



Basic Ability Test (BAT) 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 BASIC ABILITIES TEST?

The Basic Ability Test (BAT) assesses information processing, problem solving, multitasking, and customer service abilities. The purpose of the test is to evaluate your readiness to function in a clerical or technical support job title.

The BAT includes 2 test sections and takes approximately 30 minutes to complete.

WHAT CAN I EXPECT TO SEE ON THE TEST?

Below are some sample questions from each test section:

TEST SECTION 1 SAMPLE QUESTIONS

In the first section of the assessment, you will be presented with a series of paired statements like the sample question below. For each item, you should indicate which statement you agree with more by moving the orange selector left or right. If you are finding it difficult to choose between the two statements, you should move the selector closer to the one you agree with slightly more.

For the item above, the response indicates that the candidate slightly agrees more with the statement “I do well on group tasks” as compared to the statement “I like solving problems with no clear answer.” You should answer honestly and be careful not to over-think your responses.



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TEST SECTION 2 SAMPLE QUESTIONS

In the second section of the assessment, you will complete several “mini-games.” During each mini-game, you will be asked to complete several tasks. Examples of these tasks are presented below:

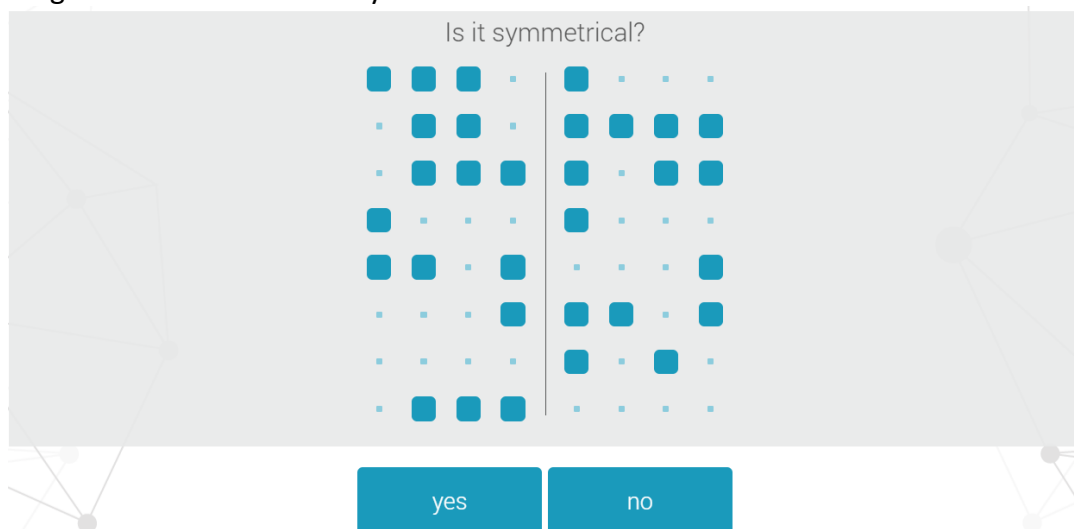
During this mini-game, you will be presented with a field of dots. Your task is to remember the position and order in which the dots appear on the screen.

Example:



After you are shown a dot, you will then be asked to view an image and answer a question related to the image. Examples of these images and questions are provided below.

Image A: Are the two sides symmetrical?

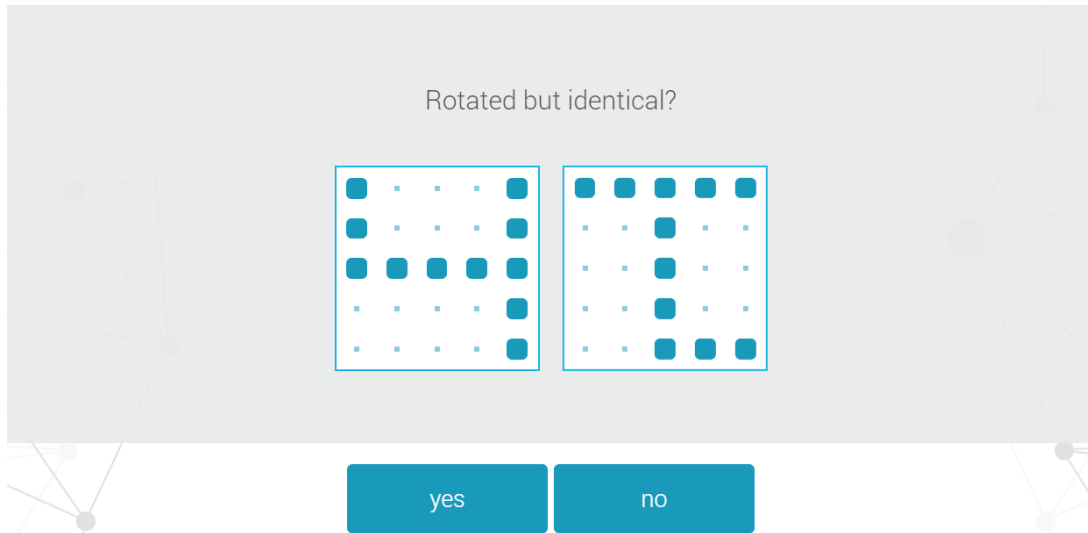


Correct Response: “No” because the two sides are not symmetrical.

Image B: Are the two images rotated, but identical?

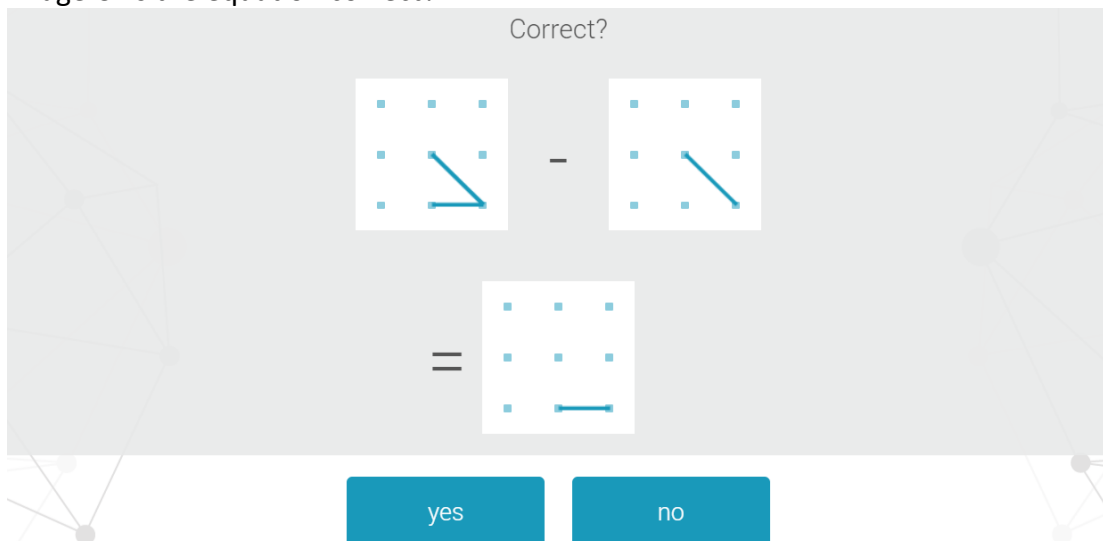


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Correct Response: “No” because these are not the same images when rotated.

Image C: Is the equation correct?



Correct answer: “Yes” because the left image subtracted by the right image equals the bottom image.

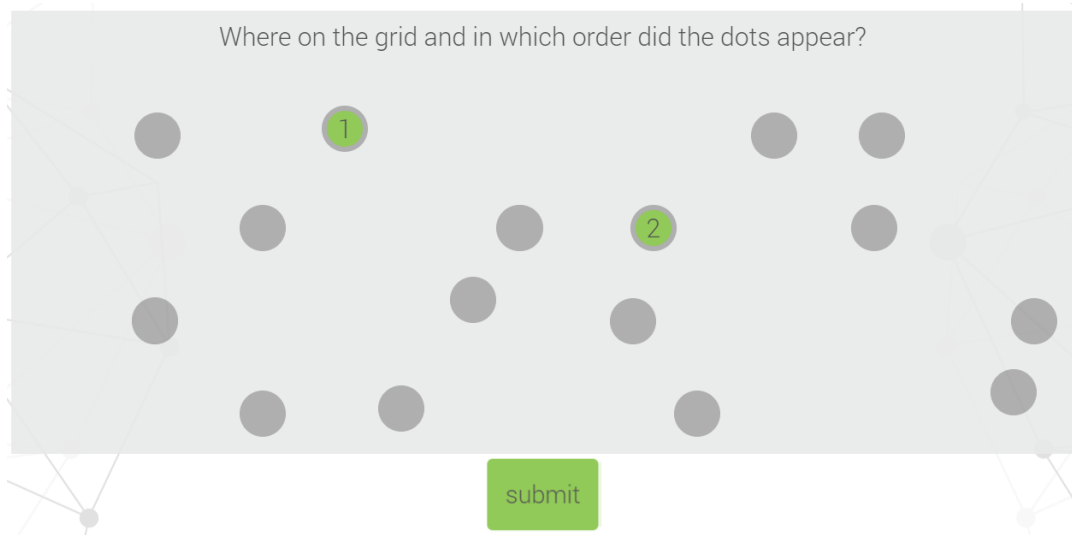
Each round includes viewing the field of dots followed by an image and question. This will continue until you have seen 2 to 5 dots.

At the end of this mini-game, you will be asked to recall where and in what order the dots appeared on the screen.



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Example:



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. 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 demonstrating your suitability for the job.

HOW WILL THIS TEST BE ADMINISTERED?

This test is administered online, at a time and place that is determined by you. Please follow the guidelines below when taking this assessment.

- ✓ Complete the assessment using:
 - a. A smartphone, tablet, laptop, or desktop
 - b. A high-speed Internet connection
 - c. The newest version of Internet Explorer, Chrome or Firefox browser
 - The assessment is not currently compatible with Safari
 - d. Computer screen resolution of 1366x768 or higher
- ✓ Choose a testing environment that has sufficient lighting and is free from distractions.

You will be invited to take the test via email. If you have further questions about the test administration, please contact: attjobssupport@att.com.



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

Experience on the job is not essential to perform successfully on this test. When taking the test you should:

- ✓ Think about your background and experiences
- ✓ Read the questions carefully
- ✓ Think through your answer before responding to each question

We strongly recommend that you pick a location that is quiet and free from distractions so that you can concentrate on the test and complete the test in one sitting, from start to finish. It is important that you answer the test questions accurately. Providing candid answers will ensure the best fit with the job.

RETEST INTERVALS

If you do not qualify on the BAT, 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 retest in six months. 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 BAT 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.