

BCS Level 4 Award in Voice and Data Solutions QAN 603/3257/8

Specimen Paper A

Record your surname / last / family name and initials on the answer sheet.

Specimen paper only 20 multiple-choice questions – 1 mark awarded to each question. Mark only one answer to each question. There are no trick questions.

A number of possible answers are given for each question, indicated by either **A. B. C. or D.** Your answers should be clearly indicated on the answer sheet.

Pass mark is 13/20.

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This qualification is regulated by Ofqual (in England).

- 1 What does PSTN stand for?
- A Privately switched telephone network.
 - B Public switched telephone network.
 - C Peak signal to noise.
 - D Public service telephone network.
- 2 What is a reliable route?
- A A route that is decided by a routing algorithm, and covers bandwidth, network delay, and hop count. Routes are protocol specific.
 - B A route that uses a deterministic dynamic routing algorithm: a device will continue to use a route until it receives information to use a different route.
 - C The path selection process in a WiFi network that begins with a broadcast transmission of a PREQ frame.
 - D It is dynamic source routing on radio mesh networks.
- 3 An MX record is linked to which service?
- A Printing.
 - B File sharing.
 - C Email.
 - D Website hosting.
- 4 VOIP solutions must comply with section 48 of the Communications Act 2003 by modifying General Condition 4. What is the result of this modification?
- A VOIP solutions are barred from dialling 999 or 112.
 - B Allow users to dial 999 and 112, showing local area calling line identification (CLI) per VOIP extension to the emergency operator.
 - C Allow users to dial 999 and 112 with the calling line identification (CLI) of the location's main DDI number shown to the emergency operator.
 - D Users should use special nominated handsets to dial 999 and 112.

- 5 What is the **MOST** common cause of choppy audio on a VOIP handset?
- A Background noise near the handset.
 - B PoE is not configured properly for the handset.
 - C QOS not configured on WAN / LAN.
 - D Handset LAN port is not configured properly.
- 6 A router using dynamic routing determines the best path to a destination address. When will it put this information into its route table?
- A When RIPv1 is the chosen protocol.
 - B If OSPF is activated.
 - C If the default route does not exist.
 - D It always does it.
- 7 Which of the following are routing protocols?
- A OSPF and TCP.
 - B RIP and UDP.
 - C TCP and UDP.
 - D OSPF and RIP.
- 8 Which of the following is **NOT** a purpose of name resolution?
- A Resolves the conflict when different domain names point to the same IP address.
 - B Converts domain names to IP addresses.
 - C Host name resolution resolves the names of TCP/IP resources.
 - D A method of reconciling an IP address to a user-friendly computer name.
- 9 Which of the following services are provided by a frontend server?
- A User Services, Replication, Voicemail, and address book.
 - B Inbound, Outbound, and Intercluster Trunk routing.
 - C Address Book, Voicemail, and Exchange-UM connectivity.
 - D User Services, Replication, Exchange-UM connectivity.

- 10 Which DNS zones can be edited?
- A Reverse, AD, stub.
 - B AD, primary, secondary.
 - C Primary, reverse, stub.
 - D Primary, AD, reverse.
- 11 What is the **MAXIMUM** acceptable latency for a one-way voice call based on ITU-T G.114 recommendations?
- A 150 ms.
 - B 100 ms.
 - C 50 ms.
 - D 300 ms.
- 12 What is a common cause of loss of incoming calls?
- A LAN port is faulty.
 - B VOIP handset has lost its configuration.
 - C Fault on VOIP system.
 - D QOS is not configured on WAN connection.
- 13 What is the role of an application server in a voice solution?
- A It integrates with elements such as media servers and session controllers, providing business logic and intelligence, and delivers supplementary services.
 - B It stores computer files that are shared with other servers in the system and is a repository for system logs and data.
 - C It provides communication services for users on a network who need to transfer files or access information on systems or networks at remote locations.
 - D It provides database services to other system elements, provides access to core system data, and is a repository for system configuration data.

- 14 Which of the following defines all available features for online conferencing?
- A Real time sharing of computer screens, applications and messaging.
 - B Real time sharing of applications and video conferencing.
 - C Real time voice communications and messaging to multiple locations / people.
 - D Real time sharing of voice, video, whiteboards, messaging and applications.
- 15 Which is the CORRECT explanation of SYSVOL replication?
- A Samba supports SYSVOL replication via DSFR.
 - B AD uses DFSR to replicate the disk-based portion of AD known as SYSVOL.
 - C The SYSVOL directory must be replicated by using a network share to any server that is configured to hold a copy of the SYSVOL.
 - D TCP 149 and UDP 148 network ports are used by the SYSVOL replication service.
- 16 PSTN usage records **SHOULD** be associated with which of the following?
- A Voice policies only.
 - B Routes only.
 - C Route utilisation.
 - D Voice policies and routes.
- 17 In a RIPv2 network, which algorithm does RIP use to calculate the **BEST** path between networks?
- A Bellmann-Ford.
 - B Diffie-Hellman.
 - C DUAL.
 - D Dijkstra.
- 18 Which feature on a voice system routes inbound calls to multiple endpoints (handsets)?
- A Group pickup.
 - B Hunt group.
 - C Call diversion.
 - D Call Park.

19 Which ports on a firewall need to be opened to allow SIP pass through?

- A 1720 for TCP.
- B 5060 and 5061, for TCP and UDP.
- C 25, 2525, and 587 for TCP.
- D 16384 to 32767 for UDP.

20 What is the **BEST** description for a MAN?

- A Migrating access node.
- B Mixed area network.
- C Metropolitan area network.
- D Multiple access node.

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