



# COMPUTER SYSTEMS TECHNICIAN (CST) CERTIFICATION TEST 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 COMPUTER SYSTEMS TECHNICIAN (CST) CERTIFICATION TEST?

The CST Certification Test is designed to measure the knowledge needed to perform daily tasks on the Customer Systems Technician position. There are no study materials provided. Knowledge must be acquired prior to testing. The test consists of 80 multiple-choice and true/false questions designed to measure your knowledge in three general areas:

1. Technical Job Knowledge
2. Straight-Line Repair & Troubleshooting
3. Safety

Some questions will ask you to refer to trouble tickets or figures in order to answer the question.

You will be given one hour to complete all 80 items.

## WHAT CAN I EXPECT TO SEE ON THE TEST?

### 1. TECHNICAL JOB KNOWLEDGE (41 questions)

This part of the test measures knowledge of topics such as Basic Installation (Cable Color Code, Clamps, Connectors, Drops/IW, Jacks, Network Interface, Terminals & Closures), Bonding & Grounding, BCT, LST, Special Service Circuits, Mobile Home/Trailer Wiring, Intelligent Field Device, Use of Hand Tools, and Billing.

### Sample Questions

1. When should ground rods be utilized?  
 A. all the time  
 B. as a last alternative  
 C. when working near high power lines  
 D. on all pay phones



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2. Who is in control of the LST on a service order?
- A. the customer owning the existing working telephone number
  - B. the Central Office
  - C. the Maintenance Administrator
  - D. the field technician assigned to work the service order

## 2. STRAIGHT-LINE REPAIR & TROUBLESHOOTING (29 questions)

This part of the test measures knowledge of topics such as Meter Reading and Troubleshooting.

### Sample Questions

3. You are at the cross-box. The spare binding post is #90. Your meter is off and your leads are hooked to ring and ground. You see a reading of 20V. Given only this information, which of the faults below is most likely the problem?
- A. ring cross
  - B. open - ring side
  - C. tip cross
  - D. none, the pair is good
4. You receive a ticket stating CCO. The customer has one line. The customer told you that he gets disconnected a lot when using the Internet, but not when he talks on the phone. Given this information, what is most likely the problem?
- A. he doesn't know how to use his computer very well and is disconnecting accidentally
  - B. he doesn't have a very good Internet provider and if he would switch to AT&T it would probably solve the problem
  - C. he has the Call Waiting feature and is not blocking it out when he uses the Internet
  - D. his wife put a timer on the line to hang up every so often so she could use the phone once in awhile



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## 3. SAFETY (10 questions)

This part of the test measures knowledge of topics such as Driving Safety and Personal & Public Safety (Shoring, Ventilating and Manhole Conditions).

### Sample Questions

5. Hard hats do not protect against accidental electrical contact.

- A. true  
 B. false

6. Sound, prod, hand line, and pike pole are all procedures that are used to test a pole before climbing.

- A. true  
 B. false

## 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.

Here are some 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

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



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## 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 CST Certification Test.

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

- ✓ Read questions carefully.
- ✓ Watch out for broad words such as all, always, never, only, and totally.
- ✓ Think - reason out your answer.
- ✓ Key words are important: most, least, often, average, but, or, best, and easiest.
- ✓ Answer questions you are sure of first.
- ✓ Reject immediately those answers you know are incorrect.
- ✓ Don't let spoilers mislead you - those words that make an otherwise true statement false.
- ✓ 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 CST Certification Test, 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 (note that CST Apprentices may retest after 60 days). Subsequent retests are at one-year intervals for all candidates. 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 CST Certification Test 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.**