



AT&T Services, Inc.
4544 South Lamar
MS 4401-LR
Austin, TX 78745

VIA EMAIL

August 9, 2017

Ms. Sylvia J. Ramos
Assistant to the Vice President
CWA - District 6
4801 Southwest Parkway, Ste. 145
Austin, Texas 78735

Dear Sylvia:

Effective September 5, 2017, the Company is replacing the Technical Knowledge Test (TKT) with the Technical Knowledge Test II (TKT II). The following titles will be affected by this change:

- Communications Technician
- Network Center Technician
- Systems Technician
- Combination Technician (May be Required)

The TKT II will be administered in a proctored environment and takes one hour and forty minutes. The retest intervals for non-qualifying candidates are 6 months. Formerly for the TKT, it was 6 months and a year.

Test Exemptions and Grandfathering for the TKT II include:

- Exemptions apply to Internal candidates and External candidates with Recall Rights, Rehire Rights, or under the CSE Section of the NTP Agreement, and to External candidates with related military experience as described below.
- Candidates who are Qualified on the TKT will be exempt and remain Qualified on the TKT II
- Employees in a job title that requires the TKT II will be exempt from the test
- Employees who have satisfactorily performed a job for which the test is a requirement for 6 consecutive months or longer in the past 5 years (this does not apply to loaned employees in titles that do not require the TKT II)
- Education Exemptions:
 - 2 or 4 year degree relevant to inside technician work activities
 - 1 or 2 year certificate or diploma relevant to inside technician work activities
 - BS or BA degree in Computer Information Systems (CIS)
 - Essentials of Telecommunications Certificate (through Nactel only)
 - Associate of Science in Applied Information Technology, Telecommunications Degree (through Nactel only)
 - Successful completion of the Accelerated Technical Training program

