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# Computer and Internet Knowledge – Test Preview

## Prerequisite Skills and Abilities for Taking This Test

This test is computer administered under strict timed conditions. It may require the following: Sitting for more than 30 minutes, performing physical actions involved in reading information on a computer screen and using a computer mouse and/or keyboard (e.g., moving arms, wrists, hands, fingers, neck and head), and seeing and comprehending written material (e.g., numbers, words, graphics, phrases, directions for completing the test) on a computer screen.

If you need any test accommodations consistent with the Americans with Disabilities Act (ADA), please contact Verizon's test accommodations group via e-mail at: [verizon.assessments@verizon.com](mailto:verizon.assessments@verizon.com) prior to the administration of this test.

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# Test Preview

The purpose of this Test Preview is to provide candidates with an overview of what to expect during the testing process. This is important because it helps candidates have an opportunity to do their best.

## ***What is the Computer and Internet Knowledge Test?***

The Computer and Internet Knowledge Test is an assessment of knowledge important to the Fiber Customer Support Analyst jobs. It is a job-related selection tool designed to assess whether or not candidates have the necessary knowledge to perform in the job. The test consists of four knowledge sets: Computer Hardware Knowledge, Internet Knowledge, Operating Systems and Software Knowledge, and Networking Knowledge.

## ***Why use the Computer and Internet Knowledge Test?***

The Computer and Internet Knowledge Test allows Verizon to systematically evaluate each candidate based on the same set of requirements. This “common yardstick” provides a fair and systematic way of evaluating all candidates for a given position.

The use of validated, job-related employment tests is one way Verizon ensures that all individuals are selected based on the requirements of the job and not based on unrelated factors such as race, color, age, religion, gender, national origin, veteran status, or disability. All employees are selected based on how well they meet the requirements of the job.

## ***What is the test procedure?***

The Computer and Internet Knowledge Test is a timed, computer administered test. You will be given 40 minutes to complete the 50-item multiple-choice questions. You are to choose the best answer from the options provided.

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# How to prepare for the Computer and Internet Knowledge Test

## You can prepare for by:

- Studying books on computer and internet knowledge that are available in libraries and bookstores
- Solving practice items published in computer and internet knowledge textbooks and workbooks, material that is available in libraries and bookstores
- Taking courses in computer and internet knowledge at a community college or vocational-technical school
- Taking formal or self-study training courses in computer and internet knowledge through your work organization
- Observing the performance of others who work with computer and internet knowledge, discussing problems with them, and asking questions

## Doing your best on Verizon tests

1. **Feeling Well** - Candidates who are not feeling well before the test begins, or candidates who have a reason to believe that they will not be able to do their best on the test, are responsible for notifying their Human Resources Representative to reschedule a new test date. Once a test starts it must be scored, and the standard re-test period must expire before the test can be retaken. (Retest interval: 6 months for the first score of “Not Qualified”, 12 months for the second).
2. **Be Rested and Ready** - Candidates should get a good night’s sleep before the test, which will help individuals stay alert during the test.
3. **Understand the Test Instructions** – Read the instructions in full and make sure you understand them before beginning the test.

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# SAMPLE ITEMS

- 1) The term used for the software application used to prohibit PCs from sending or receiving information from the Internet is:
- a. A word processing program
  - b. A firewall
  - c. An information inhibitor
  - d. A blocker

*A firewall is the term for the application used to prohibit PCs from sending or receiving information. Thus, the correct answer is "b."*

- 2) When referring to broadband access the term ISP stands for:
- a. Internet Systems Protocol
  - b. Internal Services Program
  - c. Infrastructure Systems Program
  - d. Internet Service Provider

*Internet Service Providers are companies that provide access to the Internet. Thus, the correct answer is "d."*