

AT&T: New Test Vendor

January 8, 2008

To: All Legacy T Locals

Effective January 1, 2008, the testing administrator for AT&T ATS/ARS tests, with the exception of the CSA, has changed from PAN to Pearsonvue. This change was made to manage costs and help centralize test data by providing a single vendor across all regions.

Pearsonvue currently has over 8,000 locations with trained and certified testers to service our employees. Locations can be viewed on the web by visiting www.pearsonvue.com, and clicking, "Test Taker Services," select "view all," then select "AT&T," and finally scroll down to "Locate Test Center."

Test scheduling will continue to be done by calling the ATS Service Center at 800-662-6629. The service center representative will schedule the test at the most convenient time and location based on the zip code the employee provides. Once the test is scheduled, a confirmation email will be sent to the employee.

Upon completion of a test, the computer will display the results and allow the employee to print a copy. The results will be provided by the vendor to the ATS System, where they will be loaded within three business days. Should any type of problem occur during testing, such as excessive noise, power failure, software error, etc., the employee should notify the test administrator immediately. If the problem cannot be corrected, the test candidates will be dismissed and be advised to contact the AT&T Testing Hot Line to request a retest.

Should you have any questions or encounter any problems, you may contact Mary Ann Alt at 202-434-1493, or via email at malt@cwa-union.org.

In Unity,

Lois J. Grimes-Patow
CWA Representative

Mary Ann Alt
ATS Coordinator

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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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