



# CUSTOMER 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 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 CUSTOMER SYSTEMS TECHNICIAN (CST) CERTIFICATION TEST?

The CST Certification Test is designed to measure the knowledge needed to perform daily tasks of the Customer Systems Technician job. There are no study materials provided. Job 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 to answer the question.

You will be given one hour and 20 minutes to complete all 80 items.

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

### 1. TECHNICAL JOB KNOWLEDGE (52 questions)

This part of the test measures knowledge of topics such as Basic Installation & Repair, Basic Electricity & Electronics, Bonding & Grounding, Digital and Data Communication, Basic Transmission and Radio Frequency Interference, Copper and Fiber Cable Knowledge, Telecommunications Equipment and Facilities, Materials Usage, Resource Knowledge, and Billing.

### Sample Question

1. When should ground rods be placed?  
 A. All the time  
 B. As a last alternative  
 C. When working near high power lines  
 D. On all copper phone lines



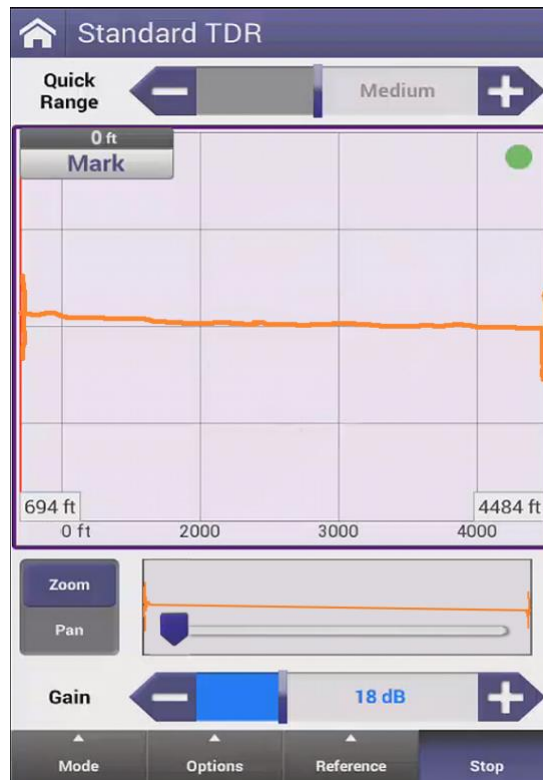
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## STRAIGHT-LINE REPAIR & TROUBLESHOOTING (20 questions)

This part of the test measures knowledge of topics such as Troubleshooting and Meter Reading (TDR/OTDR).

### Sample Questions

2. According to company methods and procedures (M&P), after completing work on a customer trouble, what is the last thing you should do?
- A. Go to the x-box to double-check your work
- B. Look up your next assignment
- C. Start your next job
- D. Close out the trouble report at customer premise
3. Testing from the Crossbox to the open customer NID with a Standard TDR, the result below indicates which trouble on the line?
- A. Short
- B. Bridged Tap
- C. No Trouble
- D. Cross





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## **SAFETY (8 questions)**

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

### **Sample Question**

4. 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

## **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.



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- ✓ 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, you may initially retest after six months. 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.**