

December 21, 2009

To: All Local Presidents - Legacy SBC Bargaining Units

From: Kristie Darling, CWA Representative

Subj: **Updated CCIA Test Effective January 15, 2010**

Attached is the TIP sheet and test exemptions for the CC Audition test the Co will be rolling out January 15, 2010. This test will replace the Customer Contact Interactive Assessment (CCIA) which is currently applicable for the following positions.

Account Representative
Collection Specialist
Customer Advocate (BCS) (C&I)
Customer Advocate (Global) (C&I)
Customer Assistant
Sales Consultant
Service Representative (Collections)
Service Representative (Executive Appeals)
Service Representative (Sales)
Service Representative (Service) (C&I)
Support Specialist
Telephone Account Representative

Any newly hired external candidates and Internal candidates nominating for an open position on or after January 15th will be required to take the CC Audition test. CWA District 4 Core Midwest employee's declared surplus December 15, 2009 will first take the CCIA and if they do not qualify, they will be eligible to then take the CC Audition. Regular surplus retest rules will continue to apply. The ability to take two different tests will be in place for this group of surplus employees only. If there is a new surplus declared on March 15, 2010 impacting CWA District 4 only the new CC Audition will be required to be taken.

Employee's currently qualified for Employment Security Commitment/Extended Employment Opportunity Plan/Job Offer Guarantee (Datacom) using the CCIA test will not have to retest under the new CC Audition.

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CALL CENTER AUDITION (CC AUDITION) TEST INFORMATION PAMPHLET

WHY DO AT&T AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills, abilities, and personal characteristics to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills, abilities, and personal characteristics and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE CALL CENTER AUDITION TEST?

The Call Center Audition (CC Audition) test is a predictor of a variety of job behaviors, such as customer service skill and the ability to use a computer. The test consists of a computerized job simulation. The test is timed.

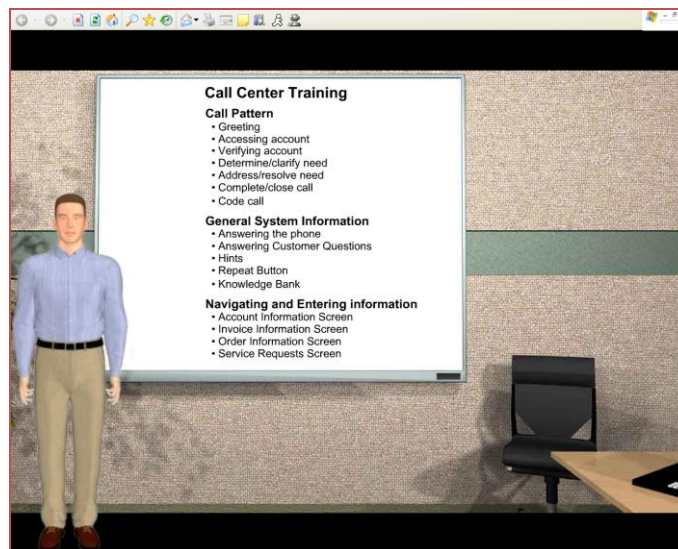
WHAT CAN I DO TO PREPARE FOR THE TEST?

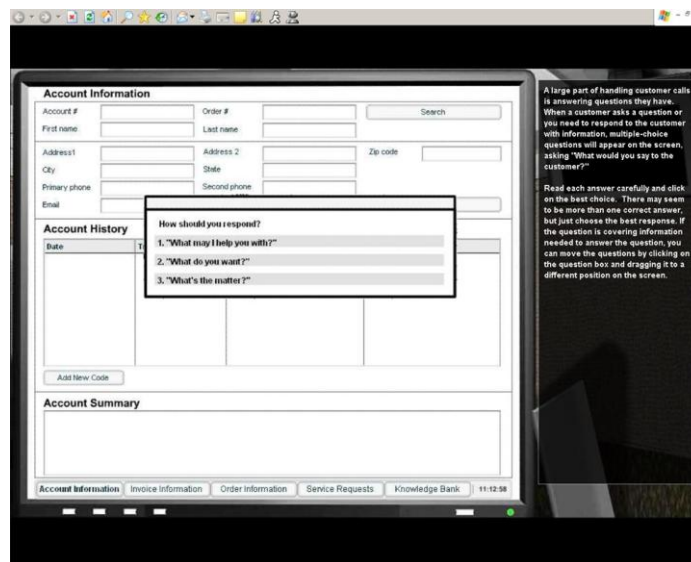
There are no specific materials you should study in order to prepare yourself. However, if you pay close attention to the instructions, you will increase your chances of performing well and demonstrating your suitability for the job.

When you are scheduled for the CC Audition Test, you will be given a specific time to report to the test location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the assessment begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc.

WHAT DOES THE CC AUDITION TEST LOOK LIKE?

The following two images are screen shots from the instructions to the test. They are what you will see during the introduction of the test and should give you an idea of what the assessment looks like.





WHAT CAN I DO TO PERFORM MY BEST ON THE TEST?

Experience on the job is not essential to perform successfully on this test. When taking the test you should:

- Think about your background and experiences.
- Read the questions carefully.
- Think through your answer before responding to each question or taking each action.

It is important that you answer the test questions accurately. Providing candid answers will ensure the best fit with the job.

RETEST INTERVALS

If it should happen that you do not qualify on the CC Audition test, you may retest in six-months. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the CC Audition qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

AT&T and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA) and other federal and state laws that specifically assist individuals with disabilities to perform on an equal basis on tests that are required to do the job. If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.

CC Audition Exemption/Grandfathering

*For general exemptions, does not include temporary assignments or loans except in the West; time in title requirements are exclusive of formal training.

*General exemptions can apply to both internal and external candidates, unless otherwise noted.

General

- 1) Met current test standards and a record of results is on file.
- 2) Currently performing a job for which the test is a requirement.
- 3) Satisfactorily performed a job for which the test is a requirement for 6 months or longer within the last 5 years.

Education None

Experience 1 year or longer within the past 5 years in AT&T or another company in the telecommunications industry in a job equivalent to an AT&T job requiring the CC Audition.

Test-to-Test Individuals currently qualified on the CCIA are exempt from the CC Audition for 1 year of test qualifying on the CCIA

In Unity-Strength & Solidarity:

Steve Tizza, President CWA Local 4250