Relevant websites can be found using standard search engines such as Google. If you don't have a computer with Internet access, many public libraries provide this service.
- Answering practice questions found in books and websites on basic electricity and electronics, and on basic telecommunications/telephony.
- Taking courses in basic electricity or electronics, and basic telecommunications/telephony at a community or vocational/technical school.
- Taking formal or self-study training courses in electricity and electronics, telecommunications/telephony, or safety practices in the telecommunications industry, if you work for an organization that offers them.

Knowledge Areas Covered in Test

The Field Operations Assessment is made up of five knowledge areas:

- (1) basic hardware and installation for outside plant
- (2) basic safety procedures
- (3) basic electrical principles and test equipment
- (4) bonding and grounding principles
- (5) basic computer knowledge

Each of these knowledge areas is described in the following pages. Reference materials are suggested for each knowledge area as appropriate. In addition, a sample question which represents the knowledge area is shown, along with an explanation for why the answer is correct.

1. Basic Hardware and Installation for Outside Plant

In telephony, the outside plant includes the cables and infrastructure that connect customers to the central office. This infrastructure includes the aerial plant, the buried plant, network terminations, protection devices, and all associated hardware. In this test, job candidates will be asked to demonstrate knowledge relevant to the installation and maintenance of the outside plant. This will include basic knowledge of drop locating procedures, cable pair and binder identification (color coding), sealing material techniques and associated safety practices, and buried plant installations. In addition, the test will cover knowledge of network interface devices (NIDs), installation tools, punch down blocks, aerial service terminals, and basic surge protectors. Knowledge of American Wire Gauge (AWG) and its application in the outside telephone plant will also be covered.

This knowledge area is made up of the following more specific knowledge elements:

- Basic drop locating procedures
- Buried drop installation
- How to install a network interface device (NID) and terminal drop wire
- Types of protectors and when to use
- Electrical hardware such as lugs, pins, wire gauges, and tools (e.g., punch blocks)
- Basic terminal types
- Wire sizes and gauges and how to use properly
- Proper sealing materials and techniques

Suggested reference materials:

[Telecommunications Fundamentals](#)

(<http://www.privateline.com/manual/two.html>)

[Tyco Installation Videos](#)

(<http://www.telecomosp.com/customers/US/Copper.htm>)

[Outside Plant Overview](#) (<http://www.privateline.com/OSP/No.html>)

[Telephone Cable Color Codes](#)

(<http://nemesis.lonestar.org/reference/telecom/cables/25pair.html>)

[Hubbell Pole Diagram](#)

(http://www.hubbellpowersystems.com/powertest/tele_poster/tele_poster.htm)

[Verizon Service Offering](#)

(<http://www22.verizon.com/wholesale/local/order/services/?subID=buried-wire>)

[Interfaces and Lightning Protectors](#) (<http://pre-wire.tripod.com/id12.html>)

[Telephone Line Surge Protection](#)

(<http://www.epanorama.net/documents/surge/telesurge.html>)

[Telecommunications Wiring](#)

(http://epanorama.rackhost.net/linkbak/wire_telecom.html)

[Telephone Wire Sizes](#)

(http://searchsmb.techtarget.com/gDefinition/0,294236,sid44_gci213797,00.html)

Sample question representing this knowledge area:

In residential areas, buried services are normally placed at depths of _____, unless a local zoning ordinance specifies otherwise.

- a. 6-12 inches
- b. 12-18 inches
- c. 18-24 inches
- d. 24-36 inches

Explanation:

The correct answer is “b.” Telecommunications industry standards in residential areas specify that buried lines are to be placed at a depth of 12-18 inches, unless a local zoning ordinance supersedes industry standards.

2. Basic Safety Procedures

Safety is a primary concern for employees in telephone industry field occupations. Maintaining a work environment that is free from hazards benefits both employees and employers. In this test, job candidates will be asked to demonstrate knowledge of basic safety procedures and practices for installation and maintenance of the telephone outside plant. This will include initial and final safety checks at work areas; the safe use of tools, equipment, and vehicles; avoidance of electrical, vehicular, and environmental hazards; and knowledge of safety codes relevant to the telephone industry.

This knowledge area is made up of the following knowledge element:

- Use of cable and safety test equipment

Suggested reference material:

National Telecommunications Safety Panel website.
(<http://www.telsafe.org/ntsp/>)

Sample question representing this knowledge area:

A telephone service technician should use traffic cones:

- a. only when there is heavy traffic.
- b. when there are children on site.
- c. only when he/she needs to block a street.
- d. when parking his/her service vehicle at a public area work site.

Explanation:

The correct answer is “d.” When a telephone service technician performs an installation, maintenance, or repair activity at a public area work site, traffic cones are needed to: (1) provide a visible warning to other traffic, vehicular and pedestrian, that the service vehicle is parked and to stay clear of the work area; and (2) to serve as a reminder to the service technician to inspect the work area before departing or moving the service vehicle. As such, the use of traffic cones is limited neither to conditions involving only heavy traffic, nor to situations when a service technician needs to block a street. Moreover, the purpose of traffic cones is to ensure that not only children, but all pedestrians and vehicles, stay clear of the work area.

3. Basic Electrical Principles and Test Equipment

In this test, job candidates will be asked to demonstrate knowledge of fundamental concepts of AC and DC electricity and their applications in the telephony industry, including calculations using Ohm's Law. Job candidates will also be evaluated on their knowledge of commonly used analog and digital test and measuring equipment and its utilization to test for continuity, opens, shorts, and appropriate voltages on local loops. Knowledge of the basics of conducting and insulating materials as used in telephony will also be evaluated.

This knowledge area is made up of the following knowledge elements:

- Conductors and insulators
- Ohm's Law
- The use of testing equipment (e.g., multimeters, digital voltmeters)
- AC/DC theory
- Basic electrical principles (e.g., resistance – continuity, shorts, voltage)

Suggested reference materials:

The American Radio Relay League, Inc. (2002). *Understanding basic electronics*. ISBN: 0-87259-398-3

McComb, G., & Boysen, E. (2005). *Electronics for dummies*. Hoboken, NJ: Wiley. ISBN: 0-7645-7660-7

U.S. Bureau of Naval Personnel (1969). *Basic electricity* (2nd. Ed.). New York: Dover Publications. ISBN: 0486209733

Van Valkenburgh, Nooger and Neville, Inc. (1993). *Basic electricity (Rev. Ed.)*. Thomson Delmar Learning. ISBN 0790610418

Sample question representing this knowledge area:

Which of the following is the best conductor of electricity?

- a. Aluminum
- b. Copper
- c. Brass
- d. Silver

Explanation:

The correct answer is “d.” Of the four conductors listed, silver has the least resistance, followed by copper, aluminum, and brass. As such, silver is the best conductor. It is also, however, the most expensive. Because of the cost factor, copper is the most commonly used conductor.

4. Bonding and Grounding Principles

Grounding is the backbone of effective protection of all networked systems. Bonding is an integral component of effective grounding in that bonding keeps various pieces of conductive equipment at the same potential. In this test, job candidates will be asked to demonstrate knowledge of proper bonding techniques for conductors in outside plant telephony, including techniques relevant to the use of emergency and temporary power. Job candidates will also be asked to demonstrate knowledge of correct grounding procedures (for example, at network termination locations). Finally, candidates will be asked to demonstrate knowledge of appropriate safety procedures and notifications relevant to outside electrical hazards and working with power, both permanent and temporary.

This knowledge area is made up of the following knowledge element:

- Bonding and grounding principles and theories

Suggested reference materials:

[PSI Grounding Tutorial](http://www.psihq.com/iread/strpgrnd.htm) (<http://www.psihq.com/iread/strpgrnd.htm>)

[NLSI Grounding Guidelines](http://www.lightningsafety.com/nlsi_lhm/rtaf3.html)

(http://www.lightningsafety.com/nlsi_lhm/rtaf3.html)

<http://www.srbrowne.com/booklet/page04.html>

National Electric Code, Article 250

Simmons, P. (2005). *Electrical grounding and bonding: Based on the 2005 National Electric Code*. Thomson Delmar Learning. ISBN: 1-4018-5938-0

BICSI (2001). *Telecommunications cabling installation*. McGraw-Hill Professional. ISBN: 0-0714-0979-3

Sample question representing this knowledge area:

A good ground is an important part of an installation for all of the following reasons EXCEPT:

- a. It helps reduce damage in case of a lightning hit.
- b. It eliminates any chance of personnel being electrocuted if a short occurs to a frame or cabinet.
- c. It protects sensitive electronics from electrical static discharge during installation.
- d. It is required by most manufacturers, industry practice, and electrical codes.

Explanation:

The correct answer is “c.” A good ground will not protect sensitive electronics from electrical static discharge during installation. Static discharge can, for example, result from handling electronic components or using packaging material improperly, neither of which is related to grounding. By contrast, a good ground will reduce damage in a lightning hit during installation by shunting the voltage from the lightning strike to the ground (since the path to the ground has the least resistance). This will divert most of the energy away from regular wiring. A good ground will also eliminate the chance of electrocution if a short occurs during installation by diverting the stray voltage to the ground. Finally, most manufacturers, industry standards, and electrical codes require a good ground.

5. Basic Computer Knowledge

Verizon technical positions require new hires to rapidly become familiar with a number of computer systems/applications. It is therefore important that the job candidates possess the basic knowledge needed to learn these systems/applications. In this test, job candidates will be asked to demonstrate basic knowledge of the Windows operating system and the installation and use of common application software (e.g., Microsoft Excel, Word, Outlook). The purpose of these test questions is not to evaluate candidates' knowledge of specialized telecommunications industry software or advanced knowledge of computer hardware and software. Our purpose is simply to determine whether candidates have had some basic experience working with computers.

Suggested reference sources:

None. To perform well on these questions, you should familiarize yourself with the basic functions and applications of computers.

Sample question representing this knowledge area:

Today's laptop computers primarily use ____ operating systems:

- a. DOS
- b. UNIX
- c. Windows
- d. Excel

Explanation:

The correct answer is "c." The question asks which operating system is PRIMARILY used by today's laptop computers. DOS is sometimes used, but it is an older operating system used only on rare occasions for older programs that were created before the Windows Platform came out. UNIX is used in many engineering systems (and is the base of the MAC OS10 system), but it is not the primary operating system for today's laptop computers. Excel is not an operating system at all, but is instead an application used inside the operating system.

Practice Questions

The following questions are similar to those you will find on the Field Operations Assessment. The questions are grouped according to knowledge area.

Knowledge Area 1: Basic Hardware and Installation for Outside Plant

1. On an initial test, a telephone line reads 500 ohm tip-ring resistance. What is the most likely cause of this reading?
 - a. The line is open
 - b. The telephone is off the hook
 - c. The line is grounded
 - d. The meter isn't calibrated properly
2. In residential areas, buried services are normally placed at depths of _____, unless a local zoning ordinance specifies otherwise.
 - a. 6-12 inches
 - b. 12-18 inches
 - c. 18-24 inches
 - d. 24-36 inches
3. A technician is making an in-line splice as part of a buried drop installation. Approximately how much outer sheath should be removed from each end of the piece of service wire being added?
 - a. 2 inches
 - b. 4 inches
 - c. 12 inches
 - d. 24 inches
4. Which of the following statements about installation of protectors is true?
 - a. Ground wires must not be spliced.
 - b. Gas tube protectors should be mounted on the pole to protect the drop line.
 - c. Wire with a gauge number of 22 or higher should be used to ground the protector.
 - d. Protectors used with aerial drops should be mounted within 6 inches of where the drop attaches to a building.
5. When connecting telephone service to a mobile home, where should the protector be mounted?
 - a. On the outside wall of the mobile home.
 - b. At least six feet from the mobile home
 - c. It is not needed because the mobile home is not grounded.
 - d. On a post or pole about one foot from the mobile home.

6. Load coils:
 - a. must be removed for digital circuits to function
 - b. must be used on T-1 lines
 - c. must be used on ISDN BRI lines
 - d. Both b and c
7. In a buried wire environment, the choice of whether to take a plowing or trenching approach to cable installation should be made during the:
 - a. pre-survey.
 - b. inspection of tools.
 - c. notification of Central Office.
 - d. installation.
8. Which of the following is a disadvantage of standard twisted wire relative to coaxial cable?
 - a. It is more susceptible to electrical interference (noise).
 - b. It is very expensive.
 - c. It is more difficult to work with.
 - d. It takes longer to splice.
9. What is the best location for a 66 punch-down block?
 - a. On a pole
 - b. In a manhole
 - c. On the rear wall of a building
 - d. Inside an office building
10. At which of the following locations must telephone company-owned ducts be sealed at both ends?
 - a. Ducts connecting one pole to another
 - b. Ducts connecting one building to another
 - c. Ducts connecting one manhole to another
 - d. All of the above

Knowledge Area 2: Basic Safety Procedures

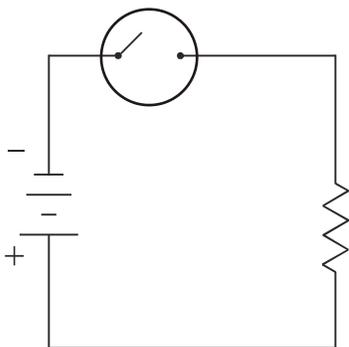
11. When must a telephone service technician wear a safety harness while working aloft on a telephone pole?
 - a. Only when the pole is shared by electric utility lines
 - b. Only when working under another employee
 - c. Only when climbing with "hooks"
 - d. A safety harness must be worn whenever a service technician works aloft on a telephone pole

12. A telephone service technician should use traffic cones:
- a. only when there is heavy traffic.
 - b. when there are children on site.
 - c. only when he/she needs to block a street.
 - d. when parking his/her service vehicle at a public area work site.

Knowledge Area 3: Basic Electrical Principles and Test Equipment

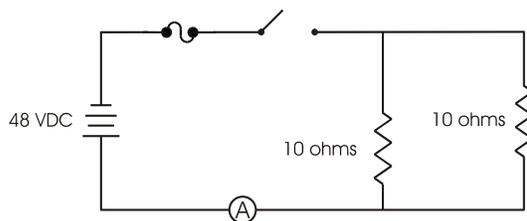
13. The United States standard for an alternating current is:
- a. 36 cycles per second.
 - b. 48 cycles per second.
 - c. 60 cycles per second.
 - d. 72 cycles per second.
14. What four factors affect the resistance of a conductor?
- a. Length, weight, height, and size
 - b. Temperature, length, size, and type of material
 - c. Ground, weight, type of material, and length
 - d. Voltage, size, length, and temperature
15. The unit of measurement for capacitance is the:
- a. ohm.
 - b. farad.
 - c. watt.
 - d. volt.

16. In the schematic diagram below, the circled symbol represents a:



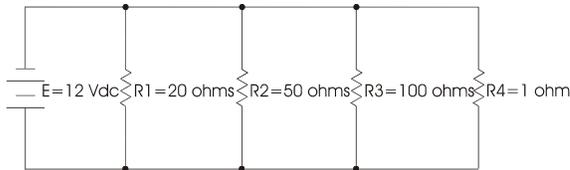
- a. capacitor.
- b. battery.
- c. switch.
- d. resistor.

17. Which of the following is used to measure the output of a battery?
- TDR
 - Wattmeter
 - Voltmeter
 - Any of the above
18. When using an Ohmmeter to measure a properly functioning component:
- a short will be measured across a ceramic capacitor.
 - an open will be measured across a mylar capacitor.
 - an open will be measured across a power transformer primary.
 - an open will be measured across loud speaker terminals.
19. A zener diode is used to:
- regulate voltage
 - amplify current
 - filter audio
 - switch circuits
20. One of the diodes in a full wave bridge rectifier opens. The DC output voltage will:
- increase.
 - cease (no output).
 - change polarity.
 - be pulsing.
21. Which of the following is the best conductor of electricity?
- Aluminum
 - Copper
 - Brass
 - Silver
22. What is the total current flow reading on the ammeter in this circuit?



- 0 amps
- 4.8 amps
- 6.4 amps
- 9.6 amps

23. In a closed parallel circuit:
- the total current flow will be less than the sum of the individual loop currents.
 - the total current flow will equal the sum of the individual loop currents.
 - the total current flow will exceed the sum of the individual loop currents.
 - None of the above
24. Assuming everything else is held constant, Ohm's law states that, as the current level of an electrical circuit increases:
- its voltage decreases.
 - its resistance decreases.
 - its inductance decreases.
 - its capacitance decreases.
25. Which meter will be used when measuring the signal-to-noise ratio on a DSL circuit?
- Subscriber Loop Analyzer
 - OTDR
 - T-BERD
 - Cable Hound
26. What type of circuit is depicted in the figure below?



- Series circuit
- Parallel circuit
- Solid state circuit
- Resonant circuit

Knowledge Area 4: Bonding and Grounding Principles

27. A B-temporary bond is used to:
- temporarily fix a ground in a telephone circuit.
 - bond metallic fixtures while working aloft.
 - ground a telephone circuit.
 - remove excessive noise from a telephone line.

28. If an electrical fault develops on an electrical fixture while it is connected with a B-temporary bond to a direct path to ground, the B-bond will:
- a. beep.
 - b. emit smoke.
 - c. light up.
 - d. break.
29. A good ground is an important part of an installation for all of the following reasons EXCEPT:
- a. It helps reduce damage in case of a lightning hit.
 - b. It eliminates any chance of personnel being electrocuted if a short occurs to a frame or cabinet.
 - c. It protects sensitive electronics from electrical static discharge during installation.
 - d. It is required by most manufacturers, industry practice, and electrical codes.

Knowledge Area 5: Basic Computer Knowledge

30. Today's laptop computers primarily use _____ operating systems:
- a. DOS
 - b. UNIX
 - c. Windows
 - d. Excel

Answers to Practice Questions with Explanations

Knowledge Area 1: Basic Hardware and Installation for Outside Plant

1. The correct answer is “b.” When a telephone is off-hook, it will have a resistance measured across the tip and ring of about 500 ohm. An open line is inconsistent with a reading of 500 ohm because there will be no connectivity between the tip and ring. A grounded line can result in a variety of readings depending on the location of the ground. Since a reading of 500 ohm signifies that the telephone is off-hook, and is therefore a plausible reading, it is unlikely that the meter has been improperly calibrated.
2. The correct answer is “b.” Telecommunications industry standards in residential areas specify that buried lines are to be placed at a depth of 12-18 inches, unless a local zoning ordinance supersedes industry standards.
3. The correct answer is “c.” The industry standard for splicing in-line buried drop cables is to remove 12 inches of the outer sheath before wrapping the splice to protect against water and moisture seepage into the splice. Four inches is too short and 24 inches is wasteful.
4. The correct answer is “a.” A good ground is necessary for a protector to function correctly. A spliced ground wire can, however, defeat the purpose of protectors. This is because exposed splices tend to degrade over time due to corrosion, resulting in failure of the ground. This failure occurs because corrosion causes resistance to form, which means the current will flow along a less resistant path than the one to the ground wire.
5. The correct answer is “d.” Protectors must be mounted on a rigid structure that is attached to the ground so that a ground wire can be securely attached to the protector. A mobile home is not structurally attached to the ground, so the protector must be mounted on a post or pole. The distance between the mounted protector and the mobile home should be about 12 inches, per industry standards.
6. The correct answer is “a.” Load coils (impedance matching transformers) are placed on POTS lines that exceed 6,000 feet. Load coils enhance the quality of analog voice signals by limiting the upper portion of the frequency spectrum, which is required by digital signals. Consequently, they interfere with the functioning of digital circuits.
7. The correct answer is “a.” A pre-survey is always done before any cable installation so that technicians know they have the proper materials (both type and amount). Tool inspection does not factor into the decision regarding plowing versus trenching. Once an approach has been selected, only then can the correct tools be chosen. The Central Office has nothing to do with how a wire is buried. And, of course, the choice should not be made during installation of the cable, since the technician may

not have all of the appropriate tools and equipment. Moreover, if the choice were made during installation, the field drawings would have to be updated.

8. The correct answer is “a.” Twisted wire does not have a shield around it to block electrical interference, whereas coaxial cable does. As such, twisted wire is more susceptible to electrical interference. Twisted wire is less expensive to manufacture than coaxial cable because it is less complex and uses less material per foot. Twisted wire is easier to work with than coaxial cable because the braided shield that makes up coaxial cable (whether it is made of copper or another metal) is more difficult to connect or bond to than twisted wire. Finally, splicing coaxial cable takes longer than splicing twisted wire because splicing coaxial cable requires the shield around the cable to be completely bonded to the splice. This adds complexity to the splicing process, which consequently takes longer to complete.
9. The correct answer is “d.” The 66 punch-down block is a device used to connect one group of wires to another. This device is not weatherproof and is used indoors rather than outdoors. Using it outdoors would cause the connections to corrode.
10. The correct answer is “d.” In this context, a duct is a pipe, tube, or conduit through which cables or wires are passed. Ducts must always be sealed on both ends to prevent moisture and foreign objects from entering. Location is irrelevant.

Knowledge Area 2: Basic Safety Procedures

11. The correct answer is “d.” OSHA regulations require the use of safety equipment to protect employees whenever they are working in situations in which injury or death could occur. The purpose of a safety harness is to protect employees from hazards associated with working in situations where a fall may injure or kill them. Working aloft on a telephone pole is one such situation. As such, a safety harness is required whenever a telephone service technician works aloft on a telephone pole.
12. The correct answer is “d.” When a telephone service technician performs an installation, maintenance, or repair activity at a public area work site, traffic cones are needed to: (1) provide a visible warning to other traffic, vehicular and pedestrian, that the service vehicle is parked and to stay clear of the work area; and (2) to serve as a reminder to the service technician to inspect the work area before departing or moving the service vehicle. As such, the use of traffic cones is limited neither to conditions involving only heavy traffic, nor to situations when a service technician needs to block a street. Moreover, the purpose of traffic cones is to ensure that not only children, but all pedestrians and vehicles, stay clear of the work area.

Knowledge Area 3: Basic Electrical Principles and Test Equipment

13. The correct answer is “c.” There are two worldwide standards that deal with the frequency of commercial alternating current (AC) electrical service: 50 Hz (Hertz, or cycles per second) and 60 Hz. North America, including the United States, is standardized on 60 Hz.

14. The correct answer is “b.” The resistance of a conductor: (a) decreases as the temperature decreases, (b) increases as the length of the conductor increases, and (c) decreases as the size (cross sectional area) of the conductor increases. Some types of materials are better conductors than others and, as such, have less resistance. For example, copper has less resistance than gold, and gold has less resistance than aluminum. The weight of a conductor, the voltage run through a conductor, the grounding of a conductor, and the height of a conductor (without knowledge of its width) are unrelated to resistance.
15. The correct answer is “b.” The unit of measurement for capacitance is farads (named for the 19th-century scientist Michael Faraday). The Ohm is a measure of resistance, the Watt is a measure of power, and the Volt is a measure of electrical potential.
16. The correct answer is “c.” This question represents several electrical symbols, each with well-established meanings, according to telecommunications industry standards, and their use in a schematic diagram of a circuit. The circled symbol is used to represent a switch.
17. The correct answer is “c.” A TDR (Time Domain Reflectometer) measures the length of a cable or the distance to a fault, a wattmeter measures power, and a voltmeter measures electrical potential (voltage). A battery’s output is electrical potential, which is measured in volts.
18. The correct answer is “b.” The Ohmmeter reading of properly functioning ceramic and mylar capacitors will indicate an open circuit. The Ohmmeter reading for both power transformer primaries and loud speaker terminals will show very low resistance, which does not indicate an open circuit.
19. The correct answer is “a.” Zener diodes are widely used to regulate voltage across a circuit. A zener diode conducts once the voltage reaches the diode’s reverse breakdown voltage (assuming it is connected in parallel with a variable voltage source so that it is reverse biased). The zener diode then maintains the voltage at that value.
20. The correct answer is “d.” A full wave bridge rectifier is composed of four diodes configured to convert AC to DC. If one of the diodes should open, the DC output will lose part of the AC phase conversion to DC, resulting in a period of zero DC output during each cycle of the AC (as would be produced by a half wave rectifier circuit). This is observable on an oscilloscope as a pulsing output with the voltage falling to zero and remaining there for a half wave period.
21. The correct answer is “d.” Of the four conductors listed, silver has the least resistance, followed by copper, aluminum, and brass. As such, silver is the best conductor. It is also, however, the most expensive. Because of the cost factor, copper is the most commonly used conductor.

22. The correct answer is “a.” Since the switch is open, no current can flow and the ammeter measuring the total current flow in the circuit will read 0 amps. It is important to study a complete circuit before beginning to calculate voltages and current flows. If the switch were closed, Ohm’s law could be used to calculate an answer.
23. The correct answer is “b.” It is a fundamental law of electrical theory that, in a closed parallel circuit, the total current flow is equal to the sum of the individual loop currents.
24. The correct answer is “b.” Ohm’s law states that, for any circuit, the electric current is directly proportional to the voltage and is inversely proportional to the resistance. Ohm’s law does not involve inductance or capacitance.
25. The correct answer is “a.” The subscriber loop analyzer is designed specifically to test the ratio of signal-to-noise on a DSL circuit. It does so using various test functions built into the equipment that compare the level of the signal to the level of the ambient noise on the circuit.
26. The correct answer is “b.” In the circuit above, all of the elements connect to the same two wires from the battery. The symbol used for the elements is that of a resistor. Since there are no capacitors or inductors shown, it cannot be a resonant circuit. Since there are no solid-state devices such as diodes or transistors, it cannot be a solid-state circuit. The resistors are arranged in parallel (that is, side-by-side with all elements connecting to the same upper and lower wires), not in series.

Knowledge Area 4: Bonding and Grounding Principles

27. The correct answer is “b.” The function of a B-temporary bond is to bond metallic fixtures to an earth ground. This is done to protect workers who might come into contact with potentially dangerous voltages while working in the vicinity of such fixtures. B-temporary bonds are used only on metallic fixtures. Response options “a,” “c,” and “d” all refer to communication circuits.
28. The correct answer is “b.” B-temporary bonds are designed to emit harmless smoke whenever an electrical fault occurs. This is done to alert workers to hazards so they can cease work until the fault can be resolved and it is safe to continue.
29. The correct answer is “c.” A good ground will not protect sensitive electronics from electrical static discharge during installation. Static discharge can, for example, result from handling electronic components or using packaging material improperly, neither of which is related to grounding. By contrast, a good ground will reduce damage in a lightning hit during installation by shunting the voltage from the lightning strike to the ground (since the path to the ground has the least resistance). This will divert most of the energy away from regular wiring. A good ground will also eliminate the chance of electrocution if a short occurs during installation by diverting the stray voltage to the ground. Finally, most manufacturers, industry standards, and electrical codes require a good ground.

Knowledge Area 5: Basic Computer Knowledge

30. The correct answer is “c.” The question asks which operating system is PRIMARILY used by today’s laptop computers. DOS is sometimes used, but it is an older operating system used only on rare occasions for older programs that were created before the Windows Platform came out. UNIX is used in many engineering systems (and is the base of the MAC OS10 system), but it is not the primary operating system for today’s laptop computers. Excel is not an operating system at all, but is instead an application used inside the operating system.