



TECHNICAL TELEPHONE ABILITY BATTERY (TECH-TAB) TEST GUIDE

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 TECHNICAL TELEPHONE ABILITY BATTERY (TECH-TAB)?

The TECH-TAB is a series of three timed tests. The entire test will take approximately 29 minutes to complete, exclusive of instructions. Each test is described below and some sample items are provided for each to give you an idea of the types of questions you may be asked on the test.

WHAT CAN I EXPECT TO SEE ON THE TEST?

This test guide contains a brief description and sample problem for each part of the test. The sample problems are not part of the actual test, but are examples of the types of problems contained in the test. Following each sample problem is the correct answer and a brief explanation.

❖ NUMBER GROUPS

This test is designed to measure your ability to see how groups of numbers are alike or different. In each problem, you will look at four groups of numbers, three of which will have something in common. The correct answer to each problem will be the group that is different from the other three groups. You will have 7 minutes to work on 20 problems. Below is a sample question:

(A) 345 (B) 567 (C) 692 (D) 234

In the sample, group (A), (B), and (D) are alike because all of them are in sequential order. The correct answer is (C), because that group is different from the other groups – the numbers in it are not in sequential order. Therefore, you would have marked (C) on your answer sheet.

❖ PROBLEM IDENTIFICATION

This is a test of your ability to determine when a pattern of letters, figures, or other information violates a set of rules that are given. In each set of problems you will be given one or more rules. You will have 10 minutes to complete the 20 problems of the test. Each question will contain two sequences or patterns of letters, figures, or other information to which the rules apply. In order to answer each question, you must determine which of the two patterns (I or II) breaks the rules that are given – whether it is (A) pattern I only, (B) pattern II only, (C) both patterns I and II, or (D) neither pattern I nor II.



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Some patterns or sequences may break none of the rules, while others may break one or more than one of the rules in the rule set. A pattern need only break one of the rules to be considered as breaking the set. Now try the sample problems below:

Rules for Sample Questions

All letter sequences must have at least one "A"

All letter sequences must have at least one "B"

1) Which sequence(s) break(s) the rules?

I. AABBC

II. CCBEF

A) I only B) II only C) Both I and II D) Neither I nor II

2) Which sequence(s) break(s) the rules?

I. AAACC

II. BBCCB

A) I only B) II only C) Both I and II D) Neither I nor II

The correct answer to the first sample item is (B) II only. Sequence I does not break either of the rules, because it has both an "A" and a "B." Sequence II, however, breaks one rule because it does not have at least one "A."

The correct answer to the second sample item is (C) Both I and II. Sequence I breaks the second rule, since it does not contain "B." Sequence II breaks the first rule, since it does not contain an "A." Thus both I and II break the rules and choice (C) is correct.

❖ VISUAL SCANNING

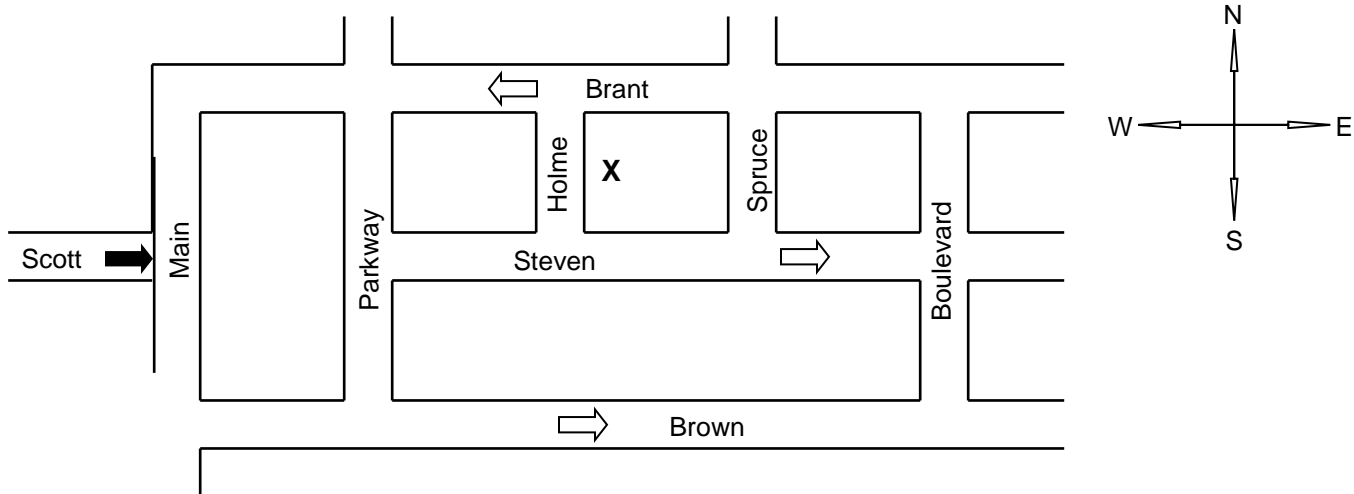
This is a test of your ability to orient yourself within a given section or neighborhood of a city or community. You will be given 12 minutes to complete the 20 problems on the test. In each problem, you are in a company vehicle and you are to choose the shortest way to get from one location to another without breaking any laws. A location may be a telephone in a home, a public telephone, or a proposed location for installing a telephone. In order to solve each problem, you will need to study the map accompanying each set of four problems.

Always begin with the first problem in the set. The starting point for the vehicle in the first problem will be marked by the symbol (➔). On the sample map below, the vehicle is heading east on Scott. You will be asked to find your way from the first location to the second location. Each location will be marked with an "X" on the map. Some of the streets on the map are one-way streets. An arrow (⇨) shows the direction in which you may travel on a street. If there is no arrow, you may travel in either direction. These maps are NOT real. Do not confuse them with any area you may know.



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Sample map:



Sample Problems:

1) You are in your repair truck on Scott, and you are going to Holme to repair a telephone. What is the most direct way to get there without breaking the law?

- A) Go right on Main, left on Brown, left on Boulevard, left on Steven, right on Holme to telephone
- B) Go left on Main, right on Brant, right on Holme to telephone
- C) Go right on Main, left on Brown, left on Parkway, right on Steven, left on Holme to telephone
- D) Go right on Main, left on Brown, left on Boulevard, left on Brant, left on Holme to telephone

2) From Holme, you are asked to go to the telephone booth on Boulevard. The most direct way to get there without breaking the law is to go:

- A) south on Holme, east on Steven, south on Boulevard to telephone
- B) south on Holme, west on Steven, south on Parkway, east on Brown to telephone
- C) north on Holme, west on Brant, south on Parkway, east on Brown to telephone
- D) north on Holme, east on Brant, south on Boulevard to telephone

The most direct way to get from the starting point to the first location without breaking the law is described in choice (C). Therefore, (C) is the correct answer to the first sample question. The most direct way to get from the first location to the second location without breaking the law is described in (A). Therefore, (A) is the correct answer for the second sample question.



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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. All information necessary to complete the TECH-TAB is provided during 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 thus show your aptitude for the job.

Here are some additional tips to help you prepare:

- ✓ Get a good night's rest the night before your testing session
- ✓ Eat a well-balanced meal an hour before testing

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 TECH-TAB.

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

- ✓ Read questions carefully.
- ✓ Think - 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).



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RETEST INTERVALS

If you do not qualify on the TECH-TAB 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, 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 TECH-TAB 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!

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.