WHY DO AT&T AND ITS AFFILIATES TEST?

At AT&T, we pride ourselves on matching the best jobs with the best people. To do this, we need to better understand your skills and abilities to make sure that you are indeed the right match for the job. Our ultimate goal is to set you up for success in your career at AT&T (that is, if AT&T is the right match for you). Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to identify people who are the best match for the job. Our philosophy is simple…if you succeed in your role, then we succeed as a company.

WHAT IS THE INTERNET SERVICES TIER II SELECTION TEST III (IST III)?

The IST III is designed to measure an individual's knowledge of concepts required to perform the Internet Services Technical Support Representative II job. There are no study materials provided. Knowledge must be acquired prior to testing. The concepts covered in the IST III include:

NETWORK KNOWLEDGE
Knowledge of TCP/IP, internet protocols (LAN, WAN), and DNS; understanding of what a computer network is and how it operates; knowledge of how to setup a simple network; familiarity with how to read problems on the network; knowledge of connection testing tools; familiarity with IP configuration problems.

E-MAIL KNOWLEDGE
Knowledge of e-mail infrastructure and e-mail protocols (POP, SMTP); understanding of how to setup and troubleshoot e-mail issues; understanding of filters, aliases, blocks, spam, and address books; understanding of an e-mail header and the information contained in it; familiarity with how to setup e-mail accounts in 3rd party e-mail clients.

HARDWARE AND ACCESSORY KNOWLEDGE
Understanding of PC Technology; understanding of network interface cards, routers, and modems; knowledge of how to configure simple routers; familiarity with router configuration problems;

OPERATING SYSTEM KNOWLEDGE
Understanding of how to navigate through various Windows and Macintosh operating systems; knowledge of how to install/uninstall software on a computer.

WEB KNOWLEDGE
Knowledge of the world wide web (browsing, web mail, signing in); understanding of how to navigate and customize home pages; knowledge of how to configure internet related software such as Internet Explorer, Chrome, or Firefox.

VIRUS, HI-JACKING, SPYWARE, AND ADWARE KNOWLEDGE
Understanding of how these items can affect connectivity; familiarity with programs and steps used to resolve issues resulting from these items; knowledge of protection software such as anti-virus, firewalls, parental controls, and anti-spyware.

WHAT CAN I EXPECT TO SEE ON THE TEST?

The IST III is a multiple choice test. For each item, there are four possible answers labeled a, b, c, and d. You will need to read each question carefully and select the best answer. You will have 45 minutes to answer 50 test questions. Below are two sample questions:

1. Which of the following is a valid Private IP address?

   a. 1.1.1.2
   b. 134.144.125.6
   c. 192.168.1.200
   d. 13.13.6.5

   Answer c is the best answer.

2. Choose the valid 3rd party email client.

   a. Phone Mail 2007
   b. Outlook 2013
   c. Netscape
   d. iMail

   Answer b is the best answer.

WHAT CAN I DO TO PREPARE FOR THE TEST?

At AT&T, our goal in testing is not to cause you to fail; rather, our intent is to set our employees up for success. Remember, we succeed when you succeed. The best way for you to succeed on a given test is to adequately prepare. As illustrated, the IST III requires specific knowledge. Acquiring this knowledge through coursework or independent study is the best way to prepare to take the test. Keep in mind, however, that completion of coursework or independent study will not guarantee that you will pass the test.

Here are some additional tips to help you prepare:

✓ Gather resources (books, articles, other materials, etc.) that cover the areas measured in this test
✓ Study the information carefully
✓ Have someone quiz you on the material prior to your testing date
✓ Seek out others who have knowledge in this area and may be able to assist you
✓ Get a good night's rest the night before your testing session
✓ Eat a well-balanced meal an hour before testing

<u>It is important that you have an understanding of the material presented in the course or obtained through independent study.</u>

HOW WILL THIS TEST BE ADMINISTERED?

A member of our Staffing team will provide you with the time and location for your testing session. 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. You may want to bring a jacket or a sweater in case the temperature in the testing location is not to your liking. Feel free to ask questions before the test begins, and be sure you understand the format of the IST III.

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

- ✓ Read questions carefully.
- ✓ <u>Think</u> - reason out your answer.
- ✓ Answer questions you are sure of first.
- ✓ Reject immediately those answers you know are incorrect.
- ✓ Don't change your answers unless an obvious mistake has been detected.
- ✓ Be aware of the time (make a mental note of the time when the test begins and pace yourself accordingly).

RETEST INTERVALS

If you do not qualify on the IST III, do not be discouraged. Perhaps, this would indicate that this position is really not the best match for you. Who knows – perhaps a better, more closely matched opportunity awaits you. If you feel strongly that this is the right position for you, then you may initially retest after six months. Subsequent retests are at one-year intervals. However, please note that 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

When you succeed in your job, AT&T succeeds as a company! Successful completion of the IST III qualifies you for possible placement into jobs requiring this 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.

Thank you for your interest in starting (or expanding) your career at AT&T!