



## AT&T: New Tests

May 24, 2010

To: All AT&T Local Presidents

Please find attached [two letters](#) notifying us of two new tests. The only people who will be grandfathered into these tests are the employees in the titles listed on each of the letters respectively.

The TIP document for each test is also attached to this email. The TIP information isn't very clear for these tests. We are working with The Alliance on a preparation class for each test. We hope that will help clarify the tests for anyone interested in taking them.

Both tests are basic tests and may be taken at any time. For the Relay Centers, the FCC-required written typing proficiency test at 60 WPM is still applicable.

Current workers in the affected titles for each of the tests should check in thirty days to ensure that you have been grandfathered on the appropriate test.

CWA does not agree with the implementation of these new tests; however, the Company has the right to test and to implement tests they believe are needed to ensure a candidate's success.

Should you have any issue with setting up a test or with the process, or if you have questions about the tests, please feel free to call the AT&T Career Support Coordinator for your area at 800-992-2478.

Also, should you have any issue with being grandfathered, please let the AT&T Career Support Coordinator know so that we can follow up on this.

In Unity,

Lois J. Grimes-Patow  
Administrative Director

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April 16, 2010

Lois Grimes-Patow, CWA Representative

**Re: Implementation of Call Center Audition (CC Audition) in Legacy AT&T**

This is to notify you that the Call Center Audition (CC Audition) is replacing the Telephone Ability Battery (TAB) basic test requirement for the following positions:

- Account Representative
- Account Representative-Leveraged
- Account Support Representative
- Business Inquiry Representative
- Commercial Account Specialist
- Commercial Sales Support Associate
- Commercial Telemarketing Rep
- Credit Representative
- Customer Representative
- Customer Representative-Leveraged
- Customer Representative Residence
- Customer Sales and Services Specialist
- Customer Sales Svcs Spec Commission
- Customer Service Associate 1
- Customer Support Associate
- Sales Associate N
- Sales Rep C Commission
- Sales Representative C

There are no changes to the other testing requirements currently in place for these titles.

The CC Audition consists of a computerized job simulation that is a predictor of a variety of job behaviors, such as customer service skill and the ability to use a computer. Candidates who do not qualify on the CC Audition may retest at six month intervals.

CC Audition Exemption/Grandfathering rules:

- Met current test standards and a record of results is on file
- Currently performing a job for which the test is a requirement on all job requisitions
- Held a job for which the test is a requirement on all job requisitions for 6 months or longer within the last 5 years.

**When:** Effective 5-17-2010

**Action:** No action is required for employees



Upon implementation of these testing changes, employees who occupy a job for which the CC Audition is a basic requirement on all job requisitions will be grandfathered automatically, within 30 days of the implementation date.

The CC Audition Test Information Pamphlet (TIP) is available on HROneStop.

Regards,

*Lori J. Smith*

Lori J. Smith  
Director, Labor Relations

CC: Diane Bradley  
Abby Flick  
Susan M. Evans  
Gretchen Venditto  
Cora Moore  
Lizzie Baker  
George Sullivan



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April 16, 2010

Lois Grimes-Patow, CWA Representative

**Re: Changes in Testing Requirements for Legacy T titles: Relay Associate, Communications Assistant**

This is to notify you that the testing requirements for Relay Associate and Communications Assistant are changing as detailed below:

Relay Associate

- The Oral Typing Skills Test (OTST-T) will replace the AT&T Typing Test (TYP) as a basic requirement required on all job requisitions.
- The Oral Proficiency Interview (OPI) will be added as an additional basic requirement not required on all job requisitions.

Communications Assistant

- The OTST-T will replace the TYP as a basic requirement required on all requisitions.
- The OPI will remain as an additional basic requirement not required on all requisitions.

The OTST-T is a timed skill test measuring your ability to quickly and accurately type text that is being read aloud to you. Your performance on the OTST-T is reflected in the Words per Minute (WPM) that you type. In order to qualify on the OTST-T, your WPM must be 45 or higher. The test is comprised of a 5-minute instructional period, a 2-minute warm-up period, and a 5-minute test period.

Candidates who do not qualify on the OTST-T may initially retest after one week. A second retest is allowed after one month. Subsequent retests are at three-month intervals. If twelve months or more have elapsed since a previous test, the retest interval starts over. Qualifying scores on the OTST-T are valid for five years.

OTST-T Exemption/Grandfathering rules:

- Met current test standards and a record of results is on file
- Currently performing a job for which the OTST-T is a basic requirement on all job requisitions
- Held a job for which the OTST-T is a basic requirement on all job requisitions for 6 months or longer within the last 5 years.

**When:** Effective 5-17-2010

**Action:** No action is required for employees



Upon implementation of these testing changes, employees who currently occupy a job for which the OTST-T is a basic requirement on all job requisitions will be grandfathered automatically, within 30 days of the implementation date.

The OTST-T and OPI Test Information Pamphlets (TIPs) are available on HROneStop.

Regards,

*Lori J. Smith*

Lori J. Smith  
Director, Labor Relations

cc: Diane Bradley  
Abby Flick  
Susan M. Evans  
Gretchen Venditto  
Cora Moore  
Lizzie Baker  
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## ORAL TYPING SKILLS TEST (OTST-T) 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 and abilities 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 and abilities and, therefore, we use tests to help identify people best suited for our job openings.

### WHAT IS THE ORAL TYPING SKILLS TEST (OTST-T)?

The OTST-T is a timed skill test measuring your ability to quickly and accurately type text that is being read aloud to you. Your performance on the OTST-T is reflected in the Words Per Minute (WPM) that you type. In order to qualify on the OTST-T, your WPM must be 45 or higher.

The test is comprised of a 5-minute instructional period, a 2-minute warm-up period, and a 5-minute test period.

The entire test takes approximately 12 minutes to complete.

### WHAT CAN I DO TO PREPARE FOR THE TEST?

All information necessary to complete the OTST-T is provided by the computer. 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 thus show your aptitude for the job. You may also want to practice typing information into a computer while listening to the television or radio. Try to type in what the person is saying.

When you are scheduled for the OTST-T, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the OTST-T.

FOR EMPLOYEES ONLY: You may contact the AT&T Self Development Resource Center located on HROneStop at <http://hronestop.att.com> >> Your Career >> Self Development >> Test Preparation to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

### RETEST INTERVALS

If it should happen that you do not qualify on the OTST-T, you may initially retest after one week. A second retest is allowed after one month. Subsequent retests are at three-month intervals. If twelve months or more have elapsed since your previous test, the retest interval starts over. Qualifying scores on the OTST-T are valid for five years. 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 OTST-T 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. 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.**



# 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.

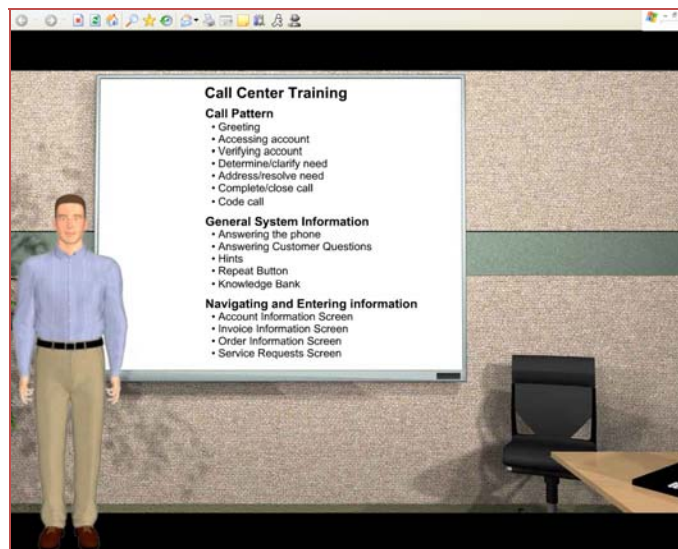
## WHAT CAN I DO TO PREPARE FOR THE TEST?

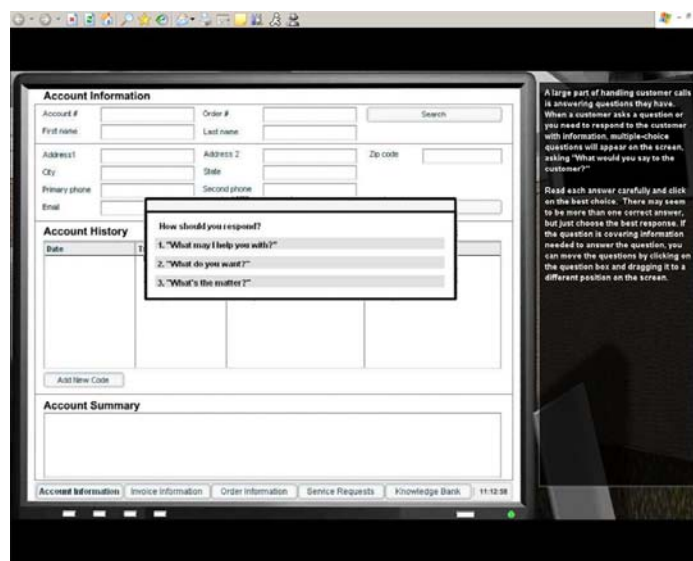
There are no specific materials you should study in order to prepare yourself. However, if you pay close attention to the instructions, you will increase your chances of performing well and demonstrating your suitability for the job.

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.**