

Broadband Customer Service Specialist (Level 1)

47451451

Telco Service- Credits: 1

This course will introduce the student to the basics of the telephone network portion of the broadband industry. Primary areas: the design of the cables physically and electrically and how to splice them using industry color code; print reading - construction drawing, system maps.

47451453

Television Service- Credits: 1

This course introduces the student to the basics of the (Hybrid Fiber Coaxial & IPTV) portion of the broadband industry. Primary areas: RF & IPTV transport, Basic installation, Print reading and Set-top box administration. Students will perform installation of customer equipment and teaching the customers how to properly use the equipment; basic trouble shooting - finding and repairing trouble in materials and equipment.

47451454

Fiber Service - Credits: 1

This course will introduce the students to industry specifications and practices for understanding fiber optic communication systems. Topics covered include fiber optic design, installation, test and maintenance for multimode and singlemode networks.

47451452

Internet Services - Credits: 1

This course will introduce the students to industry specifications and practices for understanding Broadband internet services. 4 primary areas: Transports, Features, Cloud and Smarthome devices.