



NETWORK SERVICES ADMINISTRATION TEST (NSA) 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 NETWORK SERVICES ADMINISTRATION TEST (NSA)?

The NSA is 90 minute test, exclusive of directions, which assesses your ability to perform basic functions such as map reading, basic arithmetic, and determination of shape and scale of work. The NSA consists of three test sections, each with its own time limit.

WHAT CAN I EXPECT TO SEE ON THE TEST?

Each section is described below and some sample problems are provided for each to give you an idea of the types of questions you may be asked on the test. A passing score must be obtained in each section in order to meet the overall qualification standards for the test.

SECTION 1: MAP READING

The section is 25 minutes in length and consists of 18 multiple choice questions in the following skill areas:

- ❖ Finding a location on a map
- ❖ Determining compass directions on a map (North, South, etc.)
- ❖ Using a map scale to estimate distance
- ❖ Interpreting symbols and legends on a map
- ❖ Following directions

Sample Problem 1:

→ N

1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16

North arrow as indicated.



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Starting in the Southwest corner, proceed North 1 block, East 2 blocks, and South 1 block. Which block are you on now?

- A) 15
- B) 14
- C) 9
- D) 10

The correct answer is C. To solve this problem, first get your bearings by figuring out which way is North. Notice that North is pointing towards the right side of the page. Then, identify which block is in the Southwest corner. In this case, that would be block 1. Starting from block 1, proceeding North 1 block puts you in block 2. From there, proceeding East 2 blocks puts you in block 10. Finally, proceeding South 1 block puts you in block 9.

SECTION 2: JOB LAYOUT

The section is 30 minutes in length and consists of 14 multiple choice questions in the following skill areas:

- ❖ Positioning items proportionately on a page
- ❖ Using proportion in shapes and scales
- ❖ Interpreting and following rough sketches and notes
- ❖ Understanding symbols on a job layout
- ❖ Transcribing information

In addition, attention to detail is very important in this section.

Sample Problem 2:

Given that:

- Street are dashed lines.
- Stop signs are circles.
- Yield signs are squares.
- Traffic lights are triangles.

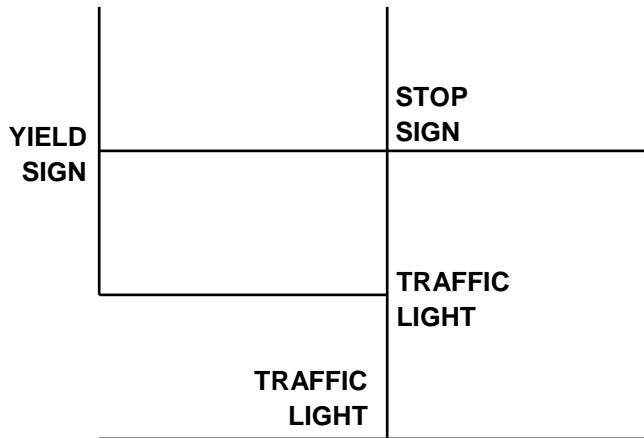
Which drawing with symbols on Job Layout 2B best represents the sketch with words in Job Layout 2A?

- A) A
- B) B
- C) C
- D) D

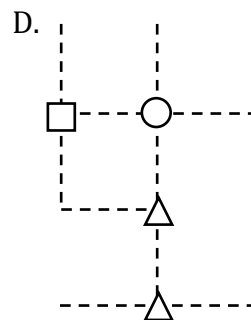
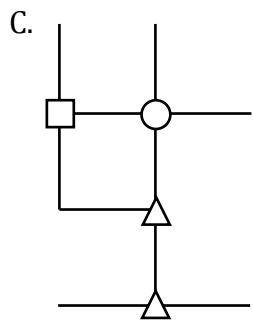
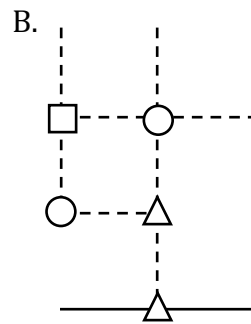
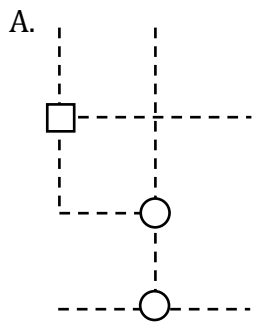


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Job Layout 2A



Job Layout 2B





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The correct answer is D. You can rule out A because stop signs are represented by circles, not triangles. You can rule out B because there is no stop sign located below the yield sign on job layout 2A. Also, at the bottom of the diagram, the street is not represented by a dashed line. Option C can also be ruled out because streets should be represented by dashed lines, not solid lines.

Sample Problem 3:

Two lines are shown, L and R. R is not drawn to scale. What should R look like if it were drawn to scale?

L. $\frac{8}{\rule{1.5cm}{0.4pt}}$ R. $\frac{2}{\rule{1.5cm}{0.4pt}}$

A) $\frac{2}{\rule{1.5cm}{0.4pt}}$ C) $\frac{2}{\rule{1.5cm}{0.4pt}}$

B) $\frac{2}{\rule{1.5cm}{0.4pt}}$ D) $\frac{2}{\rule{1.5cm}{0.4pt}}$

The correct answer is B. The length of R is 2 and the length of L is 8. In other words, R is exactly one fourth the length of line L. The only line that meets this requirement is the line in answer B.

SECTION 3: MATH FOR OUTSIDE PLANT

The section is 35 minutes in length and consists of 16 multiple choice questions following skill areas:

- Performing arithmetic in applied problems
- Converting data in applied problems
- Using tables in applied problems

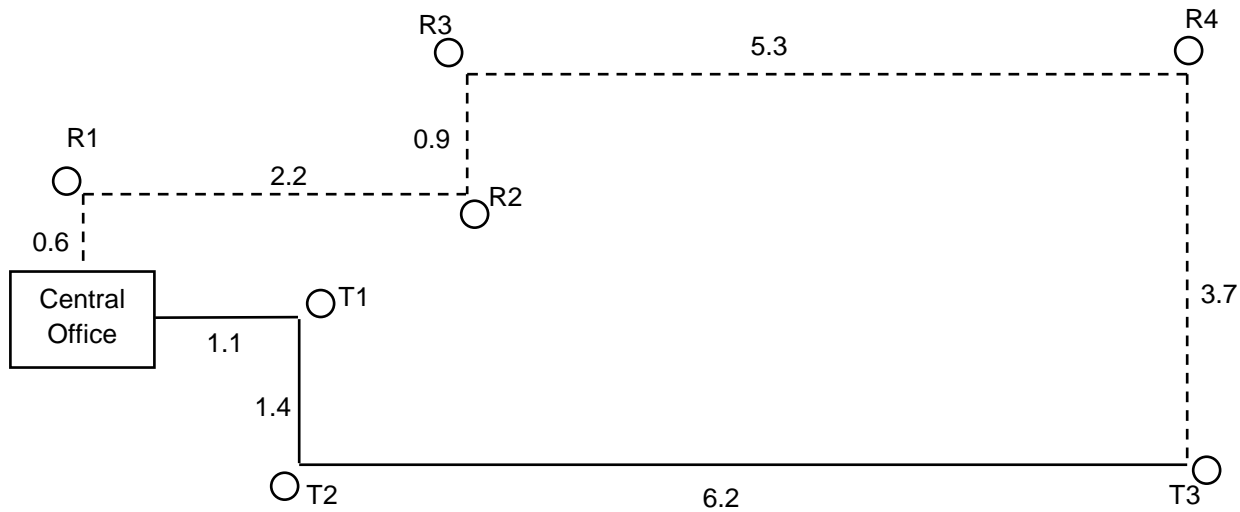
If you are uncertain of a response, please select the most plausible response and move on. Your score on the test will be the total number of correct responses. There is no penalty for guessing.

You are allowed to use a calculator while solving problems in this section.



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Sample Problem 4:



○ DEMARCATION POINTS

----- ROUTE R

———— ROUTE T

ALL DISTANCES ARE IN MILES

How far is it from the Central Office to Point T3 via route R?

- A) 8.6 miles
- B) 12.7 miles
- C) 12.1 miles
- D) 10.8 miles

The correct answer is B. Although going from the Central Office to T3 is shorter via route T, the question asks you to follow route R. Adding up the mileage along route R, you get $.6 + 2.2 + .9 + 5.3 + 3.7$, which equals 12.7 miles.



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Sample Problem 5 (refers to the diagram on the previous page):

If a new demarcation point, T4, was built exactly half way between T2 and T3, how much shorter would the distance be from the Central Office to T4 (via route T) than from the Central Office to R4 (via route R)?

- A) 5.6 miles
- B) 4.5 miles
- C) 3.4 miles
- D) 14.6 miles

The correct answer is C. To solve this problem, first figure out the distance half way between T2 and T3. This is 3.1 miles. Next figure out how far it would be from the Central Office to T4 via route T. Adding the amounts along route T gives you $1.1 + 1.4 + 3.1$, which equals 5.6 miles. Then calculate the distance from the Central Office to R4 via route R, which is $.6 + 2.2 + .9 + 5.3$, or 9 miles. Subtracting 5.6 miles from 9 miles yields 3.4 miles.

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. In addition to reviewing the material in this study guide, the following suggestions are offered to further your studying.

Section 1: Become as familiar as you can with how to read a map. Practice looking at maps and calculating distances between points on the map using the map scales. Be able to relate points on a map using compass directions (e.g., "Point A is Northeast of Point B").

Section 2: Be able to take a sketch not drawn to scale and determine what that sketch would look like if it were drawn to scale. Compare two seemingly identical drawings and determine what is different about them.

Section 3: Practice math word problems. Be able to look at a sketch, determine distance between points, and perform basic arithmetic functions.



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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 NSA.

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).

RETEST INTERVALS

If you do not qualify on the NSA, 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 NSA 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.