

MAHARASHTRA STATE BOARD OF SKILL DEVELOPMENT EXAMINATION, MUMBAI

Examination—July, 2020

CERTIFICATE COURSE IN TELEPHONE OPERATOR WITH INTERCOM SYSTEMS

[TIME ALLOWED—3 HOURS]

(MARKS—100)

BASIC TELEPHONE OPERATION (THEORY-III)

Marks

1. (a) Fill in the blanks (*any five*) :— 5
- (i) Tx is and Rx is stand for
 - (ii) PRO Stand for
 - (iii) SIM Stand for
 - (iv) CGM Stand for
 - (v) EPABX Stand for
 - (vi) PCO Stand for
- (b) Write *true* or *false* (*any five*) :— 5
- (i) Answer the call properly.
 - (ii) Do not speak in the transmitter.
 - (iii) Telephone operator need not have patience.
 - (iv) Capacity of DVD is less than CD.
 - (v) All websites of WWW are free.
 - (vi) The extension for word file is .jpg.
- (c) State long forms (*any five*) :— 5
- | | | |
|------------|----------|------------|
| (i) CPU | (ii) www | (iii) TRAI |
| (iv) EPABX | (v) CD | (vi) AGM. |
- (d) Match the pair (*any five*) :— 5
- | ' A ' Group | ' B ' Group |
|-----------------|---------------------------------|
| (i) Memory card | (a) data storage |
| (ii) GSM | (b) global system for mobile |
| (iii) MMS | (c) Multimedia message services |
| (iv) Copy | (d) Ctrl + C |
| (v) Undo | (e) Ctrl + Z |
| (vi) Paste | (f) Ctrl + V |
2. Attempt any *two* questions :— 16
- (a) Explain the types of tone.
 - (b) Explain about the EPABX board.
 - (c) Explain the telephone billing information.
 - (d) Give information about FDMA Technology.

[*trun over*]

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| 3. Attempt any <i>two</i> questions :— | 16 |
| (a) Write the list of Input and Output device. | |
| (b) Explain the mobile phone with facilities. | |
| (c) Give information about the internet. | |
| (d) What is method of set the margin on computer ? | |
| 4. Attempt any <i>two</i> questions :— | 16 |
| (a) State different types of trunk call. | |
| (b) State different types of subscribers. | |
| (c) Write the work of MTNL. | |
| (d) What do you mean by fully connected network. | |
| 5. Write short notes (any <i>four</i>) :— | 16 |
| (a) STD | |
| (b) E-mail | |
| (c) ISD | |
| (d) PLAN-180 | |
| (e) GPC. | |
| 6. Attempt any <i>two</i> questions :— | 16 |
| (a) Explain about the Keyboard. | |
| (b) Explain how to be a good telephone operator ? | |
| (c) Write the steps of create a bill. | |
| (d) What are the advantages of SPE ? | |
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