

TCOLE BASIC TELECOMMUNICATOR LICENSING COURSE (1080) PRACTICE TEST (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE**

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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1. In the NCIC descriptor string, what does the number 500 denote?

- A. Age
- B. Eye color
- C. Height
- D. Weight

2. Which statement about TRS is false?

- A. TRS allows individuals with hearing or speech disabilities to place and receive telephone calls.
- B. TRS is available in all 50 states, D.C., Puerto Rico and the US territories.
- C. State and local governments are generally the TRS providers.
- D. There is no cost to the TRS user.

3. Which descriptor of persons should be obtained first?

- A. Race
- B. Gender
- C. Age
- D. Height

4. Which acronym pertains to the description of motor vehicles?

- A. VIN
- B. MPG
- C. CYMBALS
- D. ODOM

5. Which of the following is a common record medium for public information?

- A. Paper
- B. Oil
- C. Glass
- D. Wood

6. When a critical incident stress causes a more intensified reaction to the point that they have an adjustment disorder, it is called _____.
A. Post Traumatic Stress Disorder
B. Burnout
C. Acute Stress Disorder
D. Adjustment Disorder
7. Which service allows conversations to flow faster and more naturally than text-based TRS?
A. IP Captioned Telephone Service
B. Video Relay Service
C. 711 Access
D. Internet Protocol Relay Service
8. Speech to Speech (STS) allows persons with a _____ disability to voice for themselves.
A. Hearing
B. Speech
C. Visual
D. Cognitive
9. IP relay service is not required by the _____ but is offered by several TRS providers.
A. FCC
B. State government
C. PSAP
D. Private companies
10. Call prioritization may be assisted by which system?
A. GIS
B. RMS
C. 9-1-1
D. CAD

Answers

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1. C
2. D
3. A
4. C
5. A
6. A
7. D
8. B
9. A
10. D

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Explanations

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1. In the NCIC descriptor string, what does the number 500 denote?

- A. Age
- B. Eye color
- C. Height**
- D. Weight

In the NCIC descriptor string, each physical attribute is assigned a specific numeric code to standardize how descriptions are stored and searched. The code block containing 500 is reserved for height, so when you see the number 500 in the string, it identifies that the following value represents the person's height. This is why height is the best answer: the NCIC coding system uses 500 specifically for height, while other attributes like age, eye color, and weight use different codes. The actual height value typically follows the 500 descriptor in the record, for example in inches or feet/inches, depending on agency format.

2. Which statement about TRS is false?

- A. TRS allows individuals with hearing or speech disabilities to place and receive telephone calls.
- B. TRS is available in all 50 states, D.C., Puerto Rico and the US territories.
- C. State and local governments are generally the TRS providers.
- D. There is no cost to the TRS user.**

TRS provides a way for people with hearing or speech disabilities to communicate over the telephone by using a relay operator who voices or types what each person says. This service is designed to be accessible nationwide and is funded through state programs and often a surcharge on telecommunications services, rather than being funded entirely out of general taxes. Because of that funding structure, there can be costs associated with TRS for users—either through a TRS-specific surcharge on their phone bill or through the regular charges for the underlying calls. So the statement that there is no cost to the TRS user isn't accurate in all cases; financing TRS means some users do bear a cost in some form.

3. Which descriptor of persons should be obtained first?

- A. Race**
- B. Gender
- C. Age
- D. Height

When you're gathering a description of a person, you want the detail that can be observed quickly and used immediately to distinguish the subject for responders. Race serves that role because it's a broad, readily observable trait that can be stated concisely to dispatch and units in the field. Establishing race first gives responders a quick anchor for the overall description, guiding the collection of additional details like gender, age, or height. While those other descriptors are important, age and height can be rough estimates and gender can be misinterpreted in fast-moving situations, so starting with race helps set the initial frame most efficiently.

4. Which acronym pertains to the description of motor vehicles?

- A. VIN
- B. MPG
- C. CYMBALS
- D. ODOM

Understanding how a vehicle is identified relies on a single, distinctive code. That code is the Vehicle Identification Number, or VIN. The VIN uniquely identifies a specific vehicle and encodes important details such as country of origin, manufacturer, model, body style, and model year. This makes it the primary descriptor used by law enforcement and others to describe or verify a vehicle's identity. Miles per gallon describes fuel efficiency, not the vehicle's identity. An odometer records mileage, which is about usage history rather than describing the vehicle itself. The other acronym isn't a standard term for vehicle description. So the acronym that pertains to describing motor vehicles is the Vehicle Identification Number (VIN).

5. Which of the following is a common record medium for public information?

- A. Paper
- B. Oil
- C. Glass
- D. Wood

Public records are managed in ways that keep information accessible, verifiable, and preservable over time. Paper has long been the standard medium because it is tangible, easy to reproduce, file, and share, and it fits well with retention rules and public access processes. Properly stored paper documents can be kept legible for many years and can be produced to the public without needing specialized equipment. Oil, glass, and wood aren't practical for maintaining large, legible public records. Oil is a liquid that would damage documents; glass and wood aren't suitable for scalable, durable filing and long-term preservation, and they don't support efficient searching or copying.

6. When a critical incident stress causes a more intensified reaction to the point that they have an adjustment disorder, it is called _____.

- A. Post Traumatic Stress Disorder
- B. Burnout
- C. Acute Stress Disorder
- D. Adjustment Disorder

A disproportionate, impaired reaction to a significant stressor is identified as an Adjustment Disorder. This diagnosis fits when emotional or behavioral symptoms emerge within about three months of the stressor, are out of proportion to the severity of the event, and lead to marked impairment in daily functioning. The key is that the reaction is maladaptive but doesn't meet the specific criteria for a trauma-related disorder like PTSD or Acute Stress Disorder, and it isn't simply burnout from work. PTSD involves a traumatic exposure with a broader pattern of symptoms (intrusion, avoidance, negative mood/cognition, arousal) lasting longer than a month after the event. Acute Stress Disorder has similar symptoms but is limited to a shorter timeframe (from 3 days up to 1 month). Burnout is more about chronic work-related exhaustion and detachment, not a formal mental disorder arising from a single stressor. So, when the stress from a critical incident leads to an intense, maladaptive reaction impairing functioning within a short period, the diagnosis described is Adjustment Disorder.

7. Which service allows conversations to flow faster and more naturally than text-based TRS?

- A. IP Captioned Telephone Service
- B. Video Relay Service
- C. 711 Access
- D. Internet Protocol Relay Service**

IP Relay Service uses the Internet to connect a deaf or hard-of-hearing person with a hearing person through a communications assistant. The assistant relays the conversation in real time by voicing the typed message to the hearing person and typing back what the hearing person says. This setup lets conversations flow at a natural pace without the user having to type every word, which makes the dialogue feel more like a spontaneous spoken exchange than traditional text-only TRS. IP Captioned Telephone Service provides captions of spoken words on a phone call, which helps but still centers on reading captions rather than a two-way spoken relay. Video Relay Service uses a sign-language interpreter via video, which is very natural for signers but isn't as universally fluid for everyone. 711 Access is simply the number used to reach TRS.

8. Speech to Speech (STS) allows persons with a _____ disability to voice for themselves.

- A. Hearing
- B. Speech**
- C. Visual
- D. Cognitive

Speech-to-Speech is a relay service designed for people who have a severe speech disability. It allows them to convey their own words to the person on the other end by using a trained Communications Assistant who listens to what they say and then speaks it in clear, natural speech. The goal is to preserve the caller's wording and intent so the message is understood, enabling the person to voice their message themselves. This service is specifically for speech-disabled individuals and isn't intended for those with hearing, visual, or cognitive disabilities, who would use different relay or accessibility options.

9. IP relay service is not required by the _____ but is offered by several TRS providers.

- A. FCC**
- B. State government
- C. PSAP
- D. Private companies

Understanding who sets the requirements for IP relay in TRS helps you see why the FCC is the correct fill. The Federal Communications Commission regulates Telecommunications Relay Service to ensure access, but IP relay isn't mandated as a required feature. Instead, many TRS providers offer IP Relay as part of their services to give users another way to communicate over the internet. So, IP relay isn't something the FCC requires, yet several TRS providers include it because it expands accessibility. State governments, PSAPs, or private companies don't establish this regulatory obligation in the same way; the FCC is the governing body behind that rule.

10. Call prioritization may be assisted by which system?

- A. GIS
- B. RMS
- C. 9-1-1
- D. CAD**

Call prioritization is best supported by a system that centralizes incoming incidents, tracks urgency, and automatically routes the right units based on priority. This is what Computer-Aided Dispatch does. CAD monitors each call's details, applies prioritization rules (for example, elevating life-threatening or time-sensitive incidents to the top), and dispatches available units accordingly. It also updates in real time as new information comes in, changing priorities if needed and providing clear status and ETA information to responders. While GIS offers mapping data, RMS stores records, and 9-1-1 is just the incoming call channel, none of those systems are built primarily to manage and prioritize dispatch and resource assignment the way CAD does.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://tcole1080.examzify.com>

We wish you the very best on your exam journey. You've got this!

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