

ENGLISH FOR WORK / ENGLISH FOR NETWORK AND SERVICE TEAMS

Telecommunications English

Keep the service picture clear. Turn technical uncertainty into useful updates.



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Eight practical lessons. Eleven extended conversations.

Vocabulary, phrase banks, guided speaking, and explained answers.

Revised 2026 edition / Upper-intermediate to advanced

Your route through the book

01 Network Operations and Outage Bridges, page 4

Give a concise incident update that separates verified impact, investigation, and a timed communication commitment.

02 Fiber Deployment and Construction Coordination, page 14

Describe a construction handover accurately and request the missing acceptance evidence without overstating readiness.

03 Wireless Capacity and Coverage, page 26

Compare wireless observations, test a causal claim, and request measurements that distinguish coverage from capacity.

04 Provisioning and Service Activation, page 37

Resolve an incomplete service request through precise identifiers, time references, and a closed-loop read-back.

05 Field Service and Dispatch, page 49

Elicit observable symptoms, document unknowns, and set accurate expectations for a field-service handoff.

06 Regulatory and Emergency Services, page 59

Challenge an unsupported service claim and coordinate a clear, service-specific customer notice with the responsible reviewers.

07 Customer Churn and Service Recovery, page 73

Acknowledge repeated disruption, offer accountable follow-up, and distinguish service recovery from unsupported retention promises.

08 Vendor and Equipment Lifecycle, page 84

Compare procurement options across a common planning horizon and explain the limits of a headline-price comparison.

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Suggested study range: B2-C1. This is an editorial study range, not a certified proficiency assessment.

Name the service, the evidence, and the next step

Telecommunications teams work across technical, commercial, and customer-facing boundaries. Precise English keeps a reported symptom from becoming an assumed cause, a target from becoming a promise, and a completed task from becoming an approved service.

Separate service impact from root cause

A team can confirm that a service is interrupted before it knows which component caused the interruption. Report each with its own confidence level.

"We have confirmed the affected area; fault isolation is still in progress."

Use identifiers before shorthand

An address may contain several circuits, accounts, or services. Confirm the relevant reference and read it back before arranging changes.

"Which circuit at that address is included in the activation request?"

Distinguish readiness from completion

Installation, inspection, acceptance, provisioning, and activation are different milestones. Name the milestone that the evidence actually supports.

"The installation is complete; acceptance remains pending."

Make the update commitment useful

Give a named owner, a time zone, and the purpose of the next update. Do not turn an update time into a restoration estimate.

"I will update you at 14:00 Eastern, even if the restoration estimate is still unavailable."

Professional boundaries

All operators, customers, circuits, incidents, dates, prices, contracts, and local procedures are fictional. This book teaches professional English, not network configuration, field-safety procedures, legal compliance, or emergency-call handling. Use approved operating procedures and qualified personnel. Regulatory examples identify their jurisdiction and are not complete compliance instructions.

A Read the situation

LESSON 01 / NETWORK OPERATIONS AND OUTAGE BRIDGES

Give a concise incident update that separates verified impact, investigation, and a timed communication commitment.

The next update is not a restoration promise

At 09:10, incident O73 interrupts 120 broadband services in the East service area. The number is a count of services, not individual people. Network alarms confirm the interruption, but the cause has not been isolated. No estimated time of restoration has been verified. Network operations lead Arun and customer communications lead Tess join an outage bridge. Their next public update is due at 09:40 Eastern. They need a consistent message without inventing a restoration time or blaming a recent change before evidence connects it to the incident.

People: Arun, Network operations lead; Tess, Customer communications lead.

Read the record

Choose one answer per question using the facts above.

1. What is the verified impact?

- A. One confirmed faulty router
- B. 120 broadband services in the East area
- C. 120 individual people nationwide
- D. Every service in all areas

2. What does 09:40 Eastern represent?

- A. The incident start
- B. The end of customer impact
- C. The next public update
- D. A verified restoration time

3. What remains unconfirmed?

- A. The root cause and restoration estimate
- B. The incident identifier
- C. The affected service count
- D. The 09:10 start time

[Answers and explanations, page 111](#)

B Vocabulary in use

CORE TERMS

NOC

Network operations center; the team or facility monitoring network service.

notify the NOC

incident commander

The person coordinating the incident response.

identify the incident commander

blast radius

Informal term for the extent of an incident's effects.

assess the blast radius

alarm correlation

Analysis of related alerts to find a common pattern.

perform alarm correlation

ETR

Estimated time of restoration; a forecast, not automatically a guarantee.

validate the ETR

degradation

Reduced performance without necessarily losing the entire service.

report service degradation

outage bridge

A coordinated call used to manage an interruption.

join the outage bridge

service impact

The effect of an incident on a defined service.

confirm service impact

fault isolation

Investigation to locate the source of a fault.

continue fault isolation

root cause

The underlying cause established through investigation.

verify the root cause

restoration

Return of the affected service to its required operating state.

confirm service restoration

packet loss

Failure of some transmitted data packets to reach their destination.

measure packet loss

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

NOC NOC

notify the NOC

Keep the meaning precise: Network operations center; the team or facility monitoring network service.

fault isolation FAULT ISOLATION

continue fault isolation

Keep the meaning precise: Investigation to locate the source of a fault.

B Precision and professional shorthand

EXTEND YOUR RANGE

latency

Time taken for data to travel through a specified path.

measure latency

failover

Transfer to an alternative component or path after a problem.

assess failover status

workaround

A temporary way to reduce impact without resolving the underlying cause.

evaluate a workaround

rollback

Return to a prior configuration or release under an approved process.

request a rollback

status cadence

The agreed frequency of updates.

establish a status cadence

monitoring window

A defined period for observing service behavior.

complete the monitoring window

jitter

Variation in packet delay over time.

monitor jitter

redundancy

Additional capacity or components intended to improve resilience.

verify redundancy

change freeze

A restriction on changes during a defined period.

observe the change freeze

escalation path

The defined route for involving additional authority or expertise.

follow the escalation path

incident timeline

A chronological record of relevant incident events.

maintain the incident timeline

post-incident review

A structured review of the response and underlying learning.

schedule a post-incident review

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

packet loss PACKET LOSS

measure packet loss

Keep the meaning precise: Failure of some transmitted data packets to reach their destination.

workaround WORKAROUND

evaluate a workaround

Keep the meaning precise: A temporary way to reduce impact without resolving the underlying cause.

Phrases that move the work forward

Open the update

Here is the confirmed service impact.

Retain the unit

We have identified 120 affected broadband services.

Reject speculation

The recent change is a lead, not a confirmed cause.

Name the next contact

The next public update is at 09:40 Eastern.

Ask for a source

Which monitoring result supports that statement?

Keep the bridge focused

Let us separate current impact from the investigation hypotheses.

Record a milestone

Please add that event and its time to the incident timeline.

Keep the message aligned

Customer care and the status page should use the same verified facts.

Bound the area

The interruption is limited to the East service area in our current evidence.

Separate cause from impact

The interruption is confirmed; the cause is still under investigation.

Qualify the estimate

We do not yet have a verified restoration estimate.

Prevent confusion

That is an update time, not a restoration commitment.

Check a workaround

Has the proposed workaround been approved and validated?

Assign an owner

Arun will confirm the technical status before the message goes out.

Avoid premature closure

We need the agreed monitoring evidence before closing the incident.

Close the handover

I will circulate the impact, open questions, owner, and next update time.

Precision in real exchanges

Purpose: Separate cause from impact

Useful wording: The interruption is confirmed; the cause is still under investigation.

Purpose: Reject speculation

Useful wording: The recent change is a lead, not a confirmed cause.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which public line is accurate?

- A.** A recent change definitely caused the outage.
- B.** Service will be restored at 09:40.
- C.** We are investigating an interruption affecting 120 broadband services in the East area.
- D.** All East residents have lost every service.

2. A colleague says the recent change caused O73. What is the best response?

- A.** Should we remove the change from the investigation until every other cause is excluded?
- B.** Can we publish the vendor's first hypothesis as the confirmed cause?
- C.** What evidence links that change to this incident?
- D.** Can we use the change timestamp alone as the root-cause finding?

3. A colleague needs the term for this meaning: The effect of an incident on a defined service. Which term fits?

- A.** ETR
- B.** failover
- C.** status cadence
- D.** service impact

D Choose the response that fits / continued

4. Rebuild the exchange from "The next update is not a restoration promise". Tess: "Someone on the call mentioned a change made earlier this morning. Is that the explanation we should give?" Arun: [missing response] Tess: "Understood. The status page has a field for the expected restoration time. Should I enter our next update time there?" Which response belongs in the gap?

- A.** Leave the ETR as unavailable under the page's approved format. Our 09:40 Eastern commitment is to publish an update, not to restore the service.
- B.** No. Fault isolation is still in progress. The change is one lead, but timing alone does not establish that it caused the interruption.
- C.** We need the agreed monitoring window and the relevant service checks. One favorable indicator alone does not demonstrate that every affected service has recovered.
- D.** Good. Use that same factual core across channels. After recovery, the post-incident review can address the fuller explanation and any follow-up actions.

[Answers and explanations, page 111](#)

One useful distinction

An affected-service count is not automatically a count of customers, households, or people. Retain the measurement unit in every update. A shared incident identifier helps different teams discuss the same event without merging unrelated reports.

E Conversation

The next update is not a restoration promise

The next update is not a restoration promise

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

service impact / status cadence / post-incident review / incident commander / restoration
/ affected-service count / incident timeline / ETR / Fault isolation / monitoring window

- 01 **Tess:** Care needs a line for O73 now. They are getting questions about a nationwide outage. What impact can I actually confirm, and what stays open?
- 02 **Arun:** Start with the ¹ _____. 120 broadband services in the East area have been interrupted since 09:10. We have not confirmed an impact outside that area.
- 03 **Tess:** Can I describe that as 120 customers? It sounds more natural in a public notice than a count of services.
- 04 **Arun:** Keep the ² _____. It does not tell us the number of individual people or accounts. We should not convert the figure without a reliable mapping.
- 05 **Tess:** Someone on the call mentioned a change made earlier this morning. Is that the explanation we should give?
- 06 **Arun:** No. ³ _____ is still in progress. The change is one lead, but timing alone does not establish that it caused the interruption.
- 07 **Tess:** Understood. The status page has a field for the expected restoration time. Should I enter our next update time there?
- 08 **Arun:** Leave the ⁴ _____ as unavailable under the page's approved format. Our 09:40 Eastern commitment is to publish an update, not to restore the service.
- 09 **Tess:** I want customers to see that we are actively working on this, even if we cannot give them a finish time.
- 10 **Arun:** We can say the network team is investigating. Set the ⁵ _____ clearly and provide the next time. That is a concrete commitment we can keep while the technical position develops.

Conversation continues on the next page.

The next update is not a restoration promise

CONVERSATION / CONTINUED

- 11 **Tess:** Can we split the bridge updates? I am hearing a proposed workaround mixed in with confirmed customer impact, and care needs to know which is which.
- 12 **Arun:** I will ask the ⁶ _____ to separate those workstreams. A proposed workaround should not enter the customer message as available before it is approved and validated.
- 13 **Tess:** Who will confirm the technical wording before I send it to the status-page team and customer care?
- 14 **Arun:** I will. Put the current facts in the ⁷ _____ as well, so later updates can show what changed and when.
- 15 **Tess:** If one monitoring screen turns green, can I immediately say that everyone is back online?
- 16 **Arun:** We need the agreed ⁸ _____ and the relevant service checks. One favorable indicator alone does not demonstrate that every affected service has recovered.
- 17 **Tess:** Then the next message may still say we are investigating, but it will have a named owner and a clear time.
- 18 **Arun:** Yes. If the impact changes, describe the ⁹ _____ status precisely. Do not replace an unknown cause with a guess just to make the message feel more complete.
- 19 **Tess:** I will keep the 120-service figure, the East area, the investigation status, and the 09:40 Eastern update commitment together.
- 20 **Arun:** Good. Use that same factual core across channels. After recovery, the ¹⁰ _____ can address the fuller explanation and any follow-up actions.

CHECK THE GAPS

1. service impact / **2.** affected-service count / **3.** Fault isolation / **4.** ETR / **5.** status cadence / **6.** incident commander / **7.** incident timeline / **8.** monitoring window / **9.** restoration / **10.** post-incident review

[Why these answers fit, page 112](#)

F Check accuracy and scope

The next update is not a restoration promise

Return to the case

At 09:10, incident O73 interrupts 120 broadband services in the East service area. The number is a count of services, not individual people. Network alarms confirm the interruption, but the cause has not been isolated. No estimated time of restoration has been verified. Network operations lead Arun and customer communications lead Tess join an outage bridge. Their next public update is due at 09:40 Eastern. They need a consistent message without inventing a restoration time or blaming a recent change before evidence connects it to the incident.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which sentence correctly uses ETR?

- A. ETR means the incident has ended.
- B. The public-update deadline guarantees restoration.
- C. No ETR has been verified; the next update is at 09:40 Eastern.
- D. The ETR is simply the time we promised to post.

2. What should the handover preserve?

- A. An unverified component name as root cause
- B. A count of people inferred from services
- C. Impact, open questions, owner, and next update time
- D. Only the most optimistic guess

[Answers and explanations, page 114](#)

Listen for the distinction

Swap roles for turns 11-20; request the evidence needed before announcing recovery.

Urgency needs a shared status vocabulary

On a busy bridge, short statements help only when everyone understands their status. Use confirmed, investigating, and not yet verified consistently. A direct challenge to an unsupported estimate protects the team from repeating a promise it cannot substantiate.

F Say it / transfer to a new case

Separate a second update from a forecast

Incident R16 affects 45 voice services in the North area from 14:05. The next update is at 14:30 Central. The cause and restoration estimate remain unverified.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

14:30 Central / R16 / 45 voice services / unverified

- 01 **Lead:** The incident reference is ¹ _____.
- 02 **Agent:** The verified impact is ² _____.
- 03 **Lead:** Our next update is at ³ _____.
- 04 **Agent:** The restoration estimate remains ⁴ _____.

CHECK THE GAPS

1. R16 / **2.** 45 voice services / **3.** 14:30 Central / **4.** unverified

[Why these answers fit, page 114](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "The next update is not a restoration promise". Tess: "Who will confirm the technical wording before I send it to the status-page team and customer care?" Arun: [missing response] Tess: "If one monitoring screen turns green, can I immediately say that everyone is back online?" Which response belongs in the gap?

- A.** Good. Use that same factual core across channels. After recovery, the post-incident review can address the fuller explanation and any follow-up actions.
- B.** No. Fault isolation is still in progress. The change is one lead, but timing alone does not establish that it caused the interruption.
- C.** Leave the ETR as unavailable under the page's approved format. Our 09:40 Eastern commitment is to publish an update, not to restore the service.
- D.** I will. Put the current facts in the incident timeline as well, so later updates can show what changed and when.

[Answers and explanations, page 115](#)

A Read the situation

LESSON 02 / FIBER DEPLOYMENT AND CONSTRUCTION COORDINATION

Describe a construction handover accurately and request the missing acceptance evidence without overstating readiness.

Installed does not mean accepted

Fiber route F24 is physically installed. The contractor has supplied route photographs and an optical time-domain reflectometer trace, but the agreed handover package also requires an insertion-loss report, updated route drawings, and an inspection sign-off. Those three items remain pending. The next team has scheduled service work on the assumption that the route is accepted. Deployment coordinator Hana and construction lead Victor must correct that assumption. No inspection failure has been reported, but neither installation photographs nor a single test trace establish completion of the agreed acceptance process.

People: Hana, Deployment coordinator; Victor, Construction lead.

Read the record

Choose one answer per question using the facts above.

1. Which milestone is complete?

- A. Service activation
- B. Physical installation of route F24
- C. Inspection sign-off
- D. Full handover acceptance

2. Which item has been supplied?

- A. The updated route drawings
- B. The inspection sign-off
- C. An OTDR trace
- D. The insertion-loss report

3. What can be said about inspection?

- A. Sign-off is pending; no failure is reported.
- B. It has definitely failed.
- C. It is unnecessary because photographs exist.
- D. It has already authorized service.

[Answers and explanations, page 116](#)

B Vocabulary in use

CORE TERMS

fiber route

The path followed by an installed fiber cable system.

identify the fiber route

as-built drawing

A drawing showing the installation as actually constructed.

update the as-built drawing

splice schedule

A record of planned or completed fiber connections.

reconcile the splice schedule

termination

The prepared end connection of a cable or fiber.

document the termination

OTDR

Optical time-domain reflectometer; an instrument characterizing fiber events using backscattered light and reflections.

review the OTDR trace

loss budget

The planned allowance for optical loss across a link.

check the loss budget

cable plant

The installed cabling and associated connecting components.

document the cable plant

splice enclosure

A protective housing for joined fiber sections.

identify the splice enclosure

fiber strand

An individual optical fiber within a cable.

identify the fiber strand

patch panel

A panel organizing connections between cables and equipment.

label the patch panel

insertion loss

Reduction in optical power through a link or component.

record insertion loss

acceptance criterion

A stated condition that must be met for acceptance.

confirm the acceptance criteria

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

fiber route FIBER ROUTE

identify the fiber route

Keep the meaning precise: The path followed by an installed fiber cable system.

fiber strand FIBER STRAND

identify the fiber strand

Keep the meaning precise: An individual optical fiber within a cable.

B Precision and professional shorthand

EXTEND YOUR RANGE

test report

A documented account of test methods and results.

submit the test report

handover package

The agreed documents and evidence supplied at transfer.

complete the handover package

snag

A defect or incomplete item requiring attention.

record a snag

wayleave

Permission to install or maintain infrastructure across another party's land.

check the wayleave

duct

A protective conduit through which cable is routed.

identify the duct

reinstatement

Restoration of disturbed surfaces after construction work.

inspect the reinstatement

inspection sign-off

Recorded approval following the specified inspection.

obtain inspection sign-off

punch list

A recorded list of remaining defects or unfinished items.

close the punch list

demarcation point

The defined boundary between service or ownership responsibilities.

identify the demarcation point

right of way

A legal or designated right to use a route or corridor.

confirm the right of way

pull section

A defined route segment used in cable-installation planning.

document the pull section

ready for service

A status indicating the specified service-readiness conditions are met.

verify ready-for-service status

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

acceptance criterion **ACCEPTANCE CRITERION**

confirm the acceptance criteria

Keep the meaning precise: A stated condition that must be met for acceptance.

snag **SNAG**

record a snag

Keep the meaning precise: A defect or incomplete item requiring attention.

Phrases that move the work forward

Name the completed task

Physical installation of F24 is complete.

List the supplied evidence

We have photographs and an OTDR trace.

Request the current drawing

Please supply the updated as-built route drawing.

Separate the measurements

The trace does not replace the agreed loss report.

Ask about ownership

Who is responsible for each outstanding item?

Qualify downstream planning

The service work depends on acceptance, not just installation.

Check the boundary

Which demarcation point does this report cover?

Escalate the dependency

I will flag the acceptance gap to the scheduling team.

Correct the status

The route has not yet been accepted.

Identify a missing item

The insertion-loss report is still outstanding.

Clarify the inspection

Inspection sign-off is pending; no failure has been reported.

Refer to the agreement

Let us check the handover package against the acceptance criteria.

Avoid a date assumption

Do we have confirmed submission dates or only targets?

Correct the schedule note

Please mark the route as installed, acceptance pending.

Keep evidence traceable

The test result needs the route and fiber identifiers.

Close the handover

We will confirm readiness after the required evidence is reviewed.

Precision in real exchanges

Purpose: Identify a missing item

Useful wording: The insertion-loss report is still outstanding.

Purpose: Request the current drawing

Useful wording: Please supply the updated as-built route drawing.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which schedule note is supported?

- A.** F24 accepted and active.
- B.** F24 failed inspection.
- C.** F24 requires no further documents.
- D.** F24 installed; acceptance pending.

2. What should Hana request?

- A.** An acceptance notice based only on the supplied OTDR trace
- B.** A confirmed service date before the missing inspection decision is obtained
- C.** The missing reports, drawings, and inspection sign-off with owners and dates
- D.** The design drawings relabeled as-built without checking changes

3. A colleague needs the term for this meaning: A protective housing for joined fiber sections. Which term fits?

- A.** duct
- B.** OTDR
- C.** handover package
- D.** splice enclosure

D Choose the response that fits / continued

4. Rebuild the exchange from "Installed does not mean accepted". Hana: "The contractor says the trace looks good. Does that make the separate loss report a paperwork formality?" Victor: [missing response] Hana: "The current route drawing is the design version. Does the handover need to show the final installed path?" Which response belongs in the gap?

- A.** No. Insertion loss is a separate required result in our agreement. We should not treat one type of evidence as a replacement for another because it looks reassuring.
- B.** We have photographs and an OTDR trace. The agreed package also includes an insertion-loss report, updated route drawings, and inspection sign-off. Those three items are still outstanding.
- C.** I will update the handover package tracker with owners and target dates. I will mark a date confirmed only when the responsible person has actually committed to it.
- D.** Exactly. Ask them to plan against the acceptance criteria, not the contractor's shorthand. We need the outstanding evidence reviewed before anyone turns that status into ready for service.

[Answers and explanations, page 116](#)

One useful distinction

An OTDR trace helps locate and characterize events along a fiber. It is not a substitute for every required measurement. Here the agreed insertion-loss report remains a separate handover requirement, regardless of how convincing the trace appears.

Conversation

Installed does not mean accepted

Installed does not mean accepted

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

handover package / fiber route / Insertion loss / acceptance criteria / inspection sign-off
/ as-built drawing / fiber strand / ready for service / OTDR / demarcation point

- 01 **Hana:** F24 is on tomorrow's service schedule. The note just says complete. Does that mean construction has finished, or has the route actually been accepted?
- 02 **Victor:** The ¹ _____ is physically installed. That is what the contractor reported, but I have not issued an acceptance notice for the handover.
- 03 **Hana:** We need to correct the schedule before that wording travels further. What evidence has actually arrived?
- 04 **Victor:** We have photographs and an ² _____ trace. The agreed package also includes an insertion-loss report, updated route drawings, and inspection sign-off. Those three items are still outstanding.
- 05 **Hana:** The contractor says the trace looks good. Does that make the separate loss report a paperwork formality?
- 06 **Victor:** No. ³ _____ is a separate required result in our agreement. We should not treat one type of evidence as a replacement for another because it looks reassuring.
- 07 **Hana:** The current route drawing is the design version. Does the handover need to show the final installed path?
- 08 **Victor:** Yes, we need the ⁴ _____ for the completed installation. If the route or connections changed, the receiving team needs the actual arrangement, not an assumption that the original plan stayed unchanged.
- 09 **Hana:** Is the inspection delayed because something failed, or do we simply not have a recorded decision yet?
- 10 **Victor:** We are awaiting ⁵ _____. No failure has been reported. I would avoid saying passed or failed until we have the inspection record and its actual outcome.

Conversation continues on the next page.

Installed does not mean accepted

CONVERSATION / CONTINUED

- 11 **Hana:** Then I should tell the service team that installation is complete but acceptance remains pending.
- 12 **Victor:** Exactly. Ask them to plan against the ⁶ _____, not the contractor's shorthand. We need the outstanding evidence reviewed before anyone turns that status into ready for service.
- 13 **Hana:** Please send an owner and expected date for each missing item. Which dates are firm, and which are still targets?
- 14 **Victor:** I will update the ⁷ _____ tracker with owners and target dates. I will mark a date confirmed only when the responsible person has actually committed to it.
- 15 **Hana:** The test files also need to identify what was measured. There are several fibers and more than one termination point.
- 16 **Victor:** Agreed. Each result needs the route, ⁸ _____, and endpoint references. A technically valid result is still unhelpful if the receiving team cannot match it to the connection they will use.
- 17 **Hana:** I will move the schedule note out of the accepted column and explain the dependency to the next team.
- 18 **Victor:** Use ⁹ _____ only after the required review. That keeps the milestone meaningful and avoids asking the next team to discover the missing records on site.
- 19 **Hana:** I will also keep pending separate from failed. We need to correct the assumption without inventing a construction defect.
- 20 **Victor:** Thank you. Once the evidence is complete, we can confirm the ¹⁰ _____ and the accepted scope together, then notify scheduling with a clear, traceable status.

CHECK THE GAPS

1. fiber route / 2. OTDR / 3. Insertion loss / 4. as-built drawing / 5. inspection sign-off / 6. acceptance criteria / 7. handover package / 8. fiber strand / 9. ready for service / 10. demarcation point

[Why these answers fit, page 117](#)

F Check accuracy and scope

Installed does not mean accepted

Return to the case

Fiber route F24 is physically installed. The contractor has supplied route photographs and an optical time-domain reflectometer trace, but the agreed handover package also requires an insertion-loss report, updated route drawings, and an inspection sign-off. Those three items remain pending. The next team has scheduled service work on the assumption that the route is accepted. Deployment coordinator Hana and construction lead Victor must correct that assumption. No inspection failure has been reported, but neither installation photographs nor a single test trace establish completion of the agreed acceptance process.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which sentence handles the inspection accurately?

- A. Installation automatically closes inspection.
- B. We are awaiting sign-off; no failure has been reported.
- C. Pending always means failed.
- D. A photograph counts as inspector approval.

2. What is the best response to the OTDR argument?

- A. A trace automatically accepts every strand.
- B. We can remove the requirement after the fact.
- C. The trace is useful, but the agreed insertion-loss report is still required.
- D. The two records always measure exactly the same thing.

[Answers and explanations, page 119](#)

Listen for the distinction

Swap roles for turns 11-20; distinguish installation, inspection, and acceptance status.

Milestone words carry operational consequences

One team may use done to mean its own physical task has ended, while another hears permission to proceed. Use the named milestone and list the remaining dependencies. Ask for an owner and evidence instead of assigning blame for the misunderstanding.

F Say it / transfer to a new case

Check a second handover

Route C18 is installed. Its drawings and loss report are supplied, but inspection sign-off is pending. The agreed local process requires that sign-off before acceptance.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

C18 / inspection sign-off / pending / physical installation

- 01 **Coordinator:** The route identifier is ¹ _____.
- 02 **Contractor:** The completed milestone is ² _____.
- 03 **Coordinator:** The outstanding approval is ³ _____.
- 04 **Contractor:** The acceptance status remains ⁴ _____.

CHECK THE GAPS

1. C18 / 2. physical installation / 3. inspection sign-off / 4. pending

[Why these answers fit, page 119](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Installed does not mean accepted". Hana: "Please send an owner and expected date for each missing item. Which dates are firm, and which are still targets?" Victor: [missing response] Hana: "The test files also need to identify what was measured. There are several fibers and more than one termination point." Which response belongs in the gap?

- A.** I will update the handover package tracker with owners and target dates. I will mark a date confirmed only when the responsible person has actually committed to it.
- B.** We have photographs and an OTDR trace. The agreed package also includes an insertion-loss report, updated route drawings, and inspection sign-off. Those three items are still outstanding.
- C.** Exactly. Ask them to plan against the acceptance criteria, not the contractor's shorthand. We need the outstanding evidence reviewed before anyone turns that status into ready for service.
- D.** No. Insertion loss is a separate required result in our agreement. We should not treat one type of evidence as a replacement for another because it looks reassuring.

[Answers and explanations, page 120](#)

Review 1 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Network Operations and Outage Bridges" and "Fiber Deployment and Construction Coordination". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: The person coordinating the incident response. Which term fits?

- A. root cause
- B. incident commander
- C. jitter
- D. escalation path

2. A colleague needs the term for this meaning: A panel organizing connections between cables and equipment. Which term fits?

- A. wayleave
- B. test report
- C. fiber route
- D. patch panel

3. Rebuild the exchange from "The next update is not a restoration promise". Tess: "I want customers to see that we are actively working on this, even if we cannot give them a finish time." Arun: [missing response] Tess: "Can we split the bridge updates? I am hearing a proposed workaround mixed in with confirmed customer impact, and care needs to know which is which." Which response belongs in the gap?

- A. We can say the network team is investigating. Set the status cadence clearly and provide the next time. That is a concrete commitment we can keep while the technical position develops.
- B. Start with the service impact: 120 broadband services in the East area have been interrupted since 09:10. We have not confirmed an impact outside that area.
- C. Yes. If the impact changes, describe the restoration status precisely. Do not replace an unknown cause with a guess just to make the message feel more complete.
- D. I will ask the incident commander to separate those workstreams. A proposed workaround should not enter the customer message as available before it is approved and validated.

Review 1 / Meaning and context / continued

4. Rebuild the exchange from "Installed does not mean accepted". Hana: "I will move the schedule note out of the accepted column and explain the dependency to the next team." Victor: [missing response] Hana: "I will also keep pending separate from failed. We need to correct the assumption without inventing a construction defect." Which response belongs in the gap?

- A.** We have photographs and an OTDR trace. The agreed package also includes an insertion-loss report, updated route drawings, and inspection sign-off. Those three items are still outstanding.
- B.** We are awaiting inspection sign-off. No failure has been reported. I would avoid saying passed or failed until we have the inspection record and its actual outcome.
- C.** No. Insertion loss is a separate required result in our agreement. We should not treat one type of evidence as a replacement for another because it looks reassuring.
- D.** Use ready for service only after the required review. That keeps the milestone meaningful and avoids asking the next team to discover the missing records on site.

[Answers and explanations, page 151](#)

A Read the situation

LESSON 03 / WIRELESS CAPACITY AND COVERAGE

Compare wireless observations, test a causal claim, and request measurements that distinguish coverage from capacity.

A signal map cannot explain a busy-hour slowdown

A station concourse provides public Wi-Fi. A coverage map shows signal availability across the seating area. During one quiet-period test, a device achieved 80 megabits per second; during one busy-period test, it achieved 5. The tests do not control for client count, device conditions, interference, or backhaul load. Station manager Mei asks wireless engineer Jordan whether adding access points will solve the problem. Jordan must explain why visible signal does not guarantee usable capacity and why two speed readings alone cannot establish the cause or justify a particular equipment change.

People: Mei, Station service manager; Jordan, Wireless engineer.

Read the record

Choose one answer per question using the facts above.

1. What does the coverage map establish here?

- A. Sufficient backhaul capacity at all times
- B. Reported signal availability across the seating area
- C. Guaranteed throughput for every user
- D. The cause of the busy-hour slowdown

2. What were the two observed speeds?

- A. 5 Mbps quiet and 80 Mbps busy
- B. 80 Mbps at both times
- C. Zero Mbps at both times
- D. 80 Mbps quiet and 5 Mbps busy

3. What is not yet justified?

- A. A claim that extra access points will solve the issue
- B. A request for comparable measurements
- C. Distinguishing coverage from capacity
- D. Recording the test times

[Answers and explanations, page 121](#)

B Vocabulary in use

CORE TERMS

WLAN

Wireless local-area network, commonly implemented using Wi-Fi.

assess the WLAN

coverage

The area in which a usable radio signal is available under stated conditions.

assess coverage

throughput

The achieved rate of useful data transfer over a measured interval.

measure throughput

RSSI

Received signal strength indicator; a measure of received radio signal level.

record RSSI

airtime

Time during which a shared wireless channel is occupied.

measure airtime utilization

co-channel interference

Interference or contention involving devices sharing a channel.

assess co-channel interference

access point

A device connecting wireless clients to a network.

identify the access point

capacity

The traffic or user demand a system can support under stated conditions.

assess capacity

bandwidth

A frequency range or, in service discussions, a link's nominal data capacity.

specify the bandwidth

SNR

Signal-to-noise ratio; signal level compared with background noise.

measure SNR

channel utilization

The proportion of observed time a channel is busy.

compare channel utilization

adjacent-channel interference

Interference involving transmissions on neighboring channels.

investigate adjacent-channel interference

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

WLAN WLAN

assess the WLAN

Keep the meaning precise: Wireless local-area network, commonly implemented using Wi-Fi.

bandwidth BANDWIDTH

specify the bandwidth

Keep the meaning precise: A frequency range or, in service discussions, a link's nominal data capacity.

B Precision and professional shorthand

EXTEND YOUR RANGE

client density

The concentration of connected or active devices in an area.

measure client density

backhaul

The connection carrying traffic onward from an access network.

check backhaul load

contention

Competition among devices for a shared transmission resource.

measure contention

sticky client

Informal term for a client that stays attached to a less suitable access point.

investigate a sticky client

heat map

A visual representation of measurements across an area.

interpret the heat map

baseline

A reference measurement used for comparison.

establish a baseline

concurrency

Simultaneous activity by multiple users or processes.

assess peak concurrency

bottleneck

A limiting point that constrains overall performance.

locate the bottleneck

roaming

A client's movement between access points while maintaining connectivity.

assess roaming behavior

site survey

A structured assessment of a wireless environment.

conduct a site survey

busy hour

A defined period of high traffic demand.

compare busy-hour results

test condition

A documented circumstance under which a measurement is taken.

control the test conditions

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

adjacent-channel interference **ADJACENT-CHANNEL INTERFERENCE**

investigate adjacent-channel interference

Keep the meaning precise: Interference involving transmissions on neighboring channels.

contention **CONTENTION**

measure contention

Keep the meaning precise: Competition among devices for a shared transmission resource.

Phrases that move the work forward

Acknowledge the map

The map is useful for signal availability.

State the observations

We observed eighty megabits per second in the quiet test and five in the busy test.

Explain capacity

More simultaneous demand can compete for the same resources.

Request comparable data

Let us repeat the tests under documented conditions.

Check radio conditions

We need signal, noise, and channel-utilization measurements.

Qualify the proposal

Extra access points are an option to assess, not a confirmed solution.

Separate time periods

The quiet-period result does not represent the busy hour.

Report the next step

I will bring a comparison of the measurements and likely constraints.

Name its limit

It does not guarantee throughput during peak demand.

Keep evidence bounded

Those are two readings, not a complete performance profile.

Avoid a diagnosis

We have not yet isolated the bottleneck.

Ask about devices

Were the device, location, and test method the same?

Check the onward path

We should compare backhaul load at the same time.

Prevent oversimplification

A strong signal can coexist with poor throughput.

Ask for the objective

What service level are we trying to support in this area?

Close without a promise

We can recommend a change after the limiting factor is better established.

Precision in real exchanges

Purpose: Keep evidence bounded

Useful wording: Those are two readings, not a complete performance profile.

Purpose: Explain capacity

Useful wording: More simultaneous demand can compete for the same resources.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which explanation is most accurate?

- A.** Signal availability and busy-hour throughput measure different things.
- B.** A coverage map guarantees every speed test.
- C.** Strong signal rules out all congestion.
- D.** One slow test proves the access point is defective.

2. What should Jordan say about adding access points?

- A.** It always increases throughput in proportion to device count.
- B.** It makes interference impossible.
- C.** It is an option to assess after identifying the constraint.
- D.** It will definitely solve the issue.

3. A colleague needs the term for this meaning: The traffic or user demand a system can support under stated conditions. Which term fits?

- A.** capacity
- B.** backhaul
- C.** airtime
- D.** heat map

D Choose the response that fits / continued

4. Rebuild the exchange from "A signal map cannot explain a busy-hour slowdown". Mei: "I had assumed that a strong signal meant the connection should be fast. What distinction should I use with the station team?" Jordan: [missing response] Mei: "Purchasing wants to add access points. Before we spend the money, what would show that the extra radios address the actual limit?" Which response belongs in the gap?

- A.** The map answers a narrower question. Coverage tells us something about the radio signal, not everything about the service passengers experience when many devices are active.
- B.** Start with client density and activity during the busy period. We also need the test device, location, method, and time recorded so the comparisons mean something.
- C.** First we need to locate the bottleneck. Extra access points are not automatically the answer, especially if channel conditions or an onward connection are limiting performance.
- D.** Separate signal availability from capacity. A device may receive a strong signal while competing with many other devices or encountering a limit elsewhere in the path.

[Answers and explanations, page 121](#)

One useful distinction

Coverage asks where a signal is available. Capacity asks how much demand the system can support under specified conditions. Throughput is an observed transfer rate. These related terms are not interchangeable, and a coverage map does not guarantee a throughput result.

E Conversation

A signal map cannot explain a busy-hour slowdown

A signal map cannot explain a busy-hour slowdown

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

Coverage / airtime / test conditions / bottleneck / throughput / baseline / backhaul / client density / channel utilization / capacity

- 01 **Mei:** The map shows signal across the concourse, but the evening team still gets complaints. Is the map missing something, or are we asking it the wrong question?
- 02 **Jordan:** The map answers a narrower question. ¹ _____ tells us something about the radio signal, not everything about the service passengers experience when many devices are active.
- 03 **Mei:** Our quiet test reached eighty megabits per second. In the busy test, the same report shows only five.
- 04 **Jordan:** Those are ² _____ readings under different conditions. They show a performance difference, but we need more context before explaining why that difference occurred.
- 05 **Mei:** I had assumed that a strong signal meant the connection should be fast. What distinction should I use with the station team?
- 06 **Jordan:** Separate signal availability from ³ _____. A device may receive a strong signal while competing with many other devices or encountering a limit elsewhere in the path.



E Conversation / continued

- 07 **Mei:** Purchasing wants to add access points. Before we spend the money, what would show that the extra radios address the actual limit?
- 08 **Jordan:** First we need to locate the ⁴ _____. Extra access points are not automatically the answer, especially if channel conditions or an onward connection are limiting performance.
- 09 **Mei:** What should we collect that the existing map and two speed tests do not tell us?
- 10 **Jordan:** Start with ⁵ _____ and activity during the busy period. We also need the test device, location, method, and time recorded so the comparisons mean something.

Conversation continues on the next page.

A signal map cannot explain a busy-hour slowdown

CONVERSATION / CONTINUED

- 11 **Mei:** The map was produced before the new seating area opened. Could that change the way demand is distributed?
- 12 **Jordan:** It could. We should review ⁶ _____ use across the area, not simply count installed equipment. A changed concentration of active devices may alter how the shared radio resource is used.
- 13 **Mei:** Is interference a definite explanation, or is it another possibility to investigate?
- 14 **Jordan:** It is a possibility. Measurements of signal, noise, and ⁷ _____ can help us distinguish radio conditions from other constraints. We should not name interference as the cause before checking.
- 15 **Mei:** You also mentioned the onward connection. The station team tends to think everything beyond the access point is the same problem.
- 16 **Jordan:** The ⁸ _____ needs attention too. We should compare its load during the same periods, because a limit there can affect users even where the radio signal is adequate.
- 17 **Mei:** Then the eighty-megabit result is useful, but it does not promise that rate at the busiest time.
- 18 **Jordan:** Correct. It is one ⁹ _____, with its conditions attached. We need a comparable busy-period picture rather than treating the fastest observation as a guaranteed service level.
- 19 **Mei:** I will tell purchasing that we are gathering evidence before recommending equipment, and explain the distinction to the station team.
- 20 **Jordan:** Good. I will document the ¹⁰ _____ and bring back the measured constraints. Then we can discuss a targeted change and how its effect would be evaluated.

CHECK THE GAPS

1. Coverage / 2. throughput / 3. capacity / 4. bottleneck / 5. client density / 6. airtime / 7. channel utilization / 8. backhaul / 9. baseline / 10. test conditions

[Why these answers fit, page 122](#)

F Check accuracy and scope

A signal map cannot explain a busy-hour slowdown

Return to the case

A station concourse provides public Wi-Fi. A coverage map shows signal availability across the seating area. During one quiet-period test, a device achieved 80 megabits per second; during one busy-period test, it achieved 5. The tests do not control for client count, device conditions, interference, or backhaul load. Station manager Mei asks wireless engineer Jordan whether adding access points will solve the problem. Jordan must explain why visible signal does not guarantee usable capacity and why two speed readings alone cannot establish the cause or justify a particular equipment change.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which comparison is more useful?

- A. Documented tests with radio and backhaul measurements from the same periods
- B. Unlabeled screenshots from different months
- C. A coverage map without traffic observations
- D. Only the fastest quiet-period result

2. What is supported by the two readings?

- A. The coverage map was necessarily false.
- B. Measured throughput differed between the two tests.
- C. Backhaul was certainly the cause.
- D. Every user received exactly five Mbps.

[Answers and explanations, page 124](#)

Listen for the distinction

Swap roles for turns 11-20; request matched radio and backhaul observations.

Translate the distinction before the acronym

A customer-facing colleague may hear strong signal as good service. Start with the difference between reaching a device and serving its traffic, then introduce the technical measures. Correct an inference without making the person feel foolish for using a coverage map.

F Say it / transfer to a new case

Describe another wireless comparison

A library Wi-Fi test records 60 Mbps at 08:00 and 12 Mbps at 16:00. Signal availability is shown on a map. Client activity and backhaul load have not been measured.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

unconfirmed / signal availability / 60 Mbps / 12 Mbps

- 01 **Manager:** The 08:00 throughput reading was ¹ _____.
- 02 **Engineer:** The 16:00 throughput reading was ² _____.
- 03 **Manager:** The map describes ³ _____.
- 04 **Engineer:** The cause of the difference remains ⁴ _____.

CHECK THE GAPS

1. 60 Mbps / 2. 12 Mbps / 3. signal availability / 4. unconfirmed

[Why these answers fit, page 124](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A signal map cannot explain a busy-hour slowdown". Mei: "Is interference a definite explanation, or is it another possibility to investigate?" Jordan: [missing response] Mei: "You also mentioned the onward connection. The station team tends to think everything beyond the access point is the same problem." Which response belongs in the gap?

- A.** It is a possibility. Measurements of signal, noise, and channel utilization can help us distinguish radio conditions from other constraints. We should not name interference as the cause before checking.
- B.** Good. I will document the test conditions and bring back the measured constraints. Then we can discuss a targeted change and how its effect would be evaluated.
- C.** It could. We should review airtime use across the area, not simply count installed equipment. A changed concentration of active devices may alter how the shared radio resource is used.
- D.** The backhaul needs attention too. We should compare its load during the same periods, because a limit there can affect users even where the radio signal is adequate.

[Answers and explanations, page 125](#)

A Read the situation

LESSON 04 / PROVISIONING AND SERVICE ACTIVATION

Resolve an incomplete service request through precise identifiers, time references, and a closed-loop read-back.

One address, two circuits, no activation date

Order A77 asks for activation at 18 Cedar Plaza but omits the circuit reference and requested date. The site has two services: circuit CP-204 for the ground-floor office and CP-205 for the upstairs studio. During the clarification call, customer coordinator Omar confirms CP-205 and requests 7 October, 18:00-20:00 Eastern. Provisioning specialist Lina has not yet checked resources, approvals, or dependencies. The requested window must be recorded as requested, not confirmed. No one has authorized a change to CP-204, and the conversation does not establish that activation will be interruption-free.

People: Omar, Customer service coordinator; Lina, Provisioning specialist.

Read the record

Choose one answer per question using the facts above.

1. Which circuit does Omar request?

- A. Every circuit at Cedar Plaza
- B. An unidentified replacement circuit
- C. CP-205 for the upstairs studio
- D. CP-204 for the ground-floor office

2. What is the status of the 7 October window?

- A. Already completed
- B. Rejected as impossible
- C. Requested, not yet confirmed
- D. Approved and guaranteed

3. Which service is outside the stated request?

- A. CP-204
- B. CP-205
- C. The upstairs studio service
- D. The service named in A77 after clarification

[Answers and explanations, page 126](#)

B Vocabulary in use

CORE TERMS

provisioning

Preparing and configuring resources for a specified service.

coordinate provisioning

service order

A recorded request for a defined service action.

validate the service order

service address

The location associated with the requested service.

verify the service address

order validation

Checking that an order is complete and consistent.

complete order validation

committed date

A date formally confirmed under the applicable process.

verify the committed date

time zone

The regional time standard used for a schedule.

state the time zone

activation

Enabling an identified service for use.

schedule activation

circuit reference

An identifier for a particular telecommunications circuit.

read back the circuit reference

service identifier

A unique reference distinguishing a specific service.

confirm the service identifier

requested date

The date the customer asks for, before confirmation.

record the requested date

activation window

The scheduled period for enabling a service.

confirm the activation window

dependency

A condition or task that must be satisfied before another proceeds.

identify the dependency

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

provisioning PROVISIONING

coordinate provisioning

Keep the meaning precise: Preparing and configuring resources for a specified service.

service identifier SERVICE IDENTIFIER

confirm the service identifier

Keep the meaning precise: A unique reference distinguishing a specific service.

B Precision and professional shorthand

EXTEND YOUR RANGE

resource availability

Whether required people, capacity, or equipment are available.

check resource availability

port assignment

Allocation of a physical or logical connection point.

check the port assignment

ONT

Optical network terminal connecting a customer to an optical access network.

identify the ONT

cutover

A planned transition from one service arrangement to another.

coordinate the cutover

portability

The ability to retain a telephone number when changing eligible service arrangements.

check portability requirements

order fallout

An order exception that prevents normal processing.

resolve order fallout

service profile

The defined configuration or characteristics of a service.

verify the service profile

CPE

Customer premises equipment used at the customer's location.

verify the CPE details

handoff

The point or process where service or responsibility transfers.

confirm the handoff

number porting

Transfer of a telephone number between service providers or arrangements.

confirm number-porting dependencies

acceptance test

A defined check used to determine whether a service meets acceptance requirements.

arrange the acceptance test

read-back

Repetition of key details to confirm shared understanding.

perform a read-back

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

dependency **DEPENDENCY**

identify the dependency

Keep the meaning precise: A condition or task that must be satisfied before another proceeds.

ONT **ONT**

identify the ONT

Keep the meaning precise: Optical network terminal connecting a customer to an optical access network.

Phrases that move the work forward

Identify the request

I am checking service order A77.

Ask for the exact reference

Which circuit is included in this request?

Exclude the other service

CP-204 is outside this request.

Complete the time reference

Please include the time zone with the window.

Keep status clear

I have recorded that as requested, not confirmed.

Avoid implied acceptance

This clarification does not yet commit the activation window.

Avoid a continuity promise

I cannot confirm an interruption-free change from this information.

Request a correction

Please correct any part of that read-back that does not match your request.

Explain the ambiguity

There are two circuits at that address.

Confirm the location

CP-205 serves the upstairs studio.

Ask for the date

What activation date are you requesting?

Read back the request

You are requesting 7 October, 18:00-20:00 Eastern.

Name the checks

We still need to check resources, approvals, and dependencies.

Check the order scope

Is this activation only, or does the order include a cutover?

State the next step

I will return the scheduling decision through the order process.

Close with a boundary

No action on CP-204 is included in the clarified order.

Precision in real exchanges

Purpose: Confirm the location

Useful wording: CP-205 serves the upstairs studio.

Purpose: Exclude the other service

Useful wording: CP-204 is outside this request.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which clarification is most useful first?

- A.** Can we activate both circuits to save time?
- B.** Should we assume the ground floor?
- C.** May we omit the circuit field?
- D.** Which circuit reference at 18 Cedar Plaza is the request for?

2. Which read-back is correct?

- A.** Both services are guaranteed for 7 October.
- B.** CP-205 was activated during the call.
- C.** A77 requests CP-205 on 7 October, 18:00-20:00 Eastern; confirmation is pending.
- D.** CP-204 is approved for immediate activation.

3. A colleague needs the term for this meaning: An identifier for a particular telecommunications circuit. Which term fits?

- A.** committed date
- B.** portability
- C.** port assignment
- D.** circuit reference

D Choose the response that fits / continued

4. Rebuild the exchange from "One address, two circuits, no activation date". Lina: "I will read that back: CP-205, upstairs studio, at 18 Cedar Plaza. No action on CP-204 is included." Omar: [missing response] Lina: "What date and time should I record, and which time zone are they using?" Which response belongs in the gap?

- A.** That read-back is correct. The studio team wants the service available for its new schedule, so they are asking for an evening window.
- B.** Correct, including the time zone. Please keep CP-204 outside the request, and contact me if any part of the order conflicts with that read-back.
- C.** The requested date is 7 October. They are asking for 18:00 to 20:00 Eastern, when the studio team can make a contact available.
- D.** The order validation matters, then. Keep the scope limited to the stated studio request and ask before adding any work involving the office.

[Answers and explanations, page 126](#)

One useful distinction

A service address locates the premises; it does not necessarily identify the circuit. Preserve the exact reference when several services share a site. An order number identifies the request, while the circuit reference identifies what the request concerns.

E Conversation

One address, two circuits, no activation date

One address, two circuits, no activation date

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

requested date / service identifier / order validation / read-back / time zone /
dependency / circuit reference / committed date / activation window / service order

- 01 **Lina:** Can we complete two fields on A77? I have 18 Cedar Plaza, but the site has two circuits and neither the circuit nor requested date is specified.
- 02 **Omar:** Thanks for checking the ¹ _____. We have a ground-floor office and an upstairs studio there. The request concerns the studio, not the office service.
- 03 **Lina:** There are two references on the site record, CP-204 and CP-205. Which one belongs to the studio request?
- 04 **Omar:** The ² _____ is CP-205. CP-204 serves the ground-floor office and should not be included in this activation request.
- 05 **Lina:** I will read that back: CP-205, upstairs studio, at 18 Cedar Plaza. No action on CP-204 is included.
- 06 **Omar:** That ³ _____ is correct. The studio team wants the service available for its new schedule, so they are asking for an evening window.
- 07 **Lina:** What date and time should I record, and which time zone are they using?
- 08 **Omar:** The ⁴ _____ is 7 October. They are asking for 18:00 to 20:00 Eastern, when the studio team can make a contact available.
- 09 **Lina:** I can capture that request, but I have not yet checked the team, capacity, or approvals needed for it.
- 10 **Omar:** Please keep the ⁵ _____ marked as requested. I do not want the studio to read an acknowledgment as confirmation that the work is booked.

Conversation continues on the next page.

One address, two circuits, no activation date

CONVERSATION / CONTINUED

- 11 **Lina:** Exactly. I also need to check whether the order has any dependencies beyond enabling this service.
- 12 **Omar:** Let me know which ⁶ _____ needs customer input. I can help gather the information, but I should not assume the order has cleared every internal step.
- 13 **Lina:** The address record alone did not tell us whether this was a new activation, a cutover, or a change to both services.
- 14 **Omar:** The ⁷ _____ matters, then. Keep the scope limited to the stated studio request and ask before adding any work involving the office.
- 15 **Lina:** Has anyone promised the studio an interruption-free change? I cannot confirm that from the order, and I want to catch any expectation gap now.
- 16 **Omar:** No. We have not established that. The ⁸ _____ tells us what is involved, but it does not by itself tell us the operational effect of the work.
- 17 **Lina:** I will return the scheduling decision through the order process after checking resources and the remaining approvals.
- 18 **Omar:** Once you have a ⁹ _____, I will pass that exact status to the studio. Until then, I will describe 7 October as our request.
- 19 **Lina:** One final check: A77, CP-205, upstairs studio, 7 October from 18:00 to 20:00 Eastern, with confirmation pending.
- 20 **Omar:** Correct, including the ¹⁰ _____. Please keep CP-204 outside the request, and contact me if any part of the order conflicts with that read-back.

CHECK THE GAPS

1. service order / 2. circuit reference / 3. read-back / 4. requested date / 5. activation window / 6. dependency / 7. order validation / 8. service identifier / 9. committed date / 10. time zone

[Why these answers fit, page 127](#)

F Check accuracy and scope

One address, two circuits, no activation date

Return to the case

Order A77 asks for activation at 18 Cedar Plaza but omits the circuit reference and requested date. The site has two services: circuit CP-204 for the ground-floor office and CP-205 for the upstairs studio. During the clarification call, customer coordinator Omar confirms CP-205 and requests 7 October, 18:00-20:00 Eastern. Provisioning specialist Lina has not yet checked resources, approvals, or dependencies. The requested window must be recorded as requested, not confirmed. No one has authorized a change to CP-204, and the conversation does not establish that activation will be interruption-free.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What is overpromised?

- A. The requested circuit is CP-205.
- B. The window is not yet confirmed.
- C. There will definitely be no interruption.
- D. We need to check dependencies.

2. What should Lina do after clarification?

- A. Complete the relevant checks and return the scheduling decision.
- B. Treat the customer's preferred date as automatically committed.
- C. Change CP-204 because it shares the address.
- D. Delete the time zone from the order.

[Answers and explanations, page 129](#)

Listen for the distinction

Swap roles for turns 11-20; keep CP-204 outside scope and the date uncommitted.

A read-back is a reliability tool

Repeating a long identifier can feel formal, but it gives both sides a chance to catch a mismatch. Read back the service, location, date, and time zone together. Use requested and confirmed deliberately so politeness does not turn into accidental acceptance.

F Say it / transfer to a new case

Clarify another activation request

Order B62 concerns circuit MS-310 at the west office, not MS-311 at the east office. The customer requests 12 October, 09:00-11:00 Pacific. Scheduling checks are incomplete.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

09:00-11:00 Pacific / 12 October / not yet confirmed / MS-310

- 01 **Specialist:** The requested circuit is ¹ _____.
- 02 **Coordinator:** The requested date is ² _____.
- 03 **Specialist:** The requested time window is ³ _____.
- 04 **Coordinator:** The scheduling status is ⁴ _____.

CHECK THE GAPS

1. MS-310 / 2. 12 October / 3. 09:00-11:00 Pacific / 4. not yet confirmed

[Why these answers fit, page 129](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "One address, two circuits, no activation date". Lina: "The address record alone did not tell us whether this was a new activation, a cutover, or a change to both services." Omar: [missing response] Lina: "Has anyone promised the studio an interruption-free change? I cannot confirm that from the order, and I want to catch any expectation gap now." Which response belongs in the gap?

- A.** That read-back is correct. The studio team wants the service available for its new schedule, so they are asking for an evening window.
- B.** The order validation matters, then. Keep the scope limited to the stated studio request and ask before adding any work involving the office.
- C.** The requested date is 7 October. They are asking for 18:00 to 20:00 Eastern, when the studio team can make a contact available.
- D.** Correct, including the time zone. Please keep CP-204 outside the request, and contact me if any part of the order conflicts with that read-back.

[Answers and explanations, page 130](#)

Review 2 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Wireless Capacity and Coverage" and "Provisioning and Service Activation". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: The area in which a usable radio signal is available under stated conditions. Which term fits?

- A. coverage
- B. concurrency
- C. site survey
- D. SNR

2. A colleague needs the term for this meaning: The date the customer asks for, before confirmation. Which term fits?

- A. provisioning
- B. resource availability
- C. requested date
- D. cutover

3. Rebuild the exchange from "Installed does not mean accepted". Hana: "Is the inspection delayed because something failed, or do we simply not have a recorded decision yet?" Victor: [missing response] Hana: "Then I should tell the service team that installation is complete but acceptance remains pending." Which response belongs in the gap?

- A. We are awaiting inspection sign-off. No failure has been reported. I would avoid saying passed or failed until we have the inspection record and its actual outcome.
- B. We have photographs and an OTDR trace. The agreed package also includes an insertion-loss report, updated route drawings, and inspection sign-off. Those three items are still outstanding.
- C. No. Insertion loss is a separate required result in our agreement. We should not treat one type of evidence as a replacement for another because it looks reassuring.
- D. Use ready for service only after the required review. That keeps the milestone meaningful and avoids asking the next team to discover the missing records on site.

Review 2 / Meaning and context / continued

4. Rebuild the exchange from "One address, two circuits, no activation date". Lina: "I will return the scheduling decision through the order process after checking resources and the remaining approvals." Omar: [missing response] Lina: "One final check: A77, CP-205, upstairs studio, 7 October from 18:00 to 20:00 Eastern, with confirmation pending." Which response belongs in the gap?

- A.** Thanks for checking the service order. We have a ground-floor office and an upstairs studio there. The request concerns the studio, not the office service.
- B.** Let me know which dependency needs customer input. I can help gather the information, but I should not assume the order has cleared every internal step.
- C.** Once you have a committed date, I will pass that exact status to the studio. Until then, I will describe 7 October as our request.
- D.** Please keep the activation window marked as requested. I do not want the studio to read an acknowledgment as confirmation that the work is booked.

[Answers and explanations, page 154](#)

A Read the situation

LESSON 05 / FIELD SERVICE AND DISPATCH

Elicit observable symptoms, document unknowns, and set accurate expectations for a field-service handoff.

Turn internet bad into a useful ticket

Ticket J31 says only internet bad. During a clarification call, customer Erin reports that video calls drop on two Wi-Fi laptops between 18:00 and 20:00. Wired performance has not been checked. The service address is verified through the approved process. Dispatcher Paulo must document the reported pattern without diagnosing a failed router or treating untested wired service as faulty. Erin can provide access from 13:00 to 15:00 on Friday, but that availability has not been booked. A visit, if confirmed, would be an investigation appointment rather than a guarantee of repair within the window.

People: Paulo, Service dispatcher; Erin, Customer office coordinator.

Read the record

Choose one answer per question using the facts above.

1. What symptom is reported?

- A. Video calls drop on two Wi-Fi laptops between 18:00 and 20:00.
- B. All wired devices fail all day.
- C. The router is proven defective.
- D. Every application on every device is unavailable.

2. What is unknown?

- A. The ticket number
- B. The reported time range
- C. Whether the two reported devices use Wi-Fi
- D. Wired performance

3. What does Friday 13:00-15:00 represent?

- A. A guaranteed repair completion time
- B. A confirmed technician arrival
- C. The time the fault occurs
- D. Customer availability, not a booked appointment

[Answers and explanations, page 131](#)

B Vocabulary in use

CORE TERMS

trouble ticket

A recorded report of a service problem.

update the trouble ticket

intermittent fault

A problem that appears and disappears rather than remaining constant.

document an intermittent fault

affected device

A device on which a problem has been reported or observed.

identify affected devices

wireless connection

A network connection using radio transmission.

identify the wireless connection

symptom window

The time range in which a problem is observed.

record the symptom window

dispatch

Assignment and coordination of field-service work.

request dispatch review

symptom

An observable sign of a problem.

describe the symptom

reproducibility

Whether a reported issue can be observed again under stated conditions.

assess reproducibility

wired connection

A network connection using a physical cable.

check wired-connection evidence

dropout

A temporary loss or interruption of a connection or service.

report a dropout

customer availability

The times a customer can support access or contact.

confirm customer availability

work order

An authorized instruction defining service work to be carried out.

review the work order

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

trouble ticket TROUBLE TICKET

update the trouble ticket

Keep the meaning precise: A recorded report of a service problem.

wired connection WIRED CONNECTION

check wired-connection evidence

Keep the meaning precise: A network connection using a physical cable.

B Precision and professional shorthand

EXTEND YOUR RANGE

appointment window

A scheduled period for the agreed visit or arrival arrangement.

confirm the appointment window

access contact

The person coordinating entry to the location.

identify the access contact

remote diagnostics

Investigation using approved tools without an on-site visit.

review remote diagnostics

fault code

A coded classification or result associated with a reported fault.

verify the fault code

first-time fix

Resolution during the first relevant service visit.

measure first-time-fix performance

customer-reported

Describes information supplied by the customer rather than independently verified.

label customer-reported symptoms

site access

Permission and practical arrangements for entering the premises.

arrange site access

no-access visit

A visit that cannot proceed because required site access is unavailable.

avoid a no-access visit

line test

A defined check of a telecommunications line's condition or performance.

review line-test results

repeat dispatch

A further field visit for a previously reported issue.

review repeat-dispatch history

repair authorization

Approval for specified repair work.

confirm repair authorization

closure note

A record explaining the outcome when a ticket is closed.

complete the closure note

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

work order **WORK ORDER**

review the work order

Keep the meaning precise: An authorized instruction defining service work to be carried out.

remote diagnostics **REMOTE DIAGNOSTICS**

review remote diagnostics

Keep the meaning precise: Investigation using approved tools without an on-site visit.

C Phrases that move the work forward

Open the clarification

I want to add a clear symptom description to J31.

Identify the devices

Which devices have shown the issue?

Ask for the pattern

When does the problem usually occur?

Mark the unknown

Wired performance has not been checked.

Confirm the source

I will label these as customer-reported symptoms.

Separate availability

I have recorded Friday afternoon as your availability.

Clarify the purpose

A visit would investigate the reported problem.

Protect credentials

Please do not send passwords or one-time security codes in the ticket.

Ask about the effect

What stops working when the problem happens?

Identify the connection

Are those devices using Wi-Fi or a cable?

Preserve the observation

You report video-call dropouts on two Wi-Fi laptops.

Avoid a diagnosis

That pattern does not yet establish a failed router.

Ask about access

When can someone provide access to the site?

Avoid a booking assumption

The appointment has not yet been confirmed.

Avoid a repair promise

The visit window is not a guaranteed repair deadline.

Close the handoff

I will pass on the symptoms, unknowns, access contact, and requested availability.

Precision in real exchanges

Purpose: Identify the connection

Useful wording: Are those devices using Wi-Fi or a cable?

Purpose: Ask for the pattern

Useful wording: When does the problem usually occur?

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which ticket summary preserves the report?

- A.** Router failure confirmed on every device all day.
- B.** Wired service is definitely faulty.
- C.** Friday afternoon is the fault's only occurrence.
- D.** Customer reports video-call drops on two Wi-Fi laptops from 18:00 to 20:00; wired status unknown.

2. Which question provides useful clarification?

- A.** Are the affected laptops using Wi-Fi or a cable?
- B.** Shall we replace the router before recording which devices fail?
- C.** Can we classify wired service as failed because the Wi-Fi calls drop?
- D.** Should we record the Friday visit availability as the fault-occurrence window?

3. A colleague needs the term for this meaning: Whether a reported issue can be observed again under stated conditions. Which term fits?

- A.** access contact
- B.** first-time fix
- C.** symptom window
- D.** reproducibility

D Choose the response that fits / continued

4. Rebuild the exchange from "Turn internet bad into a useful ticket". Paulo: "Have you observed the same behavior on a wired connection, or is that still unknown?" Erin: [missing response] Paulo: "That is helpful. Is there a time pattern, or does it happen throughout the day?" Which response belongs in the gap?

- A.** The affected devices are two laptops used by that team. Both are on Wi-Fi. I do not have a report about the other devices.
- B.** The symptom window is usually 18:00 to 20:00. That is when these users are making their calls. I cannot say what happens overnight.
- C.** Wired performance has not been checked. I would rather leave that unknown than have the ticket suggest we tested something we did not.
- D.** Our customer availability is Friday from 13:00 to 15:00. The evening users will not be there, but I can provide their symptom notes.

[Answers and explanations, page 131](#)

One useful distinction

Customer-reported identifies the source of an observation, not a reason to dismiss it. Record the application, devices, connection type, and time pattern. Do not widen two Wi-Fi laptops into every device or turn unknown wired performance into a confirmed fault.

E Conversation

Turn internet bad into a useful ticket

Turn internet bad into a useful ticket

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

symptom / customer-reported / work order / Wired performance / symptom window /
affected devices / access contact / customer availability / dispatch / appointment window

- 01 **Paulo:** J31 only says internet bad. Could you tell me what stops working and what you have to do to get the call back? I will add the detail for the field team.
- 02 **Erin:** The main ¹ _____ is that video calls drop. We reconnect, but the call sometimes drops again. It is disruptive when the evening team meets customers.
- 03 **Paulo:** Which devices have shown that problem? I do not want to assume it affects everything at the site.
- 04 **Erin:** The ² _____ are two laptops used by that team. Both are on Wi-Fi. I do not have a report about the other devices.
- 05 **Paulo:** Have you observed the same behavior on a wired connection, or is that still unknown?
- 06 **Erin:** ³ _____ has not been checked. I would rather leave that unknown than have the ticket suggest we tested something we did not.
- 07 **Paulo:** That is helpful. Is there a time pattern, or does it happen throughout the day?
- 08 **Erin:** The ⁴ _____ is usually 18:00 to 20:00. That is when these users are making their calls. I cannot say what happens overnight.
- 09 **Paulo:** I will record those details as reported and keep the router diagnosis open. This pattern alone does not identify a failed component.
- 10 **Erin:** Please mark it ⁵ _____. I can describe what the staff experienced, but I do not have a technical test result to attach.

Conversation continues on the next page.

Turn internet bad into a useful ticket

CONVERSATION / CONTINUED

- 11 **Paulo:** The service address has been verified through our process. Who can arrange entry if a visit is approved?
- 12 **Erin:** I will be the ⁶ _____. I can meet the technician and make sure they reach the area where the two laptops are used.
- 13 **Paulo:** What availability should I send to dispatch? I need to distinguish your preferred time from an appointment we have actually booked.
- 14 **Erin:** Our ⁷ _____ is Friday from 13:00 to 15:00. The evening users will not be there, but I can provide their symptom notes.
- 15 **Paulo:** I have Friday one to three as access availability, not a booking. I will ask scheduling to confirm it and include the evening symptom notes.
- 16 **Erin:** And a confirmed ⁸ _____ would mean an investigation visit, not a guarantee that the connection will be repaired by three. Is that right?
- 17 **Paulo:** Correct. The next step depends on the approved diagnostic process and what the investigation finds. I cannot promise a repair result now.
- 18 **Erin:** Then include the evening pattern in the ⁹ _____ if dispatch proceeds. Otherwise the technician may arrive at a time when the symptom is not visible.
- 19 **Paulo:** I will pass on the two laptops, Wi-Fi connection, evening dropouts, unknown wired status, and your access availability. Do not send passwords in the ticket.
- 20 **Erin:** Thank you. That should make the ¹⁰ _____ more useful. Please send the booking decision separately so our staff do not mistake this clarification call for a confirmed visit.

CHECK THE GAPS

1. symptom / 2. affected devices / 3. Wired performance / 4. symptom window / 5. customer-reported / 6. access contact / 7. customer availability / 8. appointment window / 9. work order / 10. dispatch

[Why these answers fit, page 132](#)

F Check accuracy and scope

Turn internet bad into a useful ticket

Return to the case

Ticket J31 says only internet bad. During a clarification call, customer Erin reports that video calls drop on two Wi-Fi laptops between 18:00 and 20:00. Wired performance has not been checked. The service address is verified through the approved process. Dispatcher Paulo must document the reported pattern without diagnosing a failed router or treating untested wired service as faulty. Erin can provide access from 13:00 to 15:00 on Friday, but that availability has not been booked. A visit, if confirmed, would be an investigation appointment rather than a guarantee of repair within the window.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which appointment statement is accurate?

- A. The appointment proves the cause.
- B. Friday 13:00-15:00 is your availability; booking is not yet confirmed.
- C. The technician is guaranteed to finish repairs by 15:00.
- D. Offering access automatically books the visit.

2. What should remain marked unknown?

- A. The J31 ticket reference
- B. The reported evening time range
- C. Wired performance
- D. Whether two Wi-Fi laptops were reported

[Answers and explanations, page 133](#)

Listen for the distinction

Swap roles for turns 11-20; distinguish the evening symptom window from Friday access.

Use questions that produce observable answers

Customers may describe a service as bad because they do not know the technical distinction. Ask what stops working, on which devices, and when. Repeat their report accurately without turning a customer observation into a confirmed technical diagnosis.

F Say it / transfer to a new case

Prepare a second dispatch summary

Ticket P28 reports voice-call dropouts on one wired desk phone from 10:00 to 11:00. Other phones have not been checked. The customer offers Monday 15:00-17:00 for access; no booking exists.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

one wired desk phone / not checked / 10:00-11:00 / Monday 15:00-17:00

- 01 **Dispatcher:** The affected device is ¹ _____.
- 02 **Customer:** The reported symptom window is ² _____.
- 03 **Dispatcher:** Other-phone performance is ³ _____.
- 04 **Customer:** My access availability is ⁴ _____.

CHECK THE GAPS

1. one wired desk phone / 2. 10:00-11:00 / 3. not checked / 4. Monday 15:00-17:00

[Why these answers fit, page 134](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Turn internet bad into a useful ticket". Paulo: "What availability should I send to dispatch? I need to distinguish your preferred time from an appointment we have actually booked." Erin: [missing response] Paulo: "I have Friday one to three as access availability, not a booking. I will ask scheduling to confirm it and include the evening symptom notes." Which response belongs in the gap?

- A.** The symptom window is usually 18:00 to 20:00. That is when these users are making their calls. I cannot say what happens overnight.
- B.** Our customer availability is Friday from 13:00 to 15:00. The evening users will not be there, but I can provide their symptom notes.
- C.** Wired performance has not been checked. I would rather leave that unknown than have the ticket suggest we tested something we did not.
- D.** The affected devices are two laptops used by that team. Both are on Wi-Fi. I do not have a report about the other devices.

[Answers and explanations, page 135](#)

A Read the situation

LESSON 06 / REGULATORY AND EMERGENCY SERVICES

Challenge an unsupported service claim and coordinate a clear, service-specific customer notice with the responsible reviewers.

Always works is not an approved notice

A U.S. interconnected Voice over Internet Protocol provider is preparing a customer notice. The draft says, "911 always works, even without power or broadband." Product records identify dependence on powered customer equipment and a broadband connection, but the draft has not been reviewed against the current applicable requirements or approved service wording. Communications editor Celia and compliance reviewer Marcus must remove the absolute assurance, obtain verified service-specific limitations, and route the notice for review. The task is not to invent a universal disclaimer or conduct an emergency test call.

People: Celia, Customer communications editor; Marcus, Compliance reviewer.

Read the record

Choose one answer per question using the facts above.

1. What is wrong with the draft assurance?

- A. It gives an approved service-specific limitation.
- B. It is already reviewed and authorized.
- C. It promises availability despite dependencies identified in the product record.
- D. It includes an unnecessary date.

2. What should happen next?

- A. Publish the assurance because it sounds reassuring.
- B. Invent a universal disclaimer for all services.
- C. Call 911 simply to test the draft.
- D. Verify the limitations and route revised wording through the responsible review process.

3. What jurisdiction and service context are stated?

- A. Only private radio systems
- B. A mobile-only service outside the United States
- C. U.S. interconnected VoIP
- D. Every telephone service worldwide

[Answers and explanations, page 136](#)

B Vocabulary in use

CORE TERMS

VoIP

Voice over Internet Protocol; voice communication carried over IP networks.

describe the VoIP service

E911

Enhanced 911; emergency calling with associated routing and caller information functions.

review E911 requirements

dispatchable location

Location information sufficient to identify where assistance is needed under applicable rules.

verify dispatchable-location requirements

fixed service

A service associated with a fixed location under the relevant definition.

determine fixed-service requirements

nomadic use

Use of a service from changing locations.

assess nomadic-use implications

broadband dependency

Reliance on a broadband connection for service operation.

explain the broadband dependency

interconnected VoIP

A regulatory service category connecting IP-based voice with the public telephone network.

identify interconnected-VoIP obligations

PSAP

Public safety answering point; a facility receiving emergency calls.

identify the relevant PSAP

registered location

Location information supplied or maintained for a service under applicable arrangements.

update the registered location

non-fixed service

A service not restricted to a fixed location under the relevant definition.

review non-fixed-service requirements

power dependency

Reliance on electrical power for service operation.

disclose the power dependency

backup power

An alternative power source intended to support operation during a primary-power loss.

verify backup-power capabilities

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

VoIP VOIP

describe the VoIP service

Keep the meaning precise: Voice over Internet Protocol; voice communication carried over IP networks.

registered location REGISTERED LOCATION

update the registered location

Keep the meaning precise: Location information supplied or maintained for a service under applicable arrangements.

B Precision and professional shorthand

EXTEND YOUR RANGE

service limitation

A condition restricting availability, function, or performance.

explain a service limitation

affirmative acknowledgment

Active confirmation of specified information; this advisory context requires receipt and understanding.

record affirmative acknowledgment

plain-language notice

A notice using understandable wording while preserving necessary facts.

prepare a plain-language notice

applicability

Whether a requirement covers the specific service or situation.

assess applicability

version control

Identification and management of changes to a document or record.

maintain version control

customer notification

Information provided to customers about a relevant service matter.

review the customer notification

prominence

The degree to which important information is noticeable.

assess the notice's prominence

absolute assurance

An unconditional promise such as always or never.

remove an absolute assurance

approved wording

Language authorized through the responsible review process.

use approved wording

compliance review

Assessment against applicable requirements by responsible personnel.

request compliance review

B Precision and professional shorthand / continued

publication hold

A restriction preventing release until specified conditions are met.

maintain the publication hold

review record

Documentation of who reviewed which version and the result.

retain the review record

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

backup power **BACKUP POWER**

verify backup-power capabilities

Keep the meaning precise: An alternative power source intended to support operation during a primary-power loss.

plain-language notice **PLAIN-LANGUAGE NOTICE**

prepare a plain-language notice

Keep the meaning precise: A notice using understandable wording while preserving necessary facts.

Phrases that move the work forward

Identify the claim

The draft says that 911 always works.

Name the dependencies

The service depends on powered equipment and broadband.

Ask for current requirements

Which current requirements apply to this specific service?

Avoid a universal disclaimer

We should not reuse a generic notice without checking applicability.

Retain prominence

The limitation should not disappear into fine print.

Check the version

Which document version has the reviewer cleared?

Question the absolute

Can we substantiate always under the stated conditions?

Assign the review

Product and compliance need to verify the technical facts and applicable language.

State the conflict

That assurance is not supported by the product record.

Limit the context

We are reviewing a U.S. interconnected-VoIP service.

Request verified wording

Please confirm the service-specific limitations.

Keep the consequence clear

The customer needs to understand when calling may be limited or unavailable.

Separate review from release

A revised draft is not yet approved for publication.

Record the decision

Please retain the review outcome with the approved text.

Protect emergency resources

We are not making an emergency call to test this wording.

Close the release condition

Keep the notice on hold until the responsible review is complete.

Precision in real exchanges

Purpose: Limit the context

Useful wording: We are reviewing a U.S. interconnected-VoIP service.

Purpose: Ask for current requirements

Useful wording: Which current requirements apply to this specific service?

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which revision approach is appropriate?

- A.** Replace the absolute with verified service-specific limitations and obtain review.
- B.** Add always in bold type.
- C.** Copy a disclaimer from an unrelated service.
- D.** Hide the limitation in unreadable text.

2. Which statement should be challenged?

- A.** The draft needs service-specific review.
- B.** The applicable service category matters.
- C.** Backup power means emergency calling can never fail.
- D.** Equipment power is a dependency to verify.

3. A colleague needs the term for this meaning: Public safety answering point; a facility receiving emergency calls. Which term fits?

- A.** affirmative acknowledgment
- B.** nomadic use
- C.** PSAP
- D.** version control

D Choose the response that fits / continued

4. Rebuild the exchange from "Always works is not an approved notice". Celia: "Can I take a standard paragraph from another provider and replace the product name? That would be quicker than starting again." Marcus: [missing response] Celia: "I want the revised notice to be understandable without asking customers to decode technical language." Which response belongs in the gap?

- A.** We need to assess prominence as well as wording. A clear sentence loses value if the layout makes it easy to miss or the headline contradicts it.
- B.** It is an absolute assurance that our product record does not support. We need to stop that version from being published while we verify the relevant service facts.
- C.** Then each service limitation needs to be explained accurately. Reassurance should come from useful information, not from deleting conditions that may affect whether the service works.
- D.** First check applicability. We are dealing with a U.S. interconnected-VoIP service, and the actual product, location arrangements, and current requirements matter. Another service's paragraph may not fit.

[Answers and explanations, page 136](#)

One useful distinction

VoIP describes a technology family; interconnected VoIP is a specific U.S. regulatory category. Emergency-calling obligations and location arrangements depend on the service and applicable rules. Do not turn one product example into a universal statement about all calling services.

E Conversation

Always works is not an approved notice

Always works is not an approved notice

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

applicability / approved wording / plain-language notice / publication hold / review record
/ version control / backup power / service limitation / prominence / absolute assurance

- 01 **Celia:** Can we hold this notice? The headline promises 911 always works without power or broadband, but the product notes list both as dependencies.
- 02 **Marcus:** It is an ¹ _____ that our product record does not support. We need to stop that version from being published while we verify the relevant service facts.
- 03 **Celia:** The product notes say the customer equipment requires power and the voice service uses a broadband connection. Neither dependency appears in the draft.
- 04 **Marcus:** Then each ² _____ needs to be explained accurately. Reassurance should come from useful information, not from deleting conditions that may affect whether the service works.
- 05 **Celia:** Can I take a standard paragraph from another provider and replace the product name? That would be quicker than starting again.
- 06 **Marcus:** First check ³ _____. We are dealing with a U.S. interconnected-VoIP service, and the actual product, location arrangements, and current requirements matter. Another service's paragraph may not fit.

E Conversation / continued

- 07 **Celia:** I want the revised notice to be understandable without asking customers to decode technical language.
- 08 **Marcus:** A ⁴ _____ can say what customers need to know about possible limitations. Product staff must verify the facts, and the responsible reviewers must check the resulting wording.
- 09 **Celia:** Should we say that a battery solves the problem? Some equipment has backup-power options.
- 10 **Marcus:** Do not infer a guarantee from ⁵ _____. We need verified capabilities and conditions. Power at one device does not automatically establish that every part of the calling path remains available.

Conversation continues on the next page.

Always works is not an approved notice

CONVERSATION / CONTINUED

- 11 **Celia:** The limitation is in a small note below the reassurance. Please review the layout too; changing the paragraph will not help if the headline still contradicts it.
- 12 **Marcus:** We need to assess ⁶ _____ as well as wording. A clear sentence loses value if the layout makes it easy to miss or the headline contradicts it.
- 13 **Celia:** I will remove the always statement, list the questions for product, and send the replacement draft through the review process.
- 14 **Marcus:** Keep the ⁷ _____ in place. A better draft is progress, but it is not the same thing as a document cleared for customer release.
- 15 **Celia:** We have two versions circulating. One has the old headline and the other has my changes. That could become confusing.
- 16 **Marcus:** Use ⁸ _____ and retire the old release copy from the active workflow. The review should point to an exact version, not a vague reference to the latest draft.
- 17 **Celia:** I will ask product to verify the limitations and compliance to identify the current requirements, including the relevant customer-notification process.
- 18 **Marcus:** Yes. Retain the ⁹ _____. Do not describe our edited paragraph as a complete compliance solution before those checks and any associated process requirements are addressed.
- 19 **Celia:** And we are reviewing language, not asking staff to call emergency services to see what happens.
- 20 **Marcus:** Correct. Once the responsible process is complete, use the ¹⁰ _____ for this service. Keep the customer consequence clear and do not restore an unsupported promise for a more reassuring tone.

CHECK THE GAPS

1. absolute assurance / 2. service limitation / 3. applicability / 4. plain-language notice / 5. backup power / 6. prominence / 7. publication hold / 8. version control / 9. review record / 10. approved wording

[Why these answers fit, page 138](#)

F Check accuracy and scope

Always works is not an approved notice

Return to the case

A U.S. interconnected Voice over Internet Protocol provider is preparing a customer notice. The draft says, "911 always works, even without power or broadband." Product records identify dependence on powered customer equipment and a broadband connection, but the draft has not been reviewed against the current applicable requirements or approved service wording. Communications editor Celia and compliance reviewer Marcus must remove the absolute assurance, obtain verified service-specific limitations, and route the notice for review. The task is not to invent a universal disclaimer or conduct an emergency test call.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What does an approved wording record need?

- A.** An approval email that does not identify which of the two drafts was reviewed
- B.** A cleared headline applied to a later, changed notice without checking scope
- C.** Product approval alone when the stated process also requires compliance review
- D.** The exact version and documented review outcome

2. What does this scenario authorize?

- A.** Review of customer-notice language, not an emergency test call
- B.** An uncoordinated call to 911
- C.** Publication before review
- D.** A universal promise for every VoIP service

[Answers and explanations, page 139](#)

Listen for the distinction

Swap roles for turns 11-20; keep prominence, version, and review status explicit.

Plain language can still preserve conditions

Removing jargon should make a limitation easier to understand, not make it disappear. Explain the customer consequence, retain the relevant conditions, and ask the accountable team to verify the wording. A confident tone does not justify an absolute service guarantee.

F Say it / transfer to a new case

Track a notice through review

Draft N8 says a voice service never fails. Product records identify a power dependency. The local release process requires product and compliance approval. Neither team has approved N8.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

never fails / product and compliance / not approved / power dependency

- 01 **Editor:** The unsupported absolute is ¹ _____.
- 02 **Reviewer:** The identified technical condition is a ² _____.
- 03 **Editor:** The required reviewers are ³ _____.
- 04 **Reviewer:** The release status is ⁴ _____.

CHECK THE GAPS

1. never fails / 2. power dependency / 3. product and compliance / 4. not approved

[Why these answers fit, page 139](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Always works is not an approved notice". Celia: "I will remove the always statement, list the questions for product, and send the replacement draft through the review process." Marcus: [missing response] Celia: "We have two versions circulating. One has the old headline and the other has my changes. That could become confusing." Which response belongs in the gap?

- A.** Then each service limitation needs to be explained accurately. Reassurance should come from useful information, not from deleting conditions that may affect whether the service works.
- B.** First check applicability. We are dealing with a U.S. interconnected-VoIP service, and the actual product, location arrangements, and current requirements matter. Another service's paragraph may not fit.
- C.** Yes. Retain the review record. Do not describe our edited paragraph as a complete compliance solution before those checks and any associated process requirements are addressed.
- D.** Keep the publication hold in place. A better draft is progress, but it is not the same thing as a document cleared for customer release.

[Answers and explanations, page 140](#)

Review 3 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Field Service and Dispatch" and "Regulatory and Emergency Services". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: A problem that appears and disappears rather than remaining constant. Which term fits?

- A. dropout
- B. site access
- C. repeat dispatch
- D. intermittent fault

2. A colleague needs the term for this meaning: A service not restricted to a fixed location under the relevant definition. Which term fits?

- A. service limitation
- B. non-fixed service
- C. VoIP
- D. applicability

3. Rebuild the exchange from "One address, two circuits, no activation date". Lina: "I can capture that request, but I have not yet checked the team, capacity, or approvals needed for it." Omar: [missing response] Lina: "Exactly. I also need to check whether the order has any dependencies beyond enabling this service." Which response belongs in the gap?

- A. Please keep the activation window marked as requested. I do not want the studio to read an acknowledgment as confirmation that the work is booked.
- B. Once you have a committed date, I will pass that exact status to the studio. Until then, I will describe 7 October as our request.
- C. Thanks for checking the service order. We have a ground-floor office and an upstairs studio there. The request concerns the studio, not the office service.
- D. Let me know which dependency needs customer input. I can help gather the information, but I should not assume the order has cleared every internal step.

Review 3 / Meaning and context / continued

4. Rebuild the exchange from "Always works is not an approved notice". Celia: "I will ask product to verify the limitations and compliance to identify the current requirements, including the relevant customer-notification process." Marcus: [missing response] Celia: "And we are reviewing language, not asking staff to call emergency services to see what happens." Which response belongs in the gap?

- A.** Then each service limitation needs to be explained accurately. Reassurance should come from useful information, not from deleting conditions that may affect whether the service works.
- B.** First check applicability. We are dealing with a U.S. interconnected-VoIP service, and the actual product, location arrangements, and current requirements matter. Another service's paragraph may not fit.
- C.** Yes. Retain the review record. Do not describe our edited paragraph as a complete compliance solution before those checks and any associated process requirements are addressed.
- D.** We need to assess prominence as well as wording. A clear sentence loses value if the layout makes it easy to miss or the headline contradicts it.

[Answers and explanations, page 156](#)

A Read the situation

LESSON 07 / CUSTOMER CHURN AND SERVICE RECOVERY

Acknowledge repeated disruption, offer accountable follow-up, and distinguish service recovery from unsupported retention promises.

A retention conversation without a false guarantee

Business customer Leila reports three broadband interruptions this week and is considering cancellation. The service is currently working, but the incident records do not yet establish a single shared cause. Account specialist Mateo can coordinate a technical review and provide a named update at 16:00 Central the next day. A service-credit request may be reviewed under the actual contract and applicable requirements; no amount is approved. Leila wants a guarantee that the problem will never recur. Mateo must respond honestly and preserve access to the cancellation process rather than making support conditional on staying.

People: Leila, Business customer; Mateo, Account specialist.

Read the record

Choose one answer per question using the facts above.

1. What has Leila reported?

- A. Continuous service loss at the moment
- B. An approved credit amount
- C. Three broadband interruptions this week
- D. Three proven failures of the same component

2. What can Mateo commit to?

- A. Automatic resolution before the update
- B. A coordinated review and an update at 16:00 Central the next day
- C. A guarantee that interruption will never recur
- D. An already approved credit

3. What should happen if Leila wants to cancel?

- A. Require her to withdraw the request before receiving help.
- B. Claim cancellation is impossible without checking terms.
- C. Promise a credit only if she stops asking questions.
- D. Provide the applicable cancellation route without withholding support.

[Answers and explanations, page 141](#)

B Vocabulary in use

CORE TERMS

churn

Customer loss over a defined period or the process of leaving a service.

analyze customer churn

service recovery

Actions taken to address a poor service experience.

coordinate service recovery

recurrence

The return of a problem after an earlier occurrence.

investigate recurrence

impact statement

A concise account of the customer's operational consequences.

record the impact statement

follow-up commitment

A specific promise about a later action or contact.

record the follow-up commitment

goodwill adjustment

A discretionary commercial adjustment offered under applicable authority.

request a goodwill adjustment

retention

Efforts to maintain an ongoing customer relationship.

handle a retention conversation

repeat incident

A further incident involving a previously affected customer or service.

review repeat incidents

common cause

A cause shared by multiple events.

establish a common cause

case owner

The person accountable for coordinating a case.

name the case owner

service credit

A contract-related adjustment for eligible service performance issues.

review a service-credit request

eligibility

Whether the conditions for a process or benefit are met.

assess credit eligibility

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

churn CHURN

analyze customer churn

Keep the meaning precise: Customer loss over a defined period or the process of leaving a service.

common cause COMMON CAUSE

establish a common cause

Keep the meaning precise: A cause shared by multiple events.

B Precision and professional shorthand

EXTEND YOUR RANGE

SLA

Service-level agreement; defined service commitments and associated terms.

review the SLA

downtime

Time during which a defined service is unavailable.

reconcile downtime records

remediation plan

A planned set of actions to address an identified problem.

confirm the remediation plan

notice period

The time required between a notice and its effective action under applicable terms.

verify the notice period

complaint escalation

Referral of a complaint to a further review level.

explain the complaint escalation route

service history

The record of service events and interactions over time.

review the service history

availability

The extent to which a service is usable during a defined measurement period.

measure service availability

exclusion

A circumstance left outside a specified contractual provision.

check the exclusions

cancellation request

A customer's request to end a service.

record the cancellation request

termination charge

A charge that may apply when ending a contract under specified conditions.

check the termination charge

relationship risk

The likelihood or consequence of damage to an ongoing customer relationship.

assess relationship risk

reliability claim

A statement about a service's dependable operation.

substantiate a reliability claim

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

eligibility ELIGIBILITY

assess credit eligibility

Keep the meaning precise: Whether the conditions for a process or benefit are met.

remediation plan REMEDIATION PLAN

confirm the remediation plan

Keep the meaning precise: A planned set of actions to address an identified problem.

Phrases that move the work forward

Acknowledge repetition

Three interruptions in one week have disrupted your team.

Separate present status

The connection is working now, but that does not resolve your concern.

Decline the guarantee honestly

I cannot promise that an interruption will never happen again.

Make the update specific

I will update you tomorrow at 16:00 Central.

Capture the credit request

I will submit the service-credit request for review.

Separate commercial routes

A goodwill adjustment is not the same as an SLA credit.

Avoid a condition

You do not need to withdraw the complaint to receive support.

Explain escalation

I will provide the applicable complaint-review route.

Recognize the consequence

I understand why you are questioning the service.

Avoid a common-cause assumption

We have not yet established that all three incidents share one cause.

Offer ownership

I will coordinate the review and remain your contact.

Preserve the distinction

That is a progress update, not a guaranteed resolution time.

Qualify the outcome

Eligibility and any amount remain unconfirmed.

Respect the customer's choice

I can explain the cancellation route while the review continues.

Ask for evidence

Let us compare the incident times with the service history.

Close with accountability

You will receive the review status, open questions, and next actions at the agreed time.

Precision in real exchanges

Purpose: Avoid a common-cause assumption

Useful wording: We have not yet established that all three incidents share one cause.

Purpose: Decline the guarantee honestly

Useful wording: I cannot promise that an interruption will never happen again.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which response best handles never again?

- A.** I guarantee no future interruption under any conditions.
- B.** We cannot help unless you stay.
- C.** Three incidents prove one cause, so there is nothing to review.
- D.** I cannot guarantee that, but I will coordinate the review and update you tomorrow at 16:00 Central.

2. Which credit statement is accurate?

- A.** Every interruption automatically earns the same credit.
- B.** A goodwill adjustment and SLA credit are always identical.
- C.** I will submit the request; eligibility and amount remain unconfirmed.
- D.** Your full monthly fee is already approved for refund.

3. A colleague needs the term for this meaning: A further incident involving a previously affected customer or service. Which term fits?

- A.** repeat incident
- B.** complaint escalation
- C.** downtime
- D.** follow-up commitment

D Choose the response that fits / continued

4. Rebuild the exchange from "A retention conversation without a false guarantee".
Leila: "Please give me one contact who has all three records. Each time I call, I seem to be starting from the first interruption." Mateo: [missing response] Leila: "Can you guarantee that it will never happen again? That is the assurance I need before deciding to stay." Which response belongs in the gap?

- A.** I will be the case owner for the coordinated review. I will link the three incident records and make sure the technical team sees the times and the effect on your business.
- B.** I will provide the applicable cancellation request process while the review continues. You do not have to withdraw the complaint to receive support, and I will not invent terms to discourage your decision.
- C.** We need to compare the service history before calling it the same technical fault. The repeated impact is clear, but the records do not yet establish one common cause.
- D.** Agreed. We will describe a common cause only if the evidence connects the events. If the review is still incomplete at the update time, I will say that and explain what remains.

[Answers and explanations, page 141](#)

One useful distinction

Three interruptions establish a repeated customer experience, not necessarily one recurring technical fault. Say the records are being compared until a common cause is supported. Service currently working does not erase earlier disruption or establish that recurrence is impossible.

E Conversation

A retention conversation without a false guarantee

A retention conversation without a false guarantee

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

service credit / goodwill adjustment / reliability claim / follow-up commitment /
complaint escalation / case owner / common cause / cancellation request /
service recovery / service history

- 01 **Leila:** Three interruptions this week have meant rearranging customer calls again and again. I am considering moving. What will be different about this follow-up?
- 02 **Mateo:** I understand the ¹ _____ needs to be more than an apology. Three interruptions have affected your work, even though the connection is operating at the moment.
- 03 **Leila:** The last person said it was fixed. Why should I trust another explanation if the same thing keeps happening?
- 04 **Mateo:** We need to compare the ² _____ before calling it the same technical fault. The repeated impact is clear, but the records do not yet establish one common cause.
- 05 **Leila:** Please give me one contact who has all three records. Each time I call, I seem to be starting from the first interruption.
- 06 **Mateo:** I will be the ³ _____ for the coordinated review. I will link the three incident records and make sure the technical team sees the times and the effect on your business.

E Conversation / continued

- 07 **Leila:** Can you guarantee that it will never happen again? That is the assurance I need before deciding to stay.
- 08 **Mateo:** I cannot make that ⁴ _____. I can promise a defined review and communication, but it would be misleading to guarantee that no interruption could ever occur.
- 09 **Leila:** Then tell me exactly when I will hear from you and what that contact will contain.
- 10 **Mateo:** My ⁵ _____ is tomorrow at 16:00 Central. I will provide the review status, any verified findings, the questions still open, and the next actions.

Conversation continues on the next page.

A retention conversation without a false guarantee

CONVERSATION / CONTINUED

- 11 **Leila:** We have lost time dealing with this. I also want the charges reviewed, not just the technical records.
- 12 **Mateo:** I will submit a ⁶ _____ request under the actual agreement and applicable requirements. I cannot confirm eligibility or an amount before that review has taken place.
- 13 **Leila:** Someone mentioned a goodwill payment. Is that the same thing as a credit under the service agreement?
- 14 **Mateo:** A ⁷ _____ can follow a different approval route. I will keep the requests distinct so that we do not imply one decision automatically resolves the other.
- 15 **Leila:** I still want the cancellation information. I do not want to be told I must stay before anyone investigates.
- 16 **Mateo:** I will provide the applicable ⁸ _____ process while the review continues. You do not have to withdraw the complaint to receive support, and I will not invent terms to discourage your decision.
- 17 **Leila:** That is clearer. Please do not send a message saying the root cause is confirmed unless the technical team can support it.
- 18 **Mateo:** Agreed. We will describe a ⁹ _____ only if the evidence connects the events. If the review is still incomplete at the update time, I will say that and explain what remains.
- 19 **Leila:** I will expect your update tomorrow at four Central, with the technical status and the separate credit-review status.
- 20 **Mateo:** Yes, and I will include the ¹⁰ _____ route if you want that review. My update commitment stands whether you decide to retain the service or proceed with cancellation.

CHECK THE GAPS

1. service recovery / 2. service history / 3. case owner / 4. reliability claim / 5. follow-up commitment / 6. service credit / 7. goodwill adjustment / 8. cancellation request / 9. common cause / 10. complaint escalation

[Why these answers fit, page 142](#)

F Check accuracy and scope

A retention conversation without a false guarantee

Return to the case

Business customer Leila reports three broadband interruptions this week and is considering cancellation. The service is currently working, but the incident records do not yet establish a single shared cause. Account specialist Mateo can coordinate a technical review and provide a named update at 16:00 Central the next day. A service-credit request may be reviewed under the actual contract and applicable requirements; no amount is approved. Leila wants a guarantee that the problem will never recur. Mateo must respond honestly and preserve access to the cancellation process rather than making support conditional on staying.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What should the technical summary say?

- A. The same router caused all three incidents.
- B. Current operation proves the previous reports were false.
- C. Every future interruption is impossible.
- D. Three interruptions are reported; a shared cause is not yet established.

2. How should cancellation be handled?

- A. Make all technical support conditional on retention.
- B. Explain the applicable route while continuing the review.
- C. Withhold the route until the customer withdraws the complaint.
- D. Invent a notice period to discourage departure.

[Answers and explanations, page 144](#)

Listen for the distinction

Swap roles for turns 11-20; separate technical, credit, and cancellation processes.

Acknowledge the cost without promising the impossible

A customer may need recognition of operational disruption before hearing the technical explanation. Name the repeated impact, then offer specific ownership and timing. Avoid using a sympathetic tone to smuggle in a promise about cause, compensation, or future reliability.

F Say it / transfer to a new case

State a bounded recovery commitment

Customer Nera reports two interruptions. Agent Sol owns the review and promises an update on Tuesday at 11:00 Mountain. The shared cause and any service credit remain undecided.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

undecided / Tuesday at 11:00 Mountain / two / Sol

- 01 **Agent:** The reported number of interruptions is ¹ _____.
- 02 **Customer:** The named review owner is ² _____.
- 03 **Agent:** The next update is ³ _____.
- 04 **Customer:** The credit outcome remains ⁴ _____.

CHECK THE GAPS

1. two / 2. Sol / 3. Tuesday at 11:00 Mountain / 4. undecided

[Why these answers fit, page 144](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A retention conversation without a false guarantee".

Leila: "Someone mentioned a goodwill payment. Is that the same thing as a credit under the service agreement?" Mateo: [missing response] Leila: "I still want the cancellation information. I do not want to be told I must stay before anyone investigates." Which response belongs in the gap?

- A.** A goodwill adjustment can follow a different approval route. I will keep the requests distinct so that we do not imply one decision automatically resolves the other.
- B.** I understand the service recovery needs to be more than an apology. Three interruptions have affected your work, even though the connection is operating at the moment.
- C.** I cannot make that reliability claim. I can promise a defined review and communication, but it would be misleading to guarantee that no interruption could ever occur.
- D.** I will submit a service credit request under the actual agreement and applicable requirements. I cannot confirm eligibility or an amount before that review has taken place.

[Answers and explanations, page 145](#)

A Read the situation

LESSON 08 / VENDOR AND EQUIPMENT LIFECYCLE

Compare procurement options across a common planning horizon and explain the limits of a headline-price comparison.

The cheaper purchase leaves a two-year support gap

A team plans to operate new network equipment through 31 December 2030. Fictional Model A costs \$40,000 and its published last date of support is 31 December 2028. Model B costs \$50,000 and support runs through 31 December 2031. The quotations contain no migration, maintenance, training, or disposal estimates. Procurement lead Zara favors A because it saves \$10,000 at purchase. Network planner Noah must explain A's 24-month support gap during 2029-2030, while making clear that B's longer support horizon does not by itself establish the lower total cost or prove every required feature is suitable.

People: Zara, Procurement lead; Noah, Network lifecycle planner.

Read the record

Choose one answer per question using the facts above.

1. What is Model A's purchase-price advantage?

- A. \$50,000
- B. No difference
- C. \$10,000
- D. \$24,000

2. How long is A's support gap within the plan?

- A. 24 months during 2029-2030
- B. 12 months during 2031
- C. No gap
- D. 60 months during 2026-2030

3. What remains unknown?

- A. B's published support end date
- B. The planned operating end date
- C. The complete total cost of either option
- D. A's quoted purchase price

[Answers and explanations, page 146](#)

B Vocabulary in use

CORE TERMS

equipment lifecycle

The sequence from acquisition through operation and retirement.

plan the equipment lifecycle

end-of-life

A vendor-defined lifecycle phase with associated milestone dates.

review the end-of-life announcement

support horizon

The period through which the applicable support remains available.

compare support horizons

planning horizon

The period covered by the decision or operating plan.

align the planning horizon

TCO

Total cost of ownership across a defined scope and time period.

estimate TCO

migration cost

The cost of moving from one system or arrangement to another.

scope migration costs

end-of-sale

The milestone after which a product is no longer sold through the specified channel.

check the end-of-sale notice

LDOS

Last date of support; the final support milestone specified by the vendor.

verify the LDOS

support gap

A period of intended operation beyond available applicable support.

quantify the support gap

purchase price

The initial amount paid to acquire an item.

compare purchase prices

maintenance cost

The cost of keeping equipment in its intended operating condition.

estimate maintenance costs

training cost

The cost of preparing staff to use or support a system.

include training costs

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

equipment lifecycle EQUIPMENT LIFECYCLE

plan the equipment lifecycle

Keep the meaning precise: The sequence from acquisition through operation and retirement.

support gap SUPPORT GAP

quantify the support gap

Keep the meaning precise: A period of intended operation beyond available applicable support.

B Precision and professional shorthand

EXTEND YOUR RANGE

disposal cost

The cost of retiring, removing, or disposing of equipment appropriately.

estimate disposal costs

support entitlement

The specific support rights provided by applicable terms.

verify support entitlement

security update

A software change addressing security issues.

verify security-update availability

spares strategy

A plan for obtaining and holding replacement components.

establish a spares strategy

technical fit

How well a product meets the stated technical requirements.

assess technical fit

risk acceptance

An authorized decision to take a defined risk under the organization's process.

document risk acceptance

residual value

Estimated value remaining at the end of a defined period.

assess residual value

renewal

Extension or replacement of a contract under agreed terms.

review renewal conditions

firmware

Software embedded in or closely associated with a device.

review firmware support

interoperability

The ability of systems or components to work together as required.

test interoperability

exit plan

A plan for leaving a system or supplier arrangement.

prepare an exit plan

decision record

Documentation of a choice, its evidence, assumptions, and approval.

maintain the decision record

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

training cost TRAINING COST

include training costs

Keep the meaning precise: The cost of preparing staff to use or support a system.

security update SECURITY UPDATE

verify security-update availability

Keep the meaning precise: A software change addressing security issues.

Phrases that move the work forward

Acknowledge the saving

Model A is ten thousand dollars cheaper to purchase.

State the support boundary

Model A's last date of support is 31 December 2028.

Separate milestones

End-of-sale is not the same as last date of support.

List missing costs

We still need migration, maintenance, training, and disposal estimates.

Check the actual terms

What support entitlement does this quotation include?

Avoid an operating inference

Equipment still running is not the same as equipment still supported.

Keep risks visible

The support gap needs a documented response or authorized risk decision.

Request a comparable estimate

Please cost both options over the same period.

Align the horizon

Our operating plan runs through 31 December 2030.

Quantify the gap

That leaves twenty-four months beyond support within our plan.

Avoid a cost shortcut

Purchase price alone does not establish total cost.

Qualify the alternative

Model B covers the stated support horizon, but technical fit still needs checking.

Challenge an assumption

Do we have written confirmation that renewal changes the support boundary?

Ask about the transition

What would a supported replacement require before the deadline?

Separate price from suitability

A higher price does not prove that every requirement is met.

Close the decision record

Record the dates, costs, missing evidence, and approving owner together.

Precision in real exchanges

Purpose: Quantify the gap

Useful wording: That leaves twenty-four months beyond support within our plan.

Purpose: Separate milestones

Useful wording: End-of-sale is not the same as last date of support.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which financial claim is supported?

- A.** A costs \$10,000 less to purchase; total-cost savings are not established.
- B.** A has a proven \$10,000 lower total cost.
- C.** B is automatically the cheapest over its lifetime.
- D.** Support dates have no relevance to the plan.

2. Which statement describes the gap correctly?

- A.** A has only one unsupported month.
- B.** A is beyond its stated support date for all of 2029 and 2030.
- C.** A is supported throughout the plan.
- D.** B loses support before the plan ends.

3. A colleague needs the term for this meaning: Last date of support; the final support milestone specified by the vendor. Which term fits?

- A.** LDOS
- B.** TCO
- C.** support entitlement
- D.** technical fit

D Choose the response that fits / continued

4. Rebuild the exchange from "The cheaper purchase leaves a two-year support gap". Zara: "So you are identifying the whole of 2029 and 2030, rather than a short gap at the end of the project." Noah: [missing response] Zara: "The buyer suggested renewing in 2028. Do the actual terms extend this equipment's support, or would we still face the same end date?" Which response belongs in the gap?

- A.** Its support horizon does cover that period. That is a useful advantage, but it does not prove B meets every technical requirement or has the lowest complete cost.
- B.** The purchase price difference is real. Before deciding, we should compare the support dates against our plan to operate the equipment through the end of 2030.
- C.** State the twenty-four-month gap and the missing exit plan. Avoid labeling the saving as a complete business benefit until the transition or risk response is costed and reviewed.
- D.** Yes, a twenty-four-month support gap within the current plan. We need a response to that gap, whether it involves a supported replacement or an authorized risk decision.

[Answers and explanations, page 146](#)

One useful distinction

End-of-sale and last date of support are different milestones. A product may remain supported after sales end, or continue operating after support ends. Continued operation does not demonstrate support entitlement, security-update availability, or an acceptable risk decision.

E Conversation

The cheaper purchase leaves a two-year support gap

The cheaper purchase leaves a two-year support gap

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

decision record / migration cost / support horizon / exit plan / purchase price /
support gap / LDOS / interoperability / TCO / support entitlement

- 01 **Zara:** A saves ten thousand at purchase. Before I recommend it, show me the support gap against our operating plan, not just a general end-of-life warning.
- 02 **Noah:** The ¹ _____ difference is real. Before deciding, we should compare the support dates against our plan to operate the equipment through the end of 2030.
- 03 **Zara:** A's notice says support ends on 31 December 2028. The equipment should still be able to run after that, though.
- 04 **Noah:** Running and supported are different. The ² _____ tells us the support boundary, not the date the equipment necessarily stops functioning. Our plan extends two years beyond that boundary for A.
- 05 **Zara:** So you are identifying the whole of 2029 and 2030, rather than a short gap at the end of the project.
- 06 **Noah:** Yes, a twenty-four-month ³ _____ within the current plan. We need a response to that gap, whether it involves a supported replacement or an authorized risk decision.

E Conversation / continued

- 07 **Zara:** The buyer suggested renewing in 2028. Do the actual terms extend this equipment's support, or would we still face the same end date?
- 08 **Noah:** We need to verify the ⁴ _____. Do not assume renewal extends a published hardware-support boundary. We need the applicable notice and written terms before relying on that option.
- 09 **Zara:** Model B's support date is 31 December 2031, so it covers the operating period we are discussing.
- 10 **Noah:** Its ⁵ _____ does cover that period. That is a useful advantage, but it does not prove B meets every technical requirement or has the lowest complete cost.

Conversation continues on the next page.

The cheaper purchase leaves a two-year support gap

CONVERSATION / CONTINUED

- 11 **Zara:** I do not want the comparison to become an automatic recommendation for the more expensive product.
- 12 **Noah:** Nor do I. We need ⁶ _____ over the same period for both. The quotations do not yet include migration, maintenance, training, or disposal, so a total-cost conclusion would be premature.
- 13 **Zara:** If A requires replacement before support ends, that transition could use some of the initial saving.
- 14 **Noah:** Exactly, but we must estimate the ⁷ _____ rather than invent it. The amount, timing, staff effort, and service implications need a scoped comparison.
- 15 **Zara:** We should also check whether both models work with the equipment and management tools we already use.
- 16 **Noah:** That is the ⁸ _____ assessment. A support date and a price do not answer whether the product fits the required environment or needs additional changes.
- 17 **Zara:** I will ask for comparable cost estimates and confirmation of the support terms. How should I describe the unresolved risk for A?
- 18 **Noah:** State the twenty-four-month gap and the missing ⁹ _____. Avoid labeling the saving as a complete business benefit until the transition or risk response is costed and reviewed.
- 19 **Zara:** Then the decision is not simply forty versus fifty thousand. It includes support coverage, technical suitability, and the costs we have not obtained.
- 20 **Noah:** Correct. Put those facts and open assumptions in the ¹⁰ _____. We can make a defensible recommendation once the comparison is complete, without pretending either price alone settles it.

CHECK THE GAPS

1. purchase price / 2. LDOS / 3. support gap / 4. support entitlement / 5. support horizon / 6. TCO / 7. migration cost / 8. interoperability / 9. exit plan / 10. decision record

[Why these answers fit, page 147](#)

F Check accuracy and scope

The cheaper purchase leaves a two-year support gap

Return to the case

A team plans to operate new network equipment through 31 December 2030. Fictional Model A costs \$40,000 and its published last date of support is 31 December 2028. Model B costs \$50,000 and support runs through 31 December 2031. The quotations contain no migration, maintenance, training, or disposal estimates. Procurement lead Zara favors A because it saves \$10,000 at purchase. Network planner Noah must explain A's 24-month support gap during 2029-2030, while making clear that B's longer support horizon does not by itself establish the lower total cost or prove every required feature is suitable.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What should be checked before relying on renewal?

- A. Only whether a purchase order can be raised
- B. Whether the equipment still powers on
- C. A salesperson's vague statement without terms
- D. The applicable product notice and written support terms

2. What remains necessary for Model B?

- A. No further assessment because it costs more
- B. A claim that support dates prove performance
- C. Automatic purchase without approval
- D. Technical-fit and full-cost assessment

[Answers and explanations, page 149](#)

Listen for the distinction

Swap roles for turns 11-20; distinguish the purchase saving from a complete cost estimate.

Compare the decision, not just the price

A procurement colleague may be correctly reporting a purchase saving while omitting a later exposure. Acknowledge the saving, then compare both options over the same operating period. Avoid replacing one incomplete argument with an equally unsupported claim that the more expensive option must be better.

F Say it / transfer to a new case

Compare another support horizon

A plan runs through 31 December 2032. Model C costs \$24,000 with support ending 31 December 2031. Model D costs \$29,000 with support through 2033. Other lifecycle costs are unknown.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

Model D / 12 months / \$5,000 / not established

- 01 **Buyer:** Model C's initial price advantage is ¹ _____.
- 02 **Planner:** C's support gap within the plan is ² _____.
- 03 **Buyer:** The model covering the stated support horizon is ³ _____.
- 04 **Planner:** The complete total-cost comparison is ⁴ _____.

CHECK THE GAPS

1. \$5,000 / 2. 12 months / 3. Model D / 4. not established

[Why these answers fit, page 149](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "The cheaper purchase leaves a two-year support gap".

Zara: "If A requires replacement before support ends, that transition could use some of the initial saving." **Noah:** [missing response] **Zara:** "We should also check whether both models work with the equipment and management tools we already use." **Which response belongs in the gap?**

- A.** Yes, a twenty-four-month support gap within the current plan. We need a response to that gap, whether it involves a supported replacement or an authorized risk decision.
- B.** The purchase price difference is real. Before deciding, we should compare the support dates against our plan to operate the equipment through the end of 2030.
- C.** That is the interoperability assessment. A support date and a price do not answer whether the product fits the required environment or needs additional changes.
- D.** Exactly, but we must estimate the migration cost rather than invent it. The amount, timing, staff effort, and service implications need a scoped comparison.

[Answers and explanations, page 150](#)

Review 4 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Customer Churn and Service Recovery" and "Vendor and Equipment Lifecycle". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Actions taken to address a poor service experience. Which term fits?

- A. availability
- B. termination charge
- C. case owner
- D. service recovery

2. A colleague needs the term for this meaning: The initial amount paid to acquire an item. Which term fits?

- A. spares strategy
- B. purchase price
- C. equipment lifecycle
- D. disposal cost

3. Rebuild the exchange from "Always works is not an approved notice". Celia: "Should we say that a battery solves the problem? Some equipment has backup-power options." Marcus: [missing response] Celia: "The limitation is in a small note below the reassurance. Please review the layout too; changing the paragraph will not help if the headline still contradicts it." Which response belongs in the gap?

- A. Correct. Once the responsible process is complete, use the approved wording for this service. Keep the customer consequence clear and do not restore an unsupported promise for a more reassuring tone.
- B. Do not infer a guarantee from backup power. We need verified capabilities and conditions. Power at one device does not automatically establish that every part of the calling path remains available.
- C. It is an absolute assurance that our product record does not support. We need to stop that version from being published while we verify the relevant service facts.
- D. Use version control and retire the old release copy from the active workflow. The review should point to an exact version, not a vague reference to the latest draft.

Review 4 / Meaning and context / continued

4. Rebuild the exchange from "The cheaper purchase leaves a two-year support gap". Zara: "I will ask for comparable cost estimates and confirmation of the support terms. How should I describe the unresolved risk for A?" Noah: [missing response] Zara: "Then the decision is not simply forty versus fifty thousand. It includes support coverage, technical suitability, and the costs we have not obtained." Which response belongs in the gap?

- A.** Its support horizon does cover that period. That is a useful advantage, but it does not prove B meets every technical requirement or has the lowest complete cost.
- B.** Yes, a twenty-four-month support gap within the current plan. We need a response to that gap, whether it involves a supported replacement or an authorized risk decision.
- C.** We need to verify the support entitlement. Do not assume renewal extends a published hardware-support boundary. We need the applicable notice and written terms before relying on that option.
- D.** State the twenty-four-month gap and the missing exit plan. Avoid labeling the saving as a complete business benefit until the transition or risk response is costed and reviewed.

[Answers and explanations, page 159](#)

Language for the next case

The call connects, but audio is one-way

SIP signaling

SIP signaling establishes and manages the session; the supplied INVITE, 200 OK, and acknowledgment do not prove intelligible audio reaches both people.

Marco: The SIP signaling completed for this call. That is useful evidence about setup, not proof that both audio directions worked.

RTP

Real-time Transport Protocol carries media such as audio in this session; observing outbound RTP at one point does not establish remote delivery or audible content.

Marco: It establishes packets at that observation point. RTP traffic leaving the edge is not the same as confirmed receipt and successful playback at the far end.

codec

A codec encodes and decodes the audio; successful signaling or packet presence alone does not prove the intended speech was correctly encoded, transported, and rendered.

Marco: Yes. Packet presence does not prove the intended speech was encoded or played. The negotiated codec and endpoint behavior may matter, but neither is established as the fault here.

one-way audio

One-way audio describes the reported asymmetry: the office agent hears the caller, while the caller cannot hear the agent; it does not itself identify a failed component.

Marco: Agreed. We have one-way audio from the user's perspective. Caller to office is audible; office to caller is reported inaudible.

media path

The media path is the route taken by the audio packets; it must be investigated separately from the signaling exchange and at identified points in the relevant direction.

Marco: Correct. The media path needs investigation in the affected direction. We cannot infer every hop from a successful setup exchange.

fault summary

A fault summary combines the observed symptom, verified protocol events, observation points, and open questions without turning a partial test into an end-to-end success claim.

Marco: That is an accurate fault summary. Include the test reference so the next engineer does not merge it with a different customer attempt.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

The call connects, but audio is one-way

Fictional authorized test S42: an office agent hears the external caller, but the caller reports no agent audio. SIP INVITE receives 200 OK and is acknowledged. An approved office-edge trace shows outbound RTP packets; remote receipt and playback are unverified. No cause is established. This is a coordination discussion, not configuration instructions or an emergency-call test.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

SIP signaling / media path / RTP / codec / fault summary / one-way audio

- 01 **Dina:** S42 connects, but the caller cannot hear our agent. Our agent can hear the caller. The ticket was marked successful because the setup trace looked normal.
- 02 **Marco:** The ¹ _____ completed for this call. That is useful evidence about setup, not proof that both audio directions worked.
- 03 **Dina:** Then please keep the fault open. I want the summary to say which person hears which, rather than just audio problem.
- 04 **Marco:** Agreed. We have ² _____ from the user's perspective. Caller to office is audible; office to caller is reported inaudible.
- 05 **Dina:** At the office edge, the approved trace shows outbound packets for the test. Does that establish that our voice reached the caller?
- 06 **Marco:** It establishes packets at that observation point. ³ _____ traffic leaving the edge is not the same as confirmed receipt and successful playback at the far end.
- 07 **Dina:** So we still need to correlate that stream with the carrier-side evidence. I will include the exact test time and the local call reference.
- 08 **Marco:** Please include the time zone and trace point as well. If clocks differ or we compare another attempt, the packet observations may appear inconsistent for the wrong reason.
- 09 **Dina:** The report should not say zero packet loss at the caller. We have not measured the caller's receiving side at all.
- 10 **Marco:** Correct. The ⁴ _____ needs investigation in the affected direction. We cannot infer every hop from a successful setup exchange.

Conversation continues on the next page.

The call connects, but audio is one-way

CONVERSATION / CONTINUED

- 11 **Dina:** Someone has suggested a firewall issue. I have left that as a hypothesis, because we have not located where the useful audio stops.
- 12 **Marco:** That is appropriate. Address translation, media negotiation, endpoint behavior, and other causes may need checking under the approved process. Naming a familiar cause is not isolation.
- 13 **Dina:** Would a stream of packets also be consistent with silence or an endpoint failing to render audio, rather than packets disappearing in transit?
- 14 **Marco:** Yes. Packet presence does not prove the intended speech was encoded or played. The negotiated ⁵ _____ and endpoint behavior may matter, but neither is established as the fault here.
- 15 **Dina:** We should avoid copying customer audio or full account details into the general ticket. The authorized technical record should contain only what the investigation needs.
- 16 **Marco:** Agreed. Use the approved access and retention process. I will ask the carrier team for correlated observations, not a blanket assertion that everything beyond our boundary is fine.
- 17 **Dina:** My update will say setup completed, caller-to-office audio works in this test, and the opposite direction still needs investigation beyond the local packet observation.
- 18 **Marco:** That is an accurate ⁶ _____. Include the test reference so the next engineer does not merge it with a different customer attempt.
- 19 **Dina:** Once a correction is made, we should repeat the agreed ordinary test and verify speech in both directions, not just look for another 200 OK.
- 20 **Marco:** Yes. The closure record needs the actual end-to-end result and any remaining limitations. For now, S42 is connected at the signaling level but not a verified successful voice conversation.

CHECK THE GAPS

1. SIP signaling / 2. one-way audio / 3. RTP / 4. media path / 5. codec / 6. fault summary

[Why these answers fit, page 162](#)

Reverse the affected direction

Fictional test T19: the external caller hears the office agent, but the agent cannot hear the caller. Call setup succeeds. Packets are observed at the caller-side edge only; office receipt and playback are unchecked.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

office / audio / unchecked / T19

- 01 **Engineer:** The reported inaudible direction is caller to ¹ _____.
- 02 **Support:** Successful setup establishes signaling, not end-to-end ² _____.
- 03 **Engineer:** Office-side receipt is still ³ _____.
- 04 **Support:** Keep the record tied to test ⁴ _____.

CHECK THE GAPS

1. office / 2. audio / 3. unchecked / 4. T19

[Why these answers fit, page 162](#)

Keep the distinction audible

Describe voice-call evidence by protocol, direction, and observation point without closing the fault prematurely.

Language for the next case

Enough light, but not enough margin

power budget

The power budget is the difference between minimum transmit power and receiver sensitivity: -3 minus -20 equals 17 dB before reserving design margin.

Ivo: Not yet. The power budget is seventeen decibels before reserve. Subtracting the planned fifteen-decibel loss leaves only two decibels of margin.

received power

Received power is the absolute optical level at the receiver, here predicted as -3 dBm minus 15 dB, or -18 dBm; it is not a measured field result.

Ivo: Exactly. That is the predicted received power. The loss is a positive fifteen-decibel reduction, not a negative power reading.

Receiver sensitivity

Receiver sensitivity is the minimum input associated with specified performance and conditions; a detection indication alone is not the same criterion.

Ivo: Yes. Receiver sensitivity belongs with its performance criterion. The calculation needs compatible equipment assumptions, not whichever two numbers produce the largest budget.

path loss

Path loss is the stipulated 15 dB reduction between transmitter and receiver; it is a relative level difference, unlike the absolute dBm power values.

Ivo: Correct. The path loss must be fourteen decibels or less for this seventeen-decibel budget to retain the three-decibel reserve.

engineering margin

Engineering margin is the remaining allowance above receiver sensitivity after path loss; two decibels remains here, one decibel below the stipulated three-decibel requirement.

Ivo: Right. Call it insufficient engineering margin under the stated rule. Do not turn that calculation into a claim that the installed service has already failed.

wavelength

Wavelength identifies the optical operating or test condition; losses and equipment specifications must be compared on a compatible basis rather than mixing values from different conditions.

Ivo: Keep the wavelength, fiber type, component assumptions, and reference endpoints. A result for another test condition is not automatically interchangeable with this one.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Enough light, but not enough margin

Fictional matching optical equipment: minimum transmit power -3 dBm; receiver sensitivity -20 dBm at the specified performance. Planned path loss totals 15 dB, with a required 3 dB reserve under this project's design rule. Ignore other penalties only for this calculation. These figures are not equipment recommendations or a complete acceptance test.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

path loss / Receiver sensitivity / engineering margin / received power / wavelength / power budget

- 01 **Nadia:** The spreadsheet predicts minus eighteen dBm at the receiver. That is above its minus-twenty sensitivity. Can I mark the design as meeting our margin requirement?
- 02 **Ivo:** Not yet. The ¹ _____ is seventeen decibels before reserve. Subtracting the planned fifteen-decibel loss leaves only two decibels of margin.
- 03 **Nadia:** The project requires three. So a result above the receiver's threshold is not enough to satisfy the specified reserve.
- 04 **Ivo:** Correct. The ² _____ must be fourteen decibels or less for this seventeen-decibel budget to retain the three-decibel reserve.
- 05 **Nadia:** I want to check the signs aloud. Minus three, less fifteen, gives minus eighteen dBm. We do not subtract minus fifteen and get positive twelve.
- 06 **Ivo:** Exactly. That is the predicted ³ _____. The loss is a positive fifteen-decibel reduction, not a negative power reading.

Conversation / continued

- 07 **Nadia:** Then the current design is short of our required reserve by one decibel. It is not three decibels short and not completely without signal.
- 08 **Ivo:** Right. Call it insufficient ⁴ _____ under the stated rule. Do not turn that calculation into a claim that the installed service has already failed.
- 09 **Nadia:** Could the team simply use a stronger typical transmitter value from another sheet? It would make the result look better.
- 10 **Ivo:** We need the applicable minimum and conditions for the chosen equipment. Replacing the agreed basis with a favorable typical value would hide the shortfall rather than resolve it.

Conversation continues on the next page.

Enough light, but not enough margin

CONVERSATION / CONTINUED

- 11 **Nadia:** The receiver figure also needs to apply at the specified performance, not merely show the faintest light the device can detect.
- 12 **Ivo:** Yes. ⁵ _____ belongs with its performance criterion. The calculation needs compatible equipment assumptions, not whichever two numbers produce the largest budget.
- 13 **Nadia:** We have only checked the low-power side here. A complete design also needs to consider whether maximum input could overload the receiver.
- 14 **Ivo:** Correct. More optical power is not automatically better. The receiver's permitted maximum, other penalties, and actual operating conditions require their own checks.
- 15 **Nadia:** Before I ask for a revised route estimate, what needs to stay attached to the loss figure so we compare like with like?
- 16 **Ivo:** Keep the ⁶ _____, fiber type, component assumptions, and reference endpoints. A result for another test condition is not automatically interchangeable with this one.
- 17 **Nadia:** I will return the design for a documented revision rather than edit the reserve down to two. The three-decibel requirement remains unchanged.
- 18 **Ivo:** Good. The responsible engineer can assess a suitable design change. This conversation does not authorize swapping components or changing an operating link.
- 19 **Nadia:** My planning note will say seventeen budget, fifteen planned loss, two remaining, and three required: one decibel short of the stipulated margin.
- 20 **Ivo:** That is the useful summary. Keep predicted and measured results separate, and leave final acceptance to the specified engineering and testing process.

CHECK THE GAPS

1. power budget / 2. path loss / 3. received power / 4. engineering margin / 5. Receiver sensitivity / 6. wavelength

[Why these answers fit, page 164](#)

Calculate the remaining reserve

Fictional link: minimum transmit power -2 dBm, receiver sensitivity -18 dBm, planned path loss 12 dB. Required reserve is 3 dB. Ignore other penalties for this arithmetic only.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

12 / 4 / 16 / 1

- 01 **Planner:** The power budget before reserve is ¹ _____ dB.
- 02 **Manager:** The stipulated path loss is ² _____ dB.
- 03 **Planner:** The margin remaining after that loss is ³ _____ dB.
- 04 **Manager:** That exceeds the required reserve by ⁴ _____ dB.

CHECK THE GAPS

1. 16 / 2. 12 / 3. 4 / 4. 1

[Why these answers fit, page 164](#)

Keep the distinction audible

Explain a fiber power calculation while distinguishing absolute power, link loss, and the required design reserve.

Language for the next case

Eight numbers move; four must stay

number inventory

The number inventory identifies all twelve services and their intended disposition; eight endings 0100-0107 move, while four endings 0108-0111 remain with the current provider.

Scott: Yes. Our number inventory is clear: endings zero-one-zero-zero through zero-one-zero-seven move; zero-one-zero-eight through zero-one-one-one stay. The form is wrong.

partial port

A partial port moves only some numbers from the current account; the remaining services must be addressed explicitly rather than treated as included in a full transfer.

Yara: Agreed. This is a partial port, so the retained services need explicit handling in the request and with the current provider.

firm order commitment

A firm order commitment is the carrier's accepted scheduling milestone under its process; the requested 22 October date is not such a commitment in this record.

Yara: We have no firm order commitment yet. Correcting the scope and supplying the required records must not be reported as confirmation of the requested date.

letter of authorization

The letter of authorization records the customer's specified permission; here it covers eight named numbers and does not authorize transferring the remaining four.

Scott: The letter of authorization covers those eight only. Please do not expand it to all twelve to make the full-port field agree with the draft.

billing telephone number

The billing telephone number identifies the account for carrier processing; moving that number may require an agreed replacement or account arrangement to preserve retained services.

Yara: That billing telephone number needs attention. Confirm the provider's required arrangement for retaining those four services before we submit the request.

completion confirmation

Completion confirmation records that the transfer has actually reached its completed state; a scheduling commitment alone does not establish completed routing or all service checks.

Yara: When the scheduled work occurs, completion confirmation is another milestone. A commitment date alone will not tell us every number is routing correctly.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Eight numbers move; four must stay

Fictional U.S. account: twelve numbers, abbreviated by endings 0100-0111. Authorization covers 0100-0107 only; 0108-0111 must stay. The draft wrongly selects a full port. Billing number 0100 is moving. The requested 22 October date has no carrier commitment. Complete identifiers are in the approved record; actual requirements are provider-specific.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

firm order commitment / letter of authorization / billing telephone number /
number inventory / partial port / completion confirmation

- 01 **Yara:** Before I submit the transfer, the form says full port, but your signed list names eight of twelve numbers. Should the other four remain with the current provider?
- 02 **Scott:** Yes. Our ¹ _____ is clear: endings zero-one-zero-zero through zero-one-zero-seven move; zero-one-zero-eight through zero-one-one-one stay. The form is wrong.
- 03 **Yara:** That is eight moving and four staying. I will reconcile the complete verified numbers in the actual request; these shortened endings are only for this discussion.
- 04 **Scott:** The ² _____ covers those eight only. Please do not expand it to all twelve to make the full-port field agree with the draft.
- 05 **Yara:** Agreed. This is a ³ _____, so the retained services need explicit handling in the request and with the current provider.
- 06 **Scott:** The retained numbers are still in use. I also see that zero-one-zero-zero is the billing reference for the current account, even though that number is moving.

Conversation / continued

- 07 **Yara:** That ⁴ _____ needs attention. Confirm the provider's required arrangement for retaining those four services before we submit the request.
- 08 **Scott:** I can contact the current provider through our authorized channel and confirm the retained-service details. I will not choose a replacement billing number from memory.
- 09 **Yara:** Keep that response with the order. Also check any bundled-service dependencies; moving the numbers does not automatically resolve those arrangements.
- 10 **Scott:** The business wants the move on October twenty-second. Has the carrier accepted that date, or is it still just our preference?

Conversation continues on the next page.

Eight numbers move; four must stay

CONVERSATION / CONTINUED

- 11 **Yara:** We have no ⁵ _____ yet. Correcting the scope and supplying the required records must not be reported as confirmation of the requested date.
- 12 **Scott:** I will keep the user notice provisional. They need a confirmed plan before changing their published contact arrangements or assuming the new routing is active.
- 13 **Yara:** And please do not cancel the existing services as a way to start the transfer. Coordinate the actual port and any later service changes through the providers' processes.
- 14 **Scott:** Understood. The four retained numbers are not a cancellation request, and the eight moving numbers still need their transfer coordinated.
- 15 **Yara:** When the scheduled work occurs, ⁶ _____ is another milestone. A commitment date alone will not tell us every number is routing correctly.
- 16 **Scott:** We will use the agreed ordinary calling checks for the moved and retained numbers. A successful call to the main number should not close all twelve checks.
- 17 **Yara:** Exactly. Follow the applicable service validation process and handle any emergency-calling requirements through qualified, coordinated procedures, not unplanned emergency test calls.
- 18 **Scott:** I will return the retained-service arrangement and complete number list through the approved channel. Credentials and transfer security codes do not belong in a widely shared email.
- 19 **Yara:** I will correct the draft to the authorized partial scope, verify the remaining requirements, and report the actual carrier response with its date and status.
- 20 **Scott:** Thank you. Our handoff is eight moving, four staying, billing-reference handling pending, and October twenty-second requested only. No wider transfer or cancellation is authorized by this conversation.

CHECK THE GAPS

1. number inventory / **2.** letter of authorization / **3.** partial port / **4.** billing telephone number / **5.** firm order commitment / **6.** completion confirmation

[Why these answers fit, page 166](#)

A partial request is not a full-account move

Fictional account: ten verified numbers. Signed authorization covers six; four must remain. The draft says full port, and the preferred 5 November date has no carrier commitment. Complete identifiers are held in the approved record.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

four / requested / six / partial

- 01 **Administrator:** The authorized number of transfers is ¹ _____.
- 02 **Coordinator:** The number of services that must remain is ² _____.
- 03 **Administrator:** The corrected request must describe a ³ _____ port.
- 04 **Coordinator:** The 5 November date remains ⁴ _____.

CHECK THE GAPS

1. six / 2. four / 3. partial / 4. requested

[Why these answers fit, page 166](#)

Keep the distinction audible

Clarify a partial number transfer using explicit scope, carrier records, and distinct authorization and completion milestones.

01 / Answers and explanations

A / Read the situation

A1. What is the verified impact?

B. 120 broadband services in the East area

The record counts interrupted broadband services in one specified area, not people or equipment.

[Return to the exercise, page 4](#)

A2. What does 09:40 Eastern represent?

C. The next public update

The team has committed to an update at that time, not to restoration.

[Return to the exercise, page 4](#)

A3. What remains unconfirmed?

A. The root cause and restoration estimate

Fault isolation is ongoing and no restoration estimate has been verified.

[Return to the exercise, page 4](#)

D / Response choices

D1. Which public line is accurate?

C. We are investigating an interruption affecting 120 broadband services in the East area.

The accurate line preserves the verified service count, area, and investigation status.

[Return to the exercise, page 8](#)

D2. A colleague says the recent change caused O73. What is the best response?

C. What evidence links that change to this incident?

Asking for a specific evidence link tests the claim without dismissing a potentially useful lead.

[Return to the exercise, page 8](#)

01 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: The effect of an incident on a defined service. Which term fits?

D. service impact

A Not here. ETR: Estimated time of restoration; a forecast, not automatically a guarantee. The usual combination is "validate the ETR".

B Not here. failover: Transfer to an alternative component or path after a problem. The usual combination is "assess failover status".

C Not here. status cadence: The agreed frequency of updates. The usual combination is "establish a status cadence".

D Correct. service impact: The effect of an incident on a defined service. The usual combination is "confirm service impact".

[Return to the exercise, page 8](#)

D4. Rebuild the exchange from "The next update is not a restoration promise". Tess: "Someone on the call mentioned a change made earlier this morning. Is that the explanation we should give?" Arun: [missing response] Tess: "Understood. The status page has a field for the expected restoration time. Should I enter our next update time there?" Which response belongs in the gap?

B. No. Fault isolation is still in progress. The change is one lead, but timing alone does not establish that it caused the interruption.

A Not here. This line belongs to turn 8, after Tess says: "Understood. The status page has a field for the expected restoration time. Should I enter our next update time there?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Arun's response in turn 6. It connects Tess's preceding point with Tess's follow-up. Fault isolation is the ongoing process of locating the fault; a recent change remains a hypothesis until evidence connects it.

C Not here. This line belongs to turn 16, after Tess says: "If one monitoring screen turns green, can I immediately say that everyone is back online?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 20, after Tess says: "I will keep the 120-service figure, the East area, the investigation status, and the 09:40 Eastern update commitment together." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 8](#)

E / Conversation

1. service impact

Turn 2. Service impact names the verified effect on broadband service without treating the cause or restoration time as established.

01 / Answers and explanations / continued

2. affected-service count

Turn 4. Affected-service count preserves the measured unit; one customer may have several services and a service may serve several people.

3. Fault isolation

Turn 6. Fault isolation is the ongoing process of locating the fault; a recent change remains a hypothesis until evidence connects it.

4. ETR

Turn 8. ETR means estimated time of restoration; the team has no verified forecast and must not substitute a communication deadline.

5. status cadence

Turn 10. Status cadence is the agreed update frequency, giving customers a useful communication expectation without inventing technical progress.

6. incident commander

Turn 12. Incident commander identifies the person coordinating response priorities and keeping the bridge's decisions, owners, and updates aligned.

7. incident timeline

Turn 14. Incident timeline records events chronologically, preserving the source and timing of changes in the service picture.

8. monitoring window

Turn 16. Monitoring window is the defined observation period used to establish stable service rather than relying on a single favorable reading.

9. restoration

Turn 18. Restoration is the verified return of service; it should be reported from the agreed evidence, not inferred from optimism.

10. post-incident review

Turn 20. Post-incident review examines the response and causes after the incident; it is distinct from an immediate service-status update.

[Return to the conversation, page 10](#)

01 / Answers and explanations / continued

F / Accuracy and scope

F1. Which sentence correctly uses ETR?

C. No ETR has been verified; the next update is at 09:40 Eastern.

The sentence explicitly separates a restoration forecast from the communication schedule.

[Return to the exercise, page 12](#)

F2. What should the handover preserve?

C. Impact, open questions, owner, and next update time

These items let the next team continue work without losing status or inventing certainty.

[Return to the exercise, page 12](#)

F / Guided speaking

1. R16

Lead: The incident reference is R16.

Turn 1. R16 is the identifier supplied for this separate interruption.

2. 45 voice services

Agent: The verified impact is 45 voice services.

Turn 2. The record counts affected voice services, not individual users or broadband lines.

3. 14:30 Central

Lead: Our next update is at 14:30 Central.

Turn 3. This is the stated communication time and includes its time zone.

4. unverified

Agent: The restoration estimate remains unverified.

Turn 4. No verified restoration estimate is supplied, so the update time cannot replace it.

[Return to the conversation, page 13](#)

01 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The next update is not a restoration promise". Tess: "Who will confirm the technical wording before I send it to the status-page team and customer care?" Arun: [missing response] Tess: "If one monitoring screen turns green, can I immediately say that everyone is back online?" Which response belongs in the gap?

D. I will. Put the current facts in the incident timeline as well, so later updates can show what changed and when.

A Not here. This line belongs to turn 20, after Tess says: "I will keep the 120-service figure, the East area, the investigation status, and the 09:40 Eastern update commitment together." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 6, after Tess says: "Someone on the call mentioned a change made earlier this morning. Is that the explanation we should give?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Tess says: "Understood. The status page has a field for the expected restoration time. Should I enter our next update time there?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Arun's response in turn 14. It connects Tess's preceding point with Tess's follow-up. Incident timeline records events chronologically, preserving the source and timing of changes in the service picture.

[Return to the exercise, page 13](#)

02 / Answers and explanations

A / Read the situation

A1. Which milestone is complete?

B. Physical installation of route F24

Physical installation is confirmed, while the required acceptance items remain pending.

[Return to the exercise, page 14](#)

A2. Which item has been supplied?

C. An OTDR trace

The contractor supplied the trace and photographs, not the three outstanding items.

[Return to the exercise, page 14](#)

A3. What can be said about inspection?

A. Sign-off is pending; no failure is reported.

Pending sign-off establishes neither a successful inspection nor a reported inspection failure.

[Return to the exercise, page 14](#)

D / Response choices

D1. Which schedule note is supported?

D. F24 installed; acceptance pending.

The note states the completed physical work while preserving the unresolved acceptance status.

[Return to the exercise, page 18](#)

D2. What should Hana request?

C. The missing reports, drawings, and inspection sign-off with owners and dates

The request addresses the three actual dependencies and makes follow-up responsibility clear.

[Return to the exercise, page 18](#)

02 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: A protective housing for joined fiber sections. Which term fits?

D. splice enclosure

A Not here. duct: A protective conduit through which cable is routed. The usual combination is "identify the duct".

B Not here. OTDR: Optical time-domain reflectometer; an instrument characterizing fiber events using backscattered light and reflections. The usual combination is "review the OTDR trace".

C Not here. handover package: The agreed documents and evidence supplied at transfer. The usual combination is "complete the handover package".

D Correct. splice enclosure: A protective housing for joined fiber sections. The usual combination is "identify the splice enclosure".

[Return to the exercise, page 18](#)

D4. Rebuild the exchange from "Installed does not mean accepted". Hana: "The contractor says the trace looks good. Does that make the separate loss report a paperwork formality?" Victor: [missing response] Hana: "The current route drawing is the design version. Does the handover need to show the final installed path?" Which response belongs in the gap?

A. No. Insertion loss is a separate required result in our agreement. We should not treat one type of evidence as a replacement for another because it looks reassuring.

A Correct. This is Victor's response in turn 6. It connects Hana's preceding point with Hana's follow-up. Insertion loss describes optical power reduction through the link; its required report is distinct from the supplied event trace.

B Not here. This line belongs to turn 4, after Hana says: "We need to correct the schedule before that wording travels further. What evidence has actually arrived?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 14, after Hana says: "Please send an owner and expected date for each missing item. Which dates are firm, and which are still targets?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Hana says: "Then I should tell the service team that installation is complete but acceptance remains pending." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 18](#)

E / Conversation

1. fiber route

Turn 2. Fiber route identifies the specific installed cable path; completing its physical work does not establish every acceptance milestone.

02 / Answers and explanations / continued

2. OTDR

Turn 4. OTDR identifies the instrument used to produce the supplied trace; that trace does not satisfy every separate handover requirement.

3. Insertion loss

Turn 6. Insertion loss describes optical power reduction through the link; its required report is distinct from the supplied event trace.

4. as-built drawing

Turn 8. As-built drawing records the actual constructed arrangement rather than simply repeating the planned design.

5. inspection sign-off

Turn 10. Inspection sign-off is the recorded approval still pending; its absence does not establish that the inspection failed.

6. acceptance criteria

Turn 12. Acceptance criteria are the agreed conditions for accepting the route, rather than a general impression that construction looks finished.

7. handover package

Turn 14. Handover package brings together the agreed documents and evidence; tracking its missing items makes the transfer dependency explicit.

8. fiber strand

Turn 16. Fiber strand identifies the individual optical fiber tested, preventing a result for one strand from being assumed to cover another.

9. ready for service

Turn 18. Ready for service is a defined readiness status; it should follow the required evidence and authorization, not physical installation alone.

10. demarcation point

Turn 20. Demarcation point defines the responsibility boundary at handover, helping the receiving team understand exactly what is being transferred.

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02 / Answers and explanations / continued

F / Accuracy and scope

F1. Which sentence handles the inspection accurately?

B. We are awaiting sign-off; no failure has been reported.

The evidence supports pending approval but contains no report of an inspection failure.

[Return to the exercise, page 22](#)

F2. What is the best response to the OTDR argument?

C. The trace is useful, but the agreed insertion-loss report is still required.

The response recognizes the supplied evidence without replacing a distinct agreed acceptance requirement.

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F / Guided speaking

1. C18

Coordinator: The route identifier is C18.

Turn 1. C18 is the route named in this separate handover record.

2. physical installation

Contractor: The completed milestone is physical installation.

Turn 2. The record confirms installation, not completion of every acceptance requirement.

3. inspection sign-off

Coordinator: The outstanding approval is inspection sign-off.

Turn 3. Drawings and loss results are supplied, leaving the stated inspection approval pending.

4. pending

Contractor: The acceptance status remains pending.

Turn 4. The local acceptance condition has not been met while the required sign-off remains outstanding.

[Return to the conversation, page 23](#)

02 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Installed does not mean accepted". Hana: "Please send an owner and expected date for each missing item. Which dates are firm, and which are still targets?" Victor: [missing response] Hana: "The test files also need to identify what was measured. There are several fibers and more than one termination point." Which response belongs in the gap?

A. I will update the handover package tracker with owners and target dates. I will mark a date confirmed only when the responsible person has actually committed to it.

A Correct. This is Victor's response in turn 14. It connects Hana's preceding point with Hana's follow-up. Handover package brings together the agreed documents and evidence; tracking its missing items makes the transfer dependency explicit.

B Not here. This line belongs to turn 4, after Hana says: "We need to correct the schedule before that wording travels further. What evidence has actually arrived?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Hana says: "Then I should tell the service team that installation is complete but acceptance remains pending." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 6, after Hana says: "The contractor says the trace looks good. Does that make the separate loss report a paperwork formality?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 23](#)

03 / Answers and explanations

A / Read the situation

A1. What does the coverage map establish here?

B. Reported signal availability across the seating area

The map concerns signal availability and does not establish end-to-end performance or cause.

[Return to the exercise, page 26](#)

A2. What were the two observed speeds?

D. 80 Mbps quiet and 5 Mbps busy

The brief records those two readings under different, uncontrolled operating conditions.

[Return to the exercise, page 26](#)

A3. What is not yet justified?

A. A claim that extra access points will solve the issue

The evidence does not isolate the limiting factor or establish the effect of additional access points.

[Return to the exercise, page 26](#)

D / Response choices

D1. Which explanation is most accurate?

A. Signal availability and busy-hour throughput measure different things.

The explanation distinguishes coverage from achieved performance without inventing a cause.

[Return to the exercise, page 30](#)

D2. What should Jordan say about adding access points?

C. It is an option to assess after identifying the constraint.

Additional access points may help in some designs, but the current evidence does not establish that result.

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03 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: The traffic or user demand a system can support under stated conditions. Which term fits?

A. capacity

A Correct. capacity: The traffic or user demand a system can support under stated conditions. The usual combination is "assess capacity".

B Not here. backhaul: The connection carrying traffic onward from an access network. The usual combination is "check backhaul load".

C Not here. airtime: Time during which a shared wireless channel is occupied. The usual combination is "measure airtime utilization".

D Not here. heat map: A visual representation of measurements across an area. The usual combination is "interpret the heat map".

[Return to the exercise, page 30](#)

D4. Rebuild the exchange from "A signal map cannot explain a busy-hour slowdown". Mei: "I had assumed that a strong signal meant the connection should be fast. What distinction should I use with the station team?" Jordan: [missing response] Mei: "Purchasing wants to add access points. Before we spend the money, what would show that the extra radios address the actual limit?" Which response belongs in the gap?

D. Separate signal availability from capacity. A device may receive a strong signal while competing with many other devices or encountering a limit elsewhere in the path.

A Not here. This line belongs to turn 2, after Mei says: "The map shows signal across the concourse, but the evening team still gets complaints. Is the map missing something, or are we asking it the wrong question?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 10, after Mei says: "What should we collect that the existing map and two speed tests do not tell us?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Mei says: "Purchasing wants to add access points. Before we spend the money, what would show that the extra radios address the actual limit?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Jordan's response in turn 6. It connects Mei's preceding point with Mei's follow-up. Capacity describes how much demand the system can support under specified conditions, not merely whether a signal reaches a device.

[Return to the exercise, page 30](#)

E / Conversation

1. Coverage

Turn 2. Coverage concerns signal availability across an area; it does not establish the throughput each connected passenger will receive.

03 / Answers and explanations / continued

2. throughput

Turn 4. Throughput is the achieved data-transfer rate measured in each test, unlike a signal map or nominal link specification.

3. capacity

Turn 6. Capacity describes how much demand the system can support under specified conditions, not merely whether a signal reaches a device.

4. bottleneck

Turn 8. Bottleneck is the limiting point in the service path; identifying it helps determine whether an equipment proposal addresses the actual constraint.

5. client density

Turn 10. Client density measures the concentration of devices in the area, adding demand context that a signal map alone does not show.

6. airtime

Turn 12. Airtime is the shared wireless-channel time consumed by transmissions; high demand can reduce the opportunity available to each active client.

7. channel utilization

Turn 14. Channel utilization measures how busy a wireless channel is, helping assess radio conditions without declaring interference proven in advance.

8. backhaul

Turn 16. Backhaul carries traffic onward from the access network; a constraint there can affect performance even when radio coverage is adequate.

9. baseline

Turn 18. Baseline is a reference observation for comparison; a quiet-period result does not automatically represent performance under peak demand.

10. test conditions

Turn 20. Test conditions record the circumstances behind measurements, making the comparison interpretable and reducing unsupported claims about cause.

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03 / Answers and explanations / continued

F / Accuracy and scope

F1. Which comparison is more useful?

A. Documented tests with radio and backhaul measurements from the same periods

Matched context helps the team distinguish competing explanations for the observed slowdown.

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F2. What is supported by the two readings?

B. Measured throughput differed between the two tests.

The readings establish a difference in observed throughput, not a population-wide result or a specific cause.

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F / Guided speaking

1. 60 Mbps

Manager: The 08:00 throughput reading was 60 Mbps.

Turn 1. Sixty megabits per second is the early test result stated in the record.

2. 12 Mbps

Engineer: The 16:00 throughput reading was 12 Mbps.

Turn 2. Twelve megabits per second is the later observed result, not a guaranteed rate for all users.

3. signal availability

Manager: The map describes signal availability.

Turn 3. The supplied map concerns coverage rather than measured traffic capacity or cause.

4. unconfirmed

Engineer: The cause of the difference remains unconfirmed.

Turn 4. Missing demand and backhaul observations prevent the readings alone from establishing the cause.

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03 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A signal map cannot explain a busy-hour slowdown".
Mei: "Is interference a definite explanation, or is it another possibility to investigate?" Jordan: [missing response] Mei: "You also mentioned the onward connection. The station team tends to think everything beyond the access point is the same problem." Which response belongs in the gap?

A. It is a possibility. Measurements of signal, noise, and channel utilization can help us distinguish radio conditions from other constraints. We should not name interference as the cause before checking.

A Correct. This is Jordan's response in turn 14. It connects Mei's preceding point with Mei's follow-up. Channel utilization measures how busy a wireless channel is, helping assess radio conditions without declaring interference proven in advance.

B Not here. This line belongs to turn 20, after Mei says: "I will tell purchasing that we are gathering evidence before recommending equipment, and explain the distinction to the station team." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Mei says: "The map was produced before the new seating area opened. Could that change the way demand is distributed?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Mei says: "You also mentioned the onward connection. The station team tends to think everything beyond the access point is the same problem." It addresses that point, not the missing turn in the supplied exchange.

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04 / Answers and explanations

A / Read the situation

A1. Which circuit does Omar request?

C. CP-205 for the upstairs studio

Omar identifies the upstairs studio service as CP-205 during the clarification.

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A2. What is the status of the 7 October window?

C. Requested, not yet confirmed

Lina has not checked the resources, approvals, and dependencies needed to confirm the window.

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A3. Which service is outside the stated request?

A. CP-204

No change to CP-204 is authorized by the clarified request.

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D / Response choices

D1. Which clarification is most useful first?

D. Which circuit reference at 18 Cedar Plaza is the request for?

The address is ambiguous because two distinct circuits serve the same premises.

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D2. Which read-back is correct?

C. A77 requests CP-205 on 7 October, 18:00-20:00 Eastern; confirmation is pending.

The read-back preserves the order, circuit, date, time zone, and unconfirmed scheduling status.

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04 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: An identifier for a particular telecommunications circuit. Which term fits?

D. circuit reference

A Not here. committed date: A date formally confirmed under the applicable process. The usual combination is "verify the committed date".

B Not here. portability: The ability to retain a telephone number when changing eligible service arrangements. The usual combination is "check portability requirements".

C Not here. port assignment: Allocation of a physical or logical connection point. The usual combination is "check the port assignment".

D Correct. circuit reference: An identifier for a particular telecommunications circuit. The usual combination is "read back the circuit reference".

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D4. Rebuild the exchange from "One address, two circuits, no activation date". Lina: "I will read that back: CP-205, upstairs studio, at 18 Cedar Plaza. No action on CP-204 is included." Omar: [missing response] Lina: "What date and time should I record, and which time zone are they using?" Which response belongs in the gap?

A. That read-back is correct. The studio team wants the service available for its new schedule, so they are asking for an evening window.

A Correct. This is Omar's response in turn 6. It connects Lina's preceding point with Lina's follow-up. Read-back repeats the key details so both people can confirm or correct the same service, location, and scope.

B Not here. This line belongs to turn 20, after Lina says: "One final check: A77, CP-205, upstairs studio, 7 October from 18:00 to 20:00 Eastern, with confirmation pending." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Lina says: "What date and time should I record, and which time zone are they using?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Lina says: "The address record alone did not tell us whether this was a new activation, a cutover, or a change to both services." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 41](#)

E / Conversation

1. service order

Turn 2. Service order identifies the recorded request; it must be distinguished from the individual circuit that the request will affect.

04 / Answers and explanations / continued

2. circuit reference

Turn 4. Circuit reference identifies the precise service to act on, preventing the shared address from being treated as sufficient identification.

3. read-back

Turn 6. Read-back repeats the key details so both people can confirm or correct the same service, location, and scope.

4. requested date

Turn 8. Requested date records the customer's preference before the provider completes the checks needed to confirm a commitment.

5. activation window

Turn 10. Activation window is the specified period for enabling the service; in this conversation it remains a request rather than an approved slot.

6. dependency

Turn 12. Dependency is a prerequisite for the activation, so identifying it matters before the requested date becomes a confirmed schedule.

7. order validation

Turn 14. Order validation checks completeness and consistency; it resolves ambiguities rather than allowing staff to infer a broader scope.

8. service identifier

Turn 16. Service identifier keeps the conversation tied to the exact service while performance or continuity expectations are checked separately.

9. committed date

Turn 18. Committed date is a formally confirmed schedule, unlike the requested date that the customer has supplied during this call.

10. time zone

Turn 20. Time zone removes ambiguity for teams in different locations; Eastern is part of the requested window, not an optional detail.

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04 / Answers and explanations / continued

F / Accuracy and scope

F1. What is overpromised?

C. There will definitely be no interruption.

The supplied information does not establish that the activation can occur without interruption.

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F2. What should Lina do after clarification?

A. Complete the relevant checks and return the scheduling decision.

Clarification completes missing request information but does not replace approval or scheduling checks.

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F / Guided speaking

1. MS-310

Specialist: The requested circuit is MS-310.

Turn 1. MS-310 identifies the west-office service named in the request.

2. 12 October

Coordinator: The requested date is 12 October.

Turn 2. The customer specifies this date, but the scheduling checks remain incomplete.

3. 09:00-11:00 Pacific

Specialist: The requested time window is 09:00-11:00 Pacific.

Turn 3. The supplied window includes Pacific time, preventing a cross-location scheduling ambiguity.

4. not yet confirmed

Coordinator: The scheduling status is not yet confirmed.

Turn 4. Incomplete scheduling checks mean the requested window is not a committed appointment.

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04 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "One address, two circuits, no activation date". Lina: "The address record alone did not tell us whether this was a new activation, a cutover, or a change to both services." Omar: [missing response] Lina: "Has anyone promised the studio an interruption-free change? I cannot confirm that from the order, and I want to catch any expectation gap now." Which response belongs in the gap?

B. The order validation matters, then. Keep the scope limited to the stated studio request and ask before adding any work involving the office.

A Not here. This line belongs to turn 6, after Lina says: "I will read that back: CP-205, upstairs studio, at 18 Cedar Plaza. No action on CP-204 is included." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Omar's response in turn 14. It connects Lina's preceding point with Lina's follow-up. Order validation checks completeness and consistency; it resolves ambiguities rather than allowing staff to infer a broader scope.

C Not here. This line belongs to turn 8, after Lina says: "What date and time should I record, and which time zone are they using?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 20, after Lina says: "One final check: A77, CP-205, upstairs studio, 7 October from 18:00 to 20:00 Eastern, with confirmation pending." It addresses that point, not the missing turn in the supplied exchange.

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05 / Answers and explanations

A / Read the situation

A1. What symptom is reported?

A. Video calls drop on two Wi-Fi laptops between 18:00 and 20:00.

The customer reports a specific application, connection type, device count, and time pattern.

[Return to the exercise, page 49](#)

A2. What is unknown?

D. Wired performance

No wired-performance observation has been supplied during the clarification.

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A3. What does Friday 13:00-15:00 represent?

D. Customer availability, not a booked appointment

Erin has offered access availability, but dispatch has not confirmed a booking.

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D / Response choices

D1. Which ticket summary preserves the report?

D. Customer reports video-call drops on two Wi-Fi laptops from 18:00 to 20:00; wired status unknown.

The summary retains the observed scope, timing, source, and untested wired condition.

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D2. Which question provides useful clarification?

A. Are the affected laptops using Wi-Fi or a cable?

Connection type helps describe and investigate the symptom without asking the customer to invent a diagnosis.

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05 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Whether a reported issue can be observed again under stated conditions. Which term fits?

D. reproducibility

A Not here. access contact: The person coordinating entry to the location. The usual combination is "identify the access contact".

B Not here. first-time fix: Resolution during the first relevant service visit. The usual combination is "measure first-time-fix performance".

C Not here. symptom window: The time range in which a problem is observed. The usual combination is "record the symptom window".

D Correct. reproducibility: Whether a reported issue can be observed again under stated conditions. The usual combination is "assess reproducibility".

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D4. Rebuild the exchange from "Turn internet bad into a useful ticket". Paulo: "Have you observed the same behavior on a wired connection, or is that still unknown?" Erin: [missing response] Paulo: "That is helpful. Is there a time pattern, or does it happen throughout the day?" Which response belongs in the gap?

C. Wired performance has not been checked. I would rather leave that unknown than have the ticket suggest we tested something we did not.

A Not here. This line belongs to turn 4, after Paulo says: "Which devices have shown that problem? I do not want to assume it affects everything at the site." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Paulo says: "That is helpful. Is there a time pattern, or does it happen throughout the day?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Erin's response in turn 6. It connects Paulo's preceding point with Paulo's follow-up. Wired performance remains untested; no observation establishes either success or failure.

D Not here. This line belongs to turn 14, after Paulo says: "What availability should I send to dispatch? I need to distinguish your preferred time from an appointment we have actually booked." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. symptom

Turn 2. Symptom describes the observable video-call interruption without assuming which component or network segment caused it.

2. affected devices

Turn 4. Affected devices limits the report to the two laptops, not every device at the premises.

05 / Answers and explanations / continued

3. Wired performance

Turn 6. Wired performance remains untested; no observation establishes either success or failure.

4. symptom window

Turn 8. Symptom window identifies the reported occurrence period, which is separate from the customer's availability for a field visit.

5. customer-reported

Turn 10. Customer-reported attributes the observations to Erin rather than presenting them as independently verified findings.

6. access contact

Turn 12. Access contact names the person coordinating entry so the technician can reach the relevant work area.

7. customer availability

Turn 14. Customer availability is the offered access period; it does not become an appointment until scheduling is confirmed.

8. appointment window

Turn 16. Appointment window specifies the visit arrangement, not a deadline guaranteeing fault resolution.

9. work order

Turn 18. Work order carries the task and facts to the field team; the timing helps them prepare.

10. dispatch

Turn 20. Dispatch coordinates the visit using the clarified symptoms, access details, and scheduling status.

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F / Accuracy and scope

F1. Which appointment statement is accurate?

B. Friday 13:00-15:00 is your availability; booking is not yet confirmed.

The statement distinguishes offered access from a confirmed visit and avoids guaranteeing repair.

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05 / Answers and explanations / continued

F2. What should remain marked unknown?

C. Wired performance

The clarification contains no wired test or observation, so its status remains unknown.

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F / Guided speaking

1. one wired desk phone

Dispatcher: The affected device is one wired desk phone.

Turn 1. The report identifies one wired phone, not every phone or a wireless laptop.

2. 10:00-11:00

Customer: The reported symptom window is 10:00-11:00.

Turn 2. This is when the dropouts occur, not the offered access period.

3. not checked

Dispatcher: Other-phone performance is not checked.

Turn 3. No observations for other phones are supplied, so their performance remains unverified.

4. Monday 15:00-17:00

Customer: My access availability is Monday 15:00-17:00.

Turn 4. This is offered availability only; the separate record says no appointment has been booked.

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05 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Turn internet bad into a useful ticket". Paulo: "What availability should I send to dispatch? I need to distinguish your preferred time from an appointment we have actually booked." Erin: [missing response] Paulo: "I have Friday one to three as access availability, not a booking. I will ask scheduling to confirm it and include the evening symptom notes." Which response belongs in the gap?

B. Our customer availability is Friday from 13:00 to 15:00. The evening users will not be there, but I can provide their symptom notes.

A Not here. This line belongs to turn 8, after Paulo says: "That is helpful. Is there a time pattern, or does it happen throughout the day?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Erin's response in turn 14. It connects Paulo's preceding point with Paulo's follow-up. Customer availability is the offered access period; it does not become an appointment until scheduling is confirmed.

C Not here. This line belongs to turn 6, after Paulo says: "Have you observed the same behavior on a wired connection, or is that still unknown?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Paulo says: "Which devices have shown that problem? I do not want to assume it affects everything at the site." It addresses that point, not the missing turn in the supplied exchange.

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06 / Answers and explanations

A / Read the situation

A1. What is wrong with the draft assurance?

C. It promises availability despite dependencies identified in the product record.

The absolute assurance conflicts with known equipment and broadband dependencies and lacks the required review.

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A2. What should happen next?

D. Verify the limitations and route revised wording through the responsible review process.

The task requires verified service-specific content and review, not unsupported publication or an emergency test call.

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A3. What jurisdiction and service context are stated?

C. U.S. interconnected VoIP

The brief expressly identifies the U.S. interconnected-VoIP context, which limits the regulatory discussion.

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D / Response choices

D1. Which revision approach is appropriate?

A. Replace the absolute with verified service-specific limitations and obtain review.

The appropriate approach preserves verified facts, relevance, readability, and the required review.

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D2. Which statement should be challenged?

C. Backup power means emergency calling can never fail.

Backup power alone does not establish an unconditional guarantee across all equipment and network conditions.

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06 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Public safety answering point; a facility receiving emergency calls. Which term fits?

C. PSAP

A Not here. affirmative acknowledgment: Active confirmation of specified information; this advisory context requires receipt and understanding. The usual combination is "record affirmative acknowledgment".

B Not here. nomadic use: Use of a service from changing locations. The usual combination is "assess nomadic-use implications".

C Correct. PSAP: Public safety answering point; a facility receiving emergency calls. The usual combination is "identify the relevant PSAP".

D Not here. version control: Identification and management of changes to a document or record. The usual combination is "maintain version control".

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D4. Rebuild the exchange from "Always works is not an approved notice". Celia: "Can I take a standard paragraph from another provider and replace the product name? That would be quicker than starting again." Marcus: [missing response] Celia: "I want the revised notice to be understandable without asking customers to decode technical language." Which response belongs in the gap?

D. First check applicability. We are dealing with a U.S. interconnected-VoIP service, and the actual product, location arrangements, and current requirements matter. Another service's paragraph may not fit.

A Not here. This line belongs to turn 12, after Celia says: "The limitation is in a small note below the reassurance. Please review the layout too; changing the paragraph will not help if the headline still contradicts it." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Celia says: "Can we hold this notice? The headline promises 911 always works without power or broadband, but the product notes list both as dependencies." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Celia says: "The product notes say the customer equipment requires power and the voice service uses a broadband connection. Neither dependency appears in the draft." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Marcus's response in turn 6. It connects Celia's preceding point with Celia's follow-up. Applicability asks whether the requirement and wording fit this particular service, jurisdiction, and operating arrangement.

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06 / Answers and explanations / continued

E / Conversation

1. absolute assurance

Turn 2. Absolute assurance is an unconditional promise unsupported by the documented equipment and broadband dependencies.

2. service limitation

Turn 4. Service limitation identifies a condition affecting availability; customers need that condition to understand the service.

3. applicability

Turn 6. Applicability asks whether the requirement and wording fit this particular service, jurisdiction, and operating arrangement.

4. plain-language notice

Turn 8. Plain-language notice makes the facts understandable while preserving the relevant dependencies and consequences.

5. backup power

Turn 10. Backup power is an alternative power source; its existence alone does not guarantee the entire service path remains available.

6. prominence

Turn 12. Prominence concerns whether customers notice the limitation; a contradictory headline can undermine the notice.

7. publication hold

Turn 14. Publication hold prevents the unreviewed notice from being released while technical facts and applicable requirements are checked.

8. version control

Turn 16. Version control identifies the reviewed document and prevents an obsolete draft from being mistaken for approved text.

9. review record

Turn 18. Review record documents the version, responsible reviewers, and outcome, preserving evidence of what was actually checked and approved.

06 / Answers and explanations / continued

10. approved wording

Turn 20. Approved wording is language authorized for the identified service and version after the required review, not merely a plausible draft.

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F / Accuracy and scope

F1. What does an approved wording record need?

D. The exact version and documented review outcome

Version-specific records distinguish actual authorization from an informal or unrelated review.

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F2. What does this scenario authorize?

A. Review of customer-notice language, not an emergency test call

The exercise concerns communication review and explicitly excludes using emergency calling as a test.

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F / Guided speaking

1. never fails

Editor: The unsupported absolute is never fails.

Turn 1. Never fails promises an unconditional result that the supplied product facts do not establish.

2. power dependency

Reviewer: The identified technical condition is a power dependency.

Turn 2. The product record explicitly identifies dependence on power as a condition to explain.

3. product and compliance

Editor: The required reviewers are product and compliance.

Turn 3. Both teams are named in the local release process and neither has approved the draft.

4. not approved

Reviewer: The release status is not approved.

Turn 4. The stated approvals are absent, so revision work alone cannot authorize release.

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06 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Always works is not an approved notice". Celia: "I will remove the always statement, list the questions for product, and send the replacement draft through the review process." Marcus: [missing response] Celia: "We have two versions circulating. One has the old headline and the other has my changes. That could become confusing." Which response belongs in the gap?

D. Keep the publication hold in place. A better draft is progress, but it is not the same thing as a document cleared for customer release.

A Not here. This line belongs to turn 4, after Celia says: "The product notes say the customer equipment requires power and the voice service uses a broadband connection. Neither dependency appears in the draft." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 6, after Celia says: "Can I take a standard paragraph from another provider and replace the product name? That would be quicker than starting again." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 18, after Celia says: "I will ask product to verify the limitations and compliance to identify the current requirements, including the relevant customer-notification process." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Marcus's response in turn 14. It connects Celia's preceding point with Celia's follow-up. Publication hold prevents the unreviewed notice from being released while technical facts and applicable requirements are checked.

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07 / Answers and explanations

A / Read the situation

A1. What has Leila reported?

C. Three broadband interruptions this week

Leila reports three interruptions, while the records have not established a shared technical cause.

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A2. What can Mateo commit to?

B. A coordinated review and an update at 16:00 Central the next day

Mateo can own the review and communication, but no permanent repair or compensation result is established.

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A3. What should happen if Leila wants to cancel?

D. Provide the applicable cancellation route without withholding support.

The brief requires preserving access to the actual cancellation process rather than using support as leverage.

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D / Response choices

D1. Which response best handles never again?

D. I cannot guarantee that, but I will coordinate the review and update you tomorrow at 16:00 Central.

The response honestly limits the assurance while making a specific, accountable follow-up commitment.

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D2. Which credit statement is accurate?

C. I will submit the request; eligibility and amount remain unconfirmed.

No approved amount or eligibility decision is supplied, so the request must remain under review.

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07 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: A further incident involving a previously affected customer or service. Which term fits?

A. repeat incident

A Correct. repeat incident: A further incident involving a previously affected customer or service. The usual combination is "review repeat incidents".

B Not here. complaint escalation: Referral of a complaint to a further review level. The usual combination is "explain the complaint escalation route".

C Not here. downtime: Time during which a defined service is unavailable. The usual combination is "reconcile downtime records".

D Not here. follow-up commitment: A specific promise about a later action or contact. The usual combination is "record the follow-up commitment".

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**D4. Rebuild the exchange from "A retention conversation without a false guarantee".
Leila: "Please give me one contact who has all three records. Each time I call, I seem to be starting from the first interruption." Mateo: [missing response] Leila: "Can you guarantee that it will never happen again? That is the assurance I need before deciding to stay." Which response belongs in the gap?**

A. I will be the case owner for the coordinated review. I will link the three incident records and make sure the technical team sees the times and the effect on your business.

A Correct. This is Mateo's response in turn 6. It connects Leila's preceding point with Leila's follow-up. Case owner identifies the person coordinating the review and communication, giving the customer a clear point of accountability.

B Not here. This line belongs to turn 16, after Leila says: "I still want the cancellation information. I do not want to be told I must stay before anyone investigates." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Leila says: "The last person said it was fixed. Why should I trust another explanation if the same thing keeps happening?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 18, after Leila says: "That is clearer. Please do not send a message saying the root cause is confirmed unless the technical team can support it." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. service recovery

Turn 2. Service recovery addresses the poor experience through concrete follow-up, not just an attempt to retain the account.

07 / Answers and explanations / continued

2. service history

Turn 4. Service history supplies the incident and interaction record needed to compare events before claiming they share the same cause.

3. case owner

Turn 6. Case owner identifies the person coordinating the review and communication, giving the customer a clear point of accountability.

4. reliability claim

Turn 8. Reliability claim concerns dependable service; the current evidence cannot support an unconditional no-recurrence guarantee.

5. follow-up commitment

Turn 10. Follow-up commitment specifies a controlled action and time, not a guaranteed repair deadline.

6. service credit

Turn 12. Service credit is a possible contract-related adjustment that requires review; the conversation does not establish eligibility or an approved amount.

7. goodwill adjustment

Turn 14. Goodwill adjustment is a discretionary commercial route, which may have different conditions and authority from an SLA-related credit.

8. cancellation request

Turn 16. Cancellation request concerns ending service; access to that process must not depend on withdrawing the complaint.

9. common cause

Turn 18. Common cause means an explanation shared by the incidents; repeated customer impact alone does not establish that technical relationship.

10. complaint escalation

Turn 20. Complaint escalation provides a further review route for unresolved concerns, distinct from technical work, compensation review, and cancellation.

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07 / Answers and explanations / continued

F / Accuracy and scope

F1. What should the technical summary say?

D. Three interruptions are reported; a shared cause is not yet established.

The summary distinguishes repeated impact from an unverified common-cause explanation.

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F2. How should cancellation be handled?

B. Explain the applicable route while continuing the review.

The customer should receive accurate process information without support being used as leverage.

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F / Guided speaking

1. two

Agent: The reported number of interruptions is two.

Turn 1. The record supplies two incidents, without establishing that they share a cause.

2. Sol

Customer: The named review owner is Sol.

Turn 2. Sol is the agent explicitly assigned responsibility for coordinating this review.

3. Tuesday at 11:00 Mountain

Agent: The next update is Tuesday at 11:00 Mountain.

Turn 3. The commitment specifies a day, time, and time zone for communication.

4. undecided

Customer: The credit outcome remains undecided.

Turn 4. No eligibility or amount decision has been made for the service-credit request.

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07 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A retention conversation without a false guarantee".
Leila: "Someone mentioned a goodwill payment. Is that the same thing as a credit under the service agreement?" **Mateo:** [missing response] **Leila:** "I still want the cancellation information. I do not want to be told I must stay before anyone investigates." **Which response belongs in the gap?**

A. A goodwill adjustment can follow a different approval route. I will keep the requests distinct so that we do not imply one decision automatically resolves the other.

A Correct. This is Mateo's response in turn 14. It connects Leila's preceding point with Leila's follow-up. Goodwill adjustment is a discretionary commercial route, which may have different conditions and authority from an SLA-related credit.

B Not here. This line belongs to turn 2, after Leila says: "Three interruptions this week have meant rearranging customer calls again and again. I am considering moving. What will be different about this follow-up?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Leila says: "Can you guarantee that it will never happen again? That is the assurance I need before deciding to stay." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Leila says: "We have lost time dealing with this. I also want the charges reviewed, not just the technical records." It addresses that point, not the missing turn in the supplied exchange.

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08 / Answers and explanations

A / Read the situation

A1. What is Model A's purchase-price advantage?

C. \$10,000

Fifty thousand minus forty thousand gives a ten-thousand-dollar initial price difference.

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A2. How long is A's support gap within the plan?

A. 24 months during 2029-2030

Support ends before 2029, while planned operation continues through both 2029 and 2030.

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A3. What remains unknown?

C. The complete total cost of either option

Migration, maintenance, training, and disposal costs have not been supplied for either option.

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D / Response choices

D1. Which financial claim is supported?

A. A costs \$10,000 less to purchase; total-cost savings are not established.

The quotation establishes the initial price difference but omits several lifecycle costs.

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D2. Which statement describes the gap correctly?

B. A is beyond its stated support date for all of 2029 and 2030.

A's support ends on 31 December 2028, leaving the next two planned operating years uncovered.

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08 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Last date of support; the final support milestone specified by the vendor. Which term fits?

A. LDOS

A Correct. LDOS: Last date of support; the final support milestone specified by the vendor. The usual combination is "verify the LDOS".

B Not here. TCO: Total cost of ownership across a defined scope and time period. The usual combination is "estimate TCO".

C Not here. support entitlement: The specific support rights provided by applicable terms. The usual combination is "verify support entitlement".

D Not here. technical fit: How well a product meets the stated technical requirements. The usual combination is "assess technical fit".

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D4. Rebuild the exchange from "The cheaper purchase leaves a two-year support gap". Zara: "So you are identifying the whole of 2029 and 2030, rather than a short gap at the end of the project." Noah: [missing response] Zara: "The buyer suggested renewing in 2028. Do the actual terms extend this equipment's support, or would we still face the same end date?" Which response belongs in the gap?

D. Yes, a twenty-four-month support gap within the current plan. We need a response to that gap, whether it involves a supported replacement or an authorized risk decision.

A Not here. This line belongs to turn 10, after Zara says: "Model B's support date is 31 December 2031, so it covers the operating period we are discussing." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Zara says: "A saves ten thousand at purchase. Before I recommend it, show me the support gap against our operating plan, not just a general end-of-life warning." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 18, after Zara says: "I will ask for comparable cost estimates and confirmation of the support terms. How should I describe the unresolved risk for A?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Noah's response in turn 6. It connects Zara's preceding point with Zara's follow-up. Support gap is the period of intended operation after applicable support ends; here both 2029 and 2030 fall inside the operating plan.

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E / Conversation

1. purchase price

Turn 2. Purchase price is the known initial acquisition cost, so the ten-thousand-dollar advantage is valid at that stage of the comparison.

08 / Answers and explanations / continued

2. LDOS

Turn 4. LDOS is the last date of support stated by the vendor; continued operation does not extend that support milestone.

3. support gap

Turn 6. Support gap is the period of intended operation after applicable support ends; here both 2029 and 2030 fall inside the operating plan.

4. support entitlement

Turn 8. Support entitlement defines the actual rights under the applicable terms, not an assumed consequence of renewal.

5. support horizon

Turn 10. Support horizon describes the period of available applicable support; B's stated date extends beyond the end of the current operating plan.

6. TCO

Turn 12. TCO means total cost of ownership across a defined scope and period, including relevant costs beyond the initial purchase.

7. migration cost

Turn 14. Migration cost covers moving to a replacement arrangement; its amount must be estimated, not assumed.

8. interoperability

Turn 16. Interoperability asks whether the equipment works with required existing systems; a support date does not establish this.

9. exit plan

Turn 18. Exit plan describes leaving or replacing the equipment arrangement before unsupported operation becomes necessary.

10. decision record

Turn 20. Decision record preserves the comparison, evidence, assumptions, and approval so the final choice can be understood and revisited.

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08 / Answers and explanations / continued

F / Accuracy and scope

F1. What should be checked before relying on renewal?

D. The applicable product notice and written support terms

Renewal cannot simply be assumed to override the specified product support boundary.

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F2. What remains necessary for Model B?

D. Technical-fit and full-cost assessment

B's longer support horizon addresses one comparison point but does not establish suitability or complete cost.

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F / Guided speaking

1. \$5,000

Buyer: Model C's initial price advantage is \$5,000.

Turn 1. Twenty-nine thousand minus twenty-four thousand produces a five-thousand-dollar purchase difference.

2. 12 months

Planner: C's support gap within the plan is 12 months.

Turn 2. Support ends before 2032, leaving that full planned operating year beyond the support boundary.

3. Model D

Buyer: The model covering the stated support horizon is Model D.

Turn 3. Model D remains supported through 2033, which extends beyond the plan ending in 2032.

4. not established

Planner: The complete total-cost comparison is not established.

Turn 4. Other lifecycle costs are unknown, so purchase prices do not establish the complete cost comparison.

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08 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The cheaper purchase leaves a two-year support gap". Zara: "If A requires replacement before support ends, that transition could use some of the initial saving." Noah: [missing response] Zara: "We should also check whether both models work with the equipment and management tools we already use." Which response belongs in the gap?

D. Exactly, but we must estimate the migration cost rather than invent it. The amount, timing, staff effort, and service implications need a scoped comparison.

A Not here. This line belongs to turn 6, after Zara says: "So you are identifying the whole of 2029 and 2030, rather than a short gap at the end of the project." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Zara says: "A saves ten thousand at purchase. Before I recommend it, show me the support gap against our operating plan, not just a general end-of-life warning." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 16, after Zara says: "We should also check whether both models work with the equipment and management tools we already use." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Noah's response in turn 14. It connects Zara's preceding point with Zara's follow-up. Migration cost covers moving to a replacement arrangement; its amount must be estimated, not assumed.

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Review 1 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: The person coordinating the incident response. Which term fits?

B. incident commander

A Not here. root cause: The underlying cause established through investigation. The usual combination is "verify the root cause".

B Correct. incident commander: The person coordinating the incident response. The usual combination is "identify the incident commander".

C Not here. jitter: Variation in packet delay over time. The usual combination is "monitor jitter".

D Not here. escalation path: The defined route for involving additional authority or expertise. The usual combination is "follow the escalation path".

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2. A colleague needs the term for this meaning: A panel organizing connections between cables and equipment. Which term fits?

D. patch panel

A Not here. wayleave: Permission to install or maintain infrastructure across another party's land. The usual combination is "check the wayleave".

B Not here. test report: A documented account of test methods and results. The usual combination is "submit the test report".

C Not here. fiber route: The path followed by an installed fiber cable system. The usual combination is "identify the fiber route".

D Correct. patch panel: A panel organizing connections between cables and equipment. The usual combination is "label the patch panel".

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Review 1 / Explanations / continued

3. Rebuild the exchange from "The next update is not a restoration promise". Tess: "I want customers to see that we are actively working on this, even if we cannot give them a finish time." Arun: [missing response] Tess: "Can we split the bridge updates? I am hearing a proposed workaround mixed in with confirmed customer impact, and care needs to know which is which." Which response belongs in the gap?

A. We can say the network team is investigating. Set the status cadence clearly and provide the next time. That is a concrete commitment we can keep while the technical position develops.

A Correct. This is Arun's response in turn 10. It connects Tess's preceding point with Tess's follow-up. Status cadence is the agreed update frequency, giving customers a useful communication expectation without inventing technical progress.

B Not here. This line belongs to turn 2, after Tess says: "Care needs a line for O73 now. They are getting questions about a nationwide outage. What impact can I actually confirm, and what stays open?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 18, after Tess says: "Then the next message may still say we are investigating, but it will have a named owner and a clear time." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Tess says: "Can we split the bridge updates? I am hearing a proposed workaround mixed in with confirmed customer impact, and care needs to know which is which." It addresses that point, not the missing turn in the supplied exchange.

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Review 1 / Explanations / continued

4. Rebuild the exchange from "Installed does not mean accepted". Hana: "I will move the schedule note out of the accepted column and explain the dependency to the next team." Victor: [missing response] Hana: "I will also keep pending separate from failed. We need to correct the assumption without inventing a construction defect." Which response belongs in the gap?

D. Use ready for service only after the required review. That keeps the milestone meaningful and avoids asking the next team to discover the missing records on site.

A Not here. This line belongs to turn 4, after Hana says: "We need to correct the schedule before that wording travels further. What evidence has actually arrived?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 10, after Hana says: "Is the inspection delayed because something failed, or do we simply not have a recorded decision yet?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 6, after Hana says: "The contractor says the trace looks good. Does that make the separate loss report a paperwork formality?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Victor's response in turn 18. It connects Hana's preceding point with Hana's follow-up. Ready for service is a defined readiness status; it should follow the required evidence and authorization, not physical installation alone.

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Review 2 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: The area in which a usable radio signal is available under stated conditions. Which term fits?

A. coverage

A Correct. coverage: The area in which a usable radio signal is available under stated conditions. The usual combination is "assess coverage".

B Not here. concurrency: Simultaneous activity by multiple users or processes. The usual combination is "assess peak concurrency".

C Not here. site survey: A structured assessment of a wireless environment. The usual combination is "conduct a site survey".

D Not here. SNR: Signal-to-noise ratio; signal level compared with background noise. The usual combination is "measure SNR".

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2. A colleague needs the term for this meaning: The date the customer asks for, before confirmation. Which term fits?

C. requested date

A Not here. provisioning: Preparing and configuring resources for a specified service. The usual combination is "coordinate provisioning".

B Not here. resource availability: Whether required people, capacity, or equipment are available. The usual combination is "check resource availability".

C Correct. requested date: The date the customer asks for, before confirmation. The usual combination is "record the requested date".

D Not here. cutover: A planned transition from one service arrangement to another. The usual combination is "coordinate the cutover".

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Review 2 / Explanations / continued

3. Rebuild the exchange from "Installed does not mean accepted". Hana: "Is the inspection delayed because something failed, or do we simply not have a recorded decision yet?" Victor: [missing response] Hana: "Then I should tell the service team that installation is complete but acceptance remains pending." Which response belongs in the gap?

A. We are awaiting inspection sign-off. No failure has been reported. I would avoid saying passed or failed until we have the inspection record and its actual outcome.

A Correct. This is Victor's response in turn 10. It connects Hana's preceding point with Hana's follow-up. Inspection sign-off is the recorded approval still pending; its absence does not establish that the inspection failed.

B Not here. This line belongs to turn 4, after Hana says: "We need to correct the schedule before that wording travels further. What evidence has actually arrived?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 6, after Hana says: "The contractor says the trace looks good. Does that make the separate loss report a paperwork formality?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 18, after Hana says: "I will move the schedule note out of the accepted column and explain the dependency to the next team." It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "One address, two circuits, no activation date". Lina: "I will return the scheduling decision through the order process after checking resources and the remaining approvals." Omar: [missing response] Lina: "One final check: A77, CP-205, upstairs studio, 7 October from 18:00 to 20:00 Eastern, with confirmation pending." Which response belongs in the gap?

C. Once you have a committed date, I will pass that exact status to the studio. Until then, I will describe 7 October as our request.

A Not here. This line belongs to turn 2, after Lina says: "Can we complete two fields on A77? I have 18 Cedar Plaza, but the site has two circuits and neither the circuit nor requested date is specified." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Lina says: "Exactly. I also need to check whether the order has any dependencies beyond enabling this service." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Omar's response in turn 18. It connects Lina's preceding point with Lina's follow-up. Committed date is a formally confirmed schedule, unlike the requested date that the customer has supplied during this call.

D Not here. This line belongs to turn 10, after Lina says: "I can capture that request, but I have not yet checked the team, capacity, or approvals needed for it." It addresses that point, not the missing turn in the supplied exchange.

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Review 3 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: A problem that appears and disappears rather than remaining constant. Which term fits?

D. intermittent fault

A Not here. dropout: A temporary loss or interruption of a connection or service. The usual combination is "report a dropout".

B Not here. site access: Permission and practical arrangements for entering the premises. The usual combination is "arrange site access".

C Not here. repeat dispatch: A further field visit for a previously reported issue. The usual combination is "review repeat-dispatch history".

D Correct. intermittent fault: A problem that appears and disappears rather than remaining constant. The usual combination is "document an intermittent fault".

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2. A colleague needs the term for this meaning: A service not restricted to a fixed location under the relevant definition. Which term fits?

B. non-fixed service

A Not here. service limitation: A condition restricting availability, function, or performance. The usual combination is "explain a service limitation".

B Correct. non-fixed service: A service not restricted to a fixed location under the relevant definition. The usual combination is "review non-fixed-service requirements".

C Not here. VoIP: Voice over Internet Protocol; voice communication carried over IP networks. The usual combination is "describe the VoIP service".

D Not here. applicability: Whether a requirement covers the specific service or situation. The usual combination is "assess applicability".

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Review 3 / Explanations / continued

3. Rebuild the exchange from "One address, two circuits, no activation date". Lina: "I can capture that request, but I have not yet checked the team, capacity, or approvals needed for it." Omar: [missing response] Lina: "Exactly. I also need to check whether the order has any dependencies beyond enabling this service." Which response belongs in the gap?

A. Please keep the activation window marked as requested. I do not want the studio to read an acknowledgment as confirmation that the work is booked.

A Correct. This is Omar's response in turn 10. It connects Lina's preceding point with Lina's follow-up. Activation window is the specified period for enabling the service; in this conversation it remains a request rather than an approved slot.

B Not here. This line belongs to turn 18, after Lina says: "I will return the scheduling decision through the order process after checking resources and the remaining approvals." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Lina says: "Can we complete two fields on A77? I have 18 Cedar Plaza, but the site has two circuits and neither the circuit nor requested date is specified." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Lina says: "Exactly. I also need to check whether the order has any dependencies beyond enabling this service." It addresses that point, not the missing turn in the supplied exchange.

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Review 3 / Explanations / continued

4. Rebuild the exchange from "Always works is not an approved notice". Celia: "I will ask product to verify the limitations and compliance to identify the current requirements, including the relevant customer-notification process." Marcus: [missing response] Celia: "And we are reviewing language, not asking staff to call emergency services to see what happens." Which response belongs in the gap?

C. Yes. Retain the review record. Do not describe our edited paragraph as a complete compliance solution before those checks and any associated process requirements are addressed.

A Not here. This line belongs to turn 4, after Celia says: "The product notes say the customer equipment requires power and the voice service uses a broadband connection. Neither dependency appears in the draft." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 6, after Celia says: "Can I take a standard paragraph from another provider and replace the product name? That would be quicker than starting again." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Marcus's response in turn 18. It connects Celia's preceding point with Celia's follow-up. Review record documents the version, responsible reviewers, and outcome, preserving evidence of what was actually checked and approved.

D Not here. This line belongs to turn 12, after Celia says: "The limitation is in a small note below the reassurance. Please review the layout too; changing the paragraph will not help if the headline still contradicts it." It addresses that point, not the missing turn in the supplied exchange.

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Review 4 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Actions taken to address a poor service experience. Which term fits?

D. service recovery

A Not here. availability: The extent to which a service is usable during a defined measurement period. The usual combination is "measure service availability".

B Not here. termination charge: A charge that may apply when ending a contract under specified conditions. The usual combination is "check the termination charge".

C Not here. case owner: The person accountable for coordinating a case. The usual combination is "name the case owner".

D Correct. service recovery: Actions taken to address a poor service experience. The usual combination is "coordinate service recovery".

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2. A colleague needs the term for this meaning: The initial amount paid to acquire an item. Which term fits?

B. purchase price

A Not here. spares strategy: A plan for obtaining and holding replacement components. The usual combination is "establish a spares strategy".

B Correct. purchase price: The initial amount paid to acquire an item. The usual combination is "compare purchase prices".

C Not here. equipment lifecycle: The sequence from acquisition through operation and retirement. The usual combination is "plan the equipment lifecycle".

D Not here. disposal cost: The cost of retiring, removing, or disposing of equipment appropriately. The usual combination is "estimate disposal costs".

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Review 4 / Explanations / continued

3. Rebuild the exchange from "Always works is not an approved notice". Celia: "Should we say that a battery solves the problem? Some equipment has backup-power options." Marcus: [missing response] Celia: "The limitation is in a small note below the reassurance. Please review the layout too; changing the paragraph will not help if the headline still contradicts it." Which response belongs in the gap?

B. Do not infer a guarantee from backup power. We need verified capabilities and conditions. Power at one device does not automatically establish that every part of the calling path remains available.

A Not here. This line belongs to turn 20, after Celia says: "And we are reviewing language, not asking staff to call emergency services to see what happens." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Marcus's response in turn 10. It connects Celia's preceding point with Celia's follow-up. Backup power is an alternative power source; its existence alone does not guarantee the entire service path remains available.

C Not here. This line belongs to turn 2, after Celia says: "Can we hold this notice? The headline promises 911 always works without power or broadband, but the product notes list both as dependencies." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Celia says: "We have two versions circulating. One has the old headline and the other has my changes. That could become confusing." It addresses that point, not the missing turn in the supplied exchange.

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Review 4 / Explanations / continued

4. Rebuild the exchange from "The cheaper purchase leaves a two-year support gap". Zara: "I will ask for comparable cost estimates and confirmation of the support terms. How should I describe the unresolved risk for A?" Noah: [missing response] Zara: "Then the decision is not simply forty versus fifty thousand. It includes support coverage, technical suitability, and the costs we have not obtained." Which response belongs in the gap?

D. State the twenty-four-month gap and the missing exit plan. Avoid labeling the saving as a complete business benefit until the transition or risk response is costed and reviewed.

A Not here. This line belongs to turn 10, after Zara says: "Model B's support date is 31 December 2031, so it covers the operating period we are discussing." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 6, after Zara says: "So you are identifying the whole of 2029 and 2030, rather than a short gap at the end of the project." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Zara says: "The buyer suggested renewing in 2028. Do the actual terms extend this equipment's support, or would we still face the same end date?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Noah's response in turn 18. It connects Zara's preceding point with Zara's follow-up. Exit plan describes leaving or replacing the equipment arrangement before unsupported operation becomes necessary.

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Additional case 1 / Explanations

Extended conversation

1. SIP signaling

Turn 2. SIP signaling establishes and manages the session; the supplied INVITE, 200 OK, and acknowledgment do not prove intelligible audio reaches both people.

2. one-way audio

Turn 4. One-way audio describes the reported asymmetry: the office agent hears the caller, while the caller cannot hear the agent; it does not itself identify a failed component.

3. RTP

Turn 6. Real-time Transport Protocol carries media such as audio in this session; observing outbound RTP at one point does not establish remote delivery or audible content.

4. media path

Turn 10. The media path is the route taken by the audio packets; it must be investigated separately from the signaling exchange and at identified points in the relevant direction.

5. codec

Turn 14. A codec encodes and decodes the audio; successful signaling or packet presence alone does not prove the intended speech was correctly encoded, transported, and rendered.

6. fault summary

Turn 18. A fault summary combines the observed symptom, verified protocol events, observation points, and open questions without turning a partial test into an end-to-end success claim.

[Return to the conversation, page 98](#)

Transfer exchange

1. office

Engineer: The reported inaudible direction is caller to office.

Turn 1. The agent cannot hear the external caller, so caller-to-office audio is the affected direction.

Additional case 1 / Explanations / continued

2. audio

Support: Successful setup establishes signaling, not end-to-end audio.

Turn 2. The scenario explicitly distinguishes call establishment from whether both participants hear speech.

3. unchecked

Engineer: Office-side receipt is still unchecked.

Turn 3. Only the caller-side observation is supplied, and the office receiving side has not been checked.

4. T19

Support: Keep the record tied to test T19.

Turn 4. The stated identifier is T19, which links the direction report to the correct test attempt.

[Return to the conversation, page 100](#)

Additional case 2 / Explanations

Extended conversation

1. power budget

Turn 2. The power budget is the difference between minimum transmit power and receiver sensitivity: -3 minus -20 equals 17 dB before reserving design margin.

2. path loss

Turn 4. Path loss is the stipulated 15 dB reduction between transmitter and receiver; it is a relative level difference, unlike the absolute dBm power values.

3. received power

Turn 6. Received power is the absolute optical level at the receiver, here predicted as -3 dBm minus 15 dB, or -18 dBm; it is not a measured field result.

4. engineering margin

Turn 8. Engineering margin is the remaining allowance above receiver sensitivity after path loss; two decibels remains here, one decibel below the stipulated three-decibel requirement.

5. Receiver sensitivity

Turn 12. Receiver sensitivity is the minimum input associated with specified performance and conditions; a detection indication alone is not the same criterion.

6. wavelength

Turn 16. Wavelength identifies the optical operating or test condition; losses and equipment specifications must be compared on a compatible basis rather than mixing values from different conditions.

[Return to the conversation, page 102](#)

Transfer exchange

1. 16

Planner: The power budget before reserve is 16 dB.

Turn 1. Minus two minus negative eighteen gives a sixteen-decibel difference between transmit power and sensitivity.

Additional case 2 / Explanations / continued

2. 12

Manager: The stipulated path loss is 12 dB.

Turn 2. The separate path-loss input is twelve decibels, not an absolute power in dBm.

3. 4

Planner: The margin remaining after that loss is 4 dB.

Turn 3. Sixteen decibels of budget minus twelve of loss leaves four decibels of margin.

4. 1

Manager: That exceeds the required reserve by 1 dB.

Turn 4. Four available decibels of margin minus the three-decibel requirement leaves one decibel above the required reserve.

[Return to the conversation, page 105](#)

Additional case 3 / Explanations

Extended conversation

1. number inventory

Turn 2. The number inventory identifies all twelve services and their intended disposition; eight endings 0100-0107 move, while four endings 0108-0111 remain with the current provider.

2. letter of authorization

Turn 4. The letter of authorization records the customer's specified permission; here it covers eight named numbers and does not authorize transferring the remaining four.

3. partial port

Turn 5. A partial port moves only some numbers from the current account; the remaining services must be addressed explicitly rather than treated as included in a full transfer.

4. billing telephone number

Turn 7. The billing telephone number identifies the account for carrier processing; moving that number may require an agreed replacement or account arrangement to preserve retained services.

5. firm order commitment

Turn 11. A firm order commitment is the carrier's accepted scheduling milestone under its process; the requested 22 October date is not such a commitment in this record.

6. completion confirmation

Turn 15. Completion confirmation records that the transfer has actually reached its completed state; a scheduling commitment alone does not establish completed routing or all service checks.

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Transfer exchange

1. six

Administrator: The authorized number of transfers is six.

Turn 1. The signed scope names six numbers, not all ten on the account.

Additional case 3 / Explanations / continued

2. four

Coordinator: The number of services that must remain is four.

Turn 2. Ten total numbers minus six authorized to move leaves four explicitly retained services.

3. partial

Administrator: The corrected request must describe a partial port.

Turn 3. Only some account numbers move, so a full-port designation conflicts with the authorized scope.

4. requested

Coordinator: The 5 November date remains requested.

Turn 4. No carrier commitment is supplied, so the preferred date cannot be described as confirmed or completed.

[Return to the conversation, page 110](#)

Find a phrase by purpose

Network Operations and Outage Bridges

Open the update: Here is the confirmed service impact.

Bound the area: The interruption is limited to the East service area in our current evidence.

Retain the unit: We have identified 120 affected broadband services.

[Full phrase bank, page 7](#)

Fiber Deployment and Construction Coordination

Name the completed task: Physical installation of F24 is complete.

Correct the status: The route has not yet been accepted.

List the supplied evidence: We have photographs and an OTDR trace.

[Full phrase bank, page 17](#)

Wireless Capacity and Coverage

Acknowledge the map: The map is useful for signal availability.

Name its limit: It does not guarantee throughput during peak demand.

State the observations: We observed eighty megabits per second in the quiet test and five in the busy test.

[Full phrase bank, page 29](#)

Provisioning and Service Activation

Identify the request: I am checking service order A77.

Explain the ambiguity: There are two circuits at that address.

Ask for the exact reference: Which circuit is included in this request?

[Full phrase bank, page 40](#)

Find a phrase by purpose / continued

Field Service and Dispatch

Open the clarification: I want to add a clear symptom description to J31.

Ask about the effect: What stops working when the problem happens?

Identify the devices: Which devices have shown the issue?

[Full phrase bank, page 52](#)

Regulatory and Emergency Services

Identify the claim: The draft says that 911 always works.

State the conflict: That assurance is not supported by the product record.

Name the dependencies: The service depends on powered equipment and broadband.

[Full phrase bank, page 63](#)

Customer Churn and Service Recovery

Acknowledge repetition: Three interruptions in one week have disrupted your team.

Recognize the consequence: I understand why you are questioning the service.

Separate present status: The connection is working now, but that does not resolve your concern.

[Full phrase bank, page 76](#)

Vendor and Equipment Lifecycle

Acknowledge the saving: Model A is ten thousand dollars cheaper to purchase.

Align the horizon: Our operating plan runs through 31 December 2030.

State the support boundary: Model A's last date of support is 31 December 2028.

[Full phrase bank, page 87](#)

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References and publication notes

All cases, organizations, figures, and conversations are fictional teaching material, not transcripts. Communication practice does not replace qualified advice or current workplace procedures.

[1] Electronic Code of Federal Regulations. 47 CFR 9.11: E911 service.

Current U.S. interconnected-VoIP emergency-calling requirements inform the notice-review case. Applicability, location obligations, and customer notifications require service-specific review. Source checked 1 October 2026.

<https://www.ecfr.gov/current/title-47/chapter-I/subchapter-A/part-9/subpart-D/section-9.11>

[2] Cisco. Wireless Network Solution Guide.

Background on wireless local-area networks, coverage, capacity, and performance. The book uses fictional Wi-Fi measurements, not current product specifications. Source checked 1 October 2026.

<https://www.cisco.com/c/en/us/products/collateral/wireless/unified-wireless-network-sg.html>

[3] The Fiber Optic Association. Fiber Optic Cable Plant Installation.

Background on installation documentation and testing terminology. The dialogue does not replace technical acceptance specifications or field-safety requirements. Source checked 1 October 2026.

<https://www.thefoa.org/tech/ref/OSP/install.html>

[4] Cisco. End-of-Life Policy.

Background on distinct sales and support milestones. Fictional vendor dates illustrate comparison language; actual support depends on the applicable product notice and terms. Source checked 1 October 2026.

<https://www.cisco.com/c/en/us/products/eos-eol-policy.html>

Companion course

The website offers the eight-lesson course and related practice. This book can be used independently. No audio access or external account is needed for its exercises.

<https://englishladder.com/efsp-telecommunications.html>

Keep the service picture clear. Turn technical uncertainty into useful updates.

Eight service conversations: coordinate an outage bridge, qualify a fiber handover, investigate busy-hour Wi-Fi, clarify an activation request, prepare a useful dispatch, review an emergency-calling notice, handle repeated interruptions, and compare equipment support horizons.

Network Operations and Outage Bridges

An affected-service count is not automatically a count of customers, households, or people. Retain the measurement unit in every update. A shared incident identifier helps different teams discuss the same event without merging unrelated reports.

Wireless Capacity and Coverage

Coverage asks where a signal is available. Capacity asks how much demand the system can support under specified conditions. Throughput is an observed transfer rate. These related terms are not interchangeable, and a coverage map does not guarantee a throughput result.

Fiber Deployment and Construction Coordination

An OTDR trace helps locate and characterize events along a fiber. It is not a substitute for every required measurement. Here the agreed insertion-loss report remains a separate handover requirement, regardless of how convincing the trace appears.

Provisioning and Service Activation

A service address locates the premises; it does not necessarily identify the circuit. Preserve the exact reference when several services share a site. An order number identifies the request, while the circuit reference identifies what the request concerns.

Keep the service picture clear. Turn technical uncertainty into useful updates. / continued

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