Time : 1½ Hours   **TELECOMMUNICATION**

Subject Code   **(NSQF)**

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Total No. of Questions : 3   **(Printed Pages : 7)**   **Maximum Marks : 30**

INSTRUCTIONS : (*i*)   Answer each question on a fresh page.

(*ii*)   Write the question number and sub-question number

clearly.

(*iii*)   *All* questions are compulsory.

(*iv*)   Figures to the right indicate full marks.

1.   (A)   Choose and write the *correct* alternative from the options given

below :   3

(*i*)   .... is a free & open source operating system.

(*a*)   Android

(*b*)   Linux

(*c*)   Windows

(*d*)   MAC

(*ii*) .... allows you to change the size, colors, alignment and font type you want.

(*a*)　　sorting cells

(*b*)　　merging cells

(*c*)　　filtering cells

(*d*)　　formatting cells

(*iii*) Application programmes usually require an .... system to function.

(*a*)　　operating

(*b*)　　non-operating

(*c*)　　working

(*d*)　　non-working

(*iv*) It can be used for inserting information at the bottom of each page automatically :

(*a*)　　footer

(*b*)　　header

(*c*)　　formatting

(*d*)　　styles

(*v*)   Ram and Reeta .... new people everyday.

    (*a*)   meets

    (*b*)   meet

    (*c*)   met

    (*d*)   meeting

(*vi*)   The branch of linguistic that comprises the study of human speech is ....

    (*a*)   phonology

    (*b*)   phonetics

    (*c*)   transcription

    (*d*)   Homophones

(B)   Answer the following questions in *one* sentence :   3

(*i*)   Draw a table of MS excels of 3/2 dimensions (3 column & 2 rows).

(*ii*)   Describe mail app in windows 8.

(*iii*)   Give the function of Autoplay features used while installing.

(C) Answer the following questions in **2-3** sentences : 4

(i) What is MS word ? (write **2** points)

(ii) Explain Auditory phonetics.

2. (A) Choose and write the *correct* alternative from the options given below : 3

(i) In digital technology, translation of information is into .... format.

(a) Decimal

(b) Binary

(c) Numerical

(d) Hexadecimal

(ii) In free space optical communication the light beam travels through ....

(a) Optical fiber

(b) Coaxial cable

(c) Glass

(d) Open air

(*iii*) .... is needed to specifically address the need of the client.

  (*a*) Identifying the needs of customer

  (*b*) Identifying the need of seller

  (*c*) Identifying the need of retailer

  (*d*) Identifying the need of manufacturer

(*iv*) Talking to customer requires .... communication skill.

  (*a*) Good

  (*b*) Bad

  (*c*) Worst

  (*d*) Average

(*v*) The urgent & important task should be given ....

  (*a*) 3rd priority

  (*b*) 1st priority

  (*c*) 4th priority

  (*d*) 2nd priority

(vi)   A goal should be .... & achievable.

      (a)   Adjustable

      (b)   Relaxable

      (c)   Manageable

      (d)   Knowledgeable

(B)   Answer the following questions in *one* sentence :   3

    (i)   Give a sentence describing rainy climate.

    (ii)   Frame one questions for the following words :

      (a)   "where"

      (b)   "how".

    (iii)   Name the 3 skills to identify the needs of the customer ?

(C)   Answer the following questions in **2-3** sentences :   4

    (i)   Draw a diagram of Radio communication and label it.

    (ii)   Describe half duplex communication system.

3.   (A)   Answer the following questions in *one* sentence :   3

    (i)   How to stay resilient ?

    (ii)   Write the telephonic etiquettes for the following situation :

      (a)   If you want to place a caller on a hold.

    (iii)   Define activity log.

(B) Answer the following questions in **2-3** sentences. 4

     (*i*) What is the general approach when answering the call ?

     (*ii*) State the benefits of scheduling (any **2** points).

(C) Answer the following question in not less than *five* sentences each. 3

     (*i*) Differentiate between Analog and digital communication on the

          basis of :

          (*a*) signal

          (*b*) memory

          (*c*) waves.