

New AT&T Test Requirements

December 8, 2008

To: Legacy T Local Presidents

Greetings:

The Company has notified us of additional tests which will be required for the titles of Account Representative and Customer Representative. Employees who currently hold these positions will be grandfathered in the new test requirements. Employees who are no longer in these titles but have worked in either for at least six months within the past five years may contact the ATS Service Center to request grandfathering. The ATS Service Center can be reached by calling 1-800-662-6629.

You may find details of this change, which will be implemented on December 8, 2008, in the [attached letter](#). A notification will be sent to Legacy T employees by AT&T.

If you have any questions, feel free to contact me by calling 202-434-1493 or email at malt@cwa-union.org.

In Unity,

Mary Ann Alt
ATS/ARS Coordinator

MAA:drk
opeiu-2, afl-cio

Our mission is to stop the destruction of our Union by our employers. It is to protect and better the lives of our retired, current and future members. We will re-grow our Union by educating, strengthening and uniting our membership in order to impact our employers through strategic use of our power.

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Lori J. Smith
Director, Labor Relations

November 21, 2008

Ms. Lois Grimes-Patow
Communications Workers of America
501 Third Street, NW, Suite 200
Washington, DC 20001

Dear Lois

Effective December 8, 2008, there will be new additional basic test requirements for obtaining test qualified status on the legacy T titles of Customer Representative and Account Representative. For the title of Customer Representative, the additional basic test requirements will be the Customer Service Assessment (CSA) Core/Service module and CSA Sales module. For the title of Account Representative, the additional basic test requirement will be the CSA Sales module. All other test requirements for these titles will remain the same.

The CSA Core/Service module is being made an additional basic requirement on all requisitions for the Customer Representative because of the customer contact requirements of the position. The CSA Sales module is being made an additional basic requirement on all requisitions as it is designed to assess the ability to perform sales work, and both Account Representative and Customer Representative positions require sales work.

Candidates who do not qualify on the CSA may initially retest after 6 months. Subsequent retests are at one-year intervals.

Grandfathering

Within 30 days of implementation:

- Current incumbents, who are in the title of Account Representative as of December 8, 2008, will be grandfathered on the CSA Sales module.
- Current incumbents, who are in the title of Customer Representative as of December 8, 2008, will be grandfathered on the CSA Core/Service and Sales modules.

Regards,

Lori Smith

Cc: D. Bradley
A. Flick