

Bossier Parish Community College  
Master Syllabus

**Course Prefix and Number:** CTEC 240

**Credit hours:** 3-3-0

**Course Title:** Internet Protocol (IP) Telephony

**Course Prerequisites:** CTEC 155

**Textbook(s):** None.

**Course Description:** This course is an introduction to voice and data communications as used in modern business environments. Topics covered in this course include cabling, network and internet technologies, telephony, and implementation considerations.

**Learning Outcomes:**

At the end of the course, the student will:

- A. understand fundamentals of telecommunications;
- B. discuss industry cabling standards;
- C. identify communication and transmission systems; and
- D. discuss how an IP telephony network works.

To achieve the learning outcomes, the student will or will be able to:

1. understand VoIP concepts and components; (A)
2. understand what "digital" is, how voice and video are digitized; (A)
3. identify different types of cabling; (B)
4. determine when different types of cabling would be used; (B)
5. compare and contrast voice and data transmissions; (C)
6. identify fundamentals of frames and packets; (C)
7. understand networking fundamentals in a telephony system: (D) and
8. discuss the important concept of prioritizing or managing telephony traffic. (D)

**Course Requirements:**

- To pass the course, student must achieve a course average of 70% or above.
- Students must have access to a computer (not mobile device), Microsoft Office, and the Internet to complete the assignments. Computer, software, and the Internet are available to students on campus during scheduled computer lab times and in the Learning Commons located in the BPCC Library.
- Students are required to use BPCC's LMS and are encouraged to use the BPCC Library to research topics and employment opportunities.

**Course Grading Scale:**

- A = 90 - 100
- B = 80 - 89
- C = 70 - 79

- D = 60 - 69
- F = 0 – 59

**Attendance Policy:**

Each student is expected to attend class regularly; excessive unexcused absences constitute grounds for suspension. Refer to the student handbook for [Attendance Policy](#).

**Course Fees:** This course is accompanied with an additional non-refundable fee for supplemental materials, laboratory supplies, software licenses, certification exams and/or clinical fees.

**Nondiscrimination Statement:** Bossier Parish Community College does not discriminate on the basis of race, color, national origin, gender, age, religion, qualified disability, marital status, veteran's status, or sexual orientation in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. Bossier Parish Community College does not discriminate in its hiring or employment practices.

Coordinator for SECTION 504 AND ADA

Angie Cao, Student and Disability Services Specialist

Disability Services, F-254

6220 East Texas Street

Bossier City, LA 71111

Phone: 318-678-6511

Email: [acao@bpcc.edu](mailto:acao@bpcc.edu)

Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.

Equity/Compliance Coordinator

Teri Bashara, Director of Human Resources

Human Resources Office, A-105

6220 East Texas Street

Bossier City, LA 71111

Phone: 318-678-6056

Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.