

FCC/EEO Program Annual Record			Full
Time Vacancies - 76.172(b)(1)			
July 15, 2022 through July 14, 2023			
FCC Unit ID #	Description	Job Title	Vacancies
11834	Havertown	Direct Sales Representative	1
11834	Havertown	Direct Sales Representative	1
<b>Total</b>			<b>2</b>

FCC Annual Report

Employment Unit ID 11834 Havertown

Recruitment Sources Utilized for Vacancies Filled - 76.1702(b)(2)

July 15, 2022 - July 14, 2023

Name of Source	Address	City	State	Zip	Phone	email	Contact Name
Asound/RCN Employee Referral Program	650 College Road East	Princeton	NJ	08540	425-217-4200	<a href="mailto:Tracy.Brutcher@astound.com">Tracy.Brutcher@astound.com</a>	Tracy Brutcher
RCN Former Employees - Rehires	2124 Avenue C	Bethlehem	PA	18017	610.360.4166	<a href="mailto:elizabeth.kindall@astound.com">elizabeth.kindall@astound.com</a>	Liz Kindall
Facebook/Twitter/Instagram	2124 Avenue C	Bethlehem	PA	18017	610.360.4166	<a href="mailto:elizabeth.kindall@astound.com">elizabeth.kindall@astound.com</a>	Liz Kindall
CIRCA: Various Diversity Web Postings	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	<a href="mailto:joelirizary@mitratech.com">joelirizary@mitratech.com</a>	Joe Irizary
AfricanAmericanHires.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	<a href="mailto:joelirizary@mitratech.com">joelirizary@mitratech.com</a>	Joe Irizary
AllLGBTJobs.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	<a href="mailto:joelirizary@mitratech.com">joelirizary@mitratech.com</a>	Joe Irizary
AsianHires.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	<a href="mailto:joelirizary@mitratech.com">joelirizary@mitratech.com</a>	Joe Irizary
VeteranJobs.net (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	<a href="mailto:joelirizary@mitratech.com">joelirizary@mitratech.com</a>	Joe Irizary
DisabilityJobs.net (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	<a href="mailto:joelirizary@mitratech.com">joelirizary@mitratech.com</a>	Joe Irizary
LatinoJobs.org (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	<a href="mailto:joelirizary@mitratech.com">joelirizary@mitratech.com</a>	Joe Irizary
OverFiftyJobs.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	<a href="mailto:joelirizary@mitratech.com">joelirizary@mitratech.com</a>	Joe Irizary
NativeJobs.org (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	<a href="mailto:joelirizary@mitratech.com">joelirizary@mitratech.com</a>	Joe Irizary
WeHireWomen.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	<a href="mailto:joelirizary@mitratech.com">joelirizary@mitratech.com</a>	Joe Irizary
DiversityJobs.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	<a href="mailto:joelirizary@mitratech.com">joelirizary@mitratech.com</a>	Joe Irizary
WorkSource WA (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	<a href="mailto:joelirizary@mitratech.com">joelirizary@mitratech.com</a>	Joe Irizary
Indeed.com	7501 N. Capital of Texas Hwy	Austin	TX	78731	800.462.5842	<a href="mailto:irappaport@indeed.com">irappaport@indeed.com</a>	Louis Rappaport
Asound Career Board	2124 Avenue C	Bethlehem	PA	18017	610.360.4166	<a href="mailto:elizabeth.kindall@astound.com">elizabeth.kindall@astound.com</a>	Liz Kindall
ZipRecruiter (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	<a href="mailto:mnugent@buyerads.com">mnugent@buyerads.com</a>	Matthew Nugent
Indeed (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	<a href="mailto:mnugent@buyerads.com">mnugent@buyerads.com</a>	Matthew Nugent
Appcast (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	<a href="mailto:mnugent@buyerads.com">mnugent@buyerads.com</a>	Matthew Nugent
Monster (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	<a href="mailto:mnugent@buyerads.com">mnugent@buyerads.com</a>	Matthew Nugent
Neuvoo (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	<a href="mailto:mnugent@buyerads.com">mnugent@buyerads.com</a>	Matthew Nugent
Adzuna (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	<a href="mailto:mnugent@buyerads.com">mnugent@buyerads.com</a>	Matthew Nugent
Jobs2Careers (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	<a href="mailto:mnugent@buyerads.com">mnugent@buyerads.com</a>	Matthew Nugent
Jobcase (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	<a href="mailto:mnugent@buyerads.com">mnugent@buyerads.com</a>	Matthew Nugent
LCCC Cougar Claw (Symlicity) Job Posting	4525 Education Park Dr	Schnecksvilli	PA	18078	610.799.1090	<a href="mailto:careerservices@lccc.edu">careerservices@lccc.edu</a>	LCCC Career Development
Development Systems - PA CareerLink (via CIRCA)	175 Highland Avenue	Needham	MA	02494	800.984.3775	<a href="mailto:joelirizary@mitratech.com">joelirizary@mitratech.com</a>	Joe Irizary
DCCC On-Campus Recruitment Program	901 Media Line Rd	Media	PA	19063	610.359.5304	<a href="mailto:gflizzano@dccc.edu">gflizzano@dccc.edu</a>	Gloria Fizzano
Philadelphia Career Fair	8550 W. Desert Inn Rd, Suite 01	Las Vegas	NV	89117	702.405.0356	<a href="mailto:debbie@choicecareerfaairs.com">debbie@choicecareerfaairs.com</a>	Debbie Feuer
TV Commercials	2124 Avenue C	Bethlehem	PA	18017	484.554.9095	<a href="mailto:loana.mendezsolano@astound.com">loana.mendezsolano@astound.com</a>	Loana Mendez-Solano
Asound Channel 8 & 608 Community Bulletin Bo: 7249 Airport Rd	2124 Avenue C	Bethlehem	PA	18014	610-972-0673	<a href="mailto:alyssa.sheckler@astound.com">alyssa.sheckler@astound.com</a>	Alyssa Sheckler
Payment Center Advertisement	2124 Avenue C	Bethlehem	PA	18017	610.360.4166	<a href="mailto:elizabeth.kindall@astound.com">elizabeth.kindall@astound.com</a>	Liz Kindall

**FCC Annual Report**  
**Employment Unit ID 11834 Havertown**  
**FCC General Recruitment Report - 76.1702(b)(3)**  
**July 15, 2022 through July 14, 2023**

Outreach Efforts	Sponsor	Date	Description
DCCC On-Campus Recruitment Program	Delaware County Community College	05/05/23	Job fair
Philadelphia Career Fair	Choice Career Fairs	05/11/23	Job fair
Employee Referral Program	Astound Broadband	Ongoing	Astound Employee Referral Program to incent employees to help identify candidates and support diversity in hiring residential cable telecommunications customers. It includes customer service, troubleshooting, test equipment, measurements and service restoration related to industry-wide standards and practices, as well as instruction in the latest technologies, such as MoCA, IPv6, and digital home technology.
Technical Training	Astound Broadband	Ongoing	SCTE Training to certify proficiency in the subject matter related to the RF distribution of signals. All aspects of the network from the optical node to the distribution tap are included in the certification curriculum.
Technical Training	Astound Broadband	Ongoing	Summer 2023 National internship program focusing on positions across a wide range of departments within the telecommunications industry.
Astound Diversity, Equity and Inclusion Internship Program	Astound Broadband	Ongoing	Driver Certification
Safety Training (assigned)	Astound Broadband	Ongoing	23-Mar Active Violence Prevention, Preparedness, and Response Overview
			23-Jul Animal Awareness
			22-Dec Back to School- Driver's Safety
			22-Oct Basic Fire Prevention and Response
			23-Feb Electrical Safety
			22-Dec Fall Time Change and Autumn Driving
			23-Jan Following Too Close
			23-Jul Heat Illness and Injury Plan
			23-Jul Heat Illness Awareness and Prevention
			23-May Heat Illness Awareness and Prevention Training
			23-Mar Intersection Safety and Camera Awareness
			22-Aug Ladder Handling and Working Aloft
			22-Sep Office Safety
			22-Oct PA Market - Ladder Competency Certification
			23-Jul Poisonous Plants
			22-Dec Preparing for Winter Weather
			22-Sep Preventing Exposure to Illness During Face-to-Face Contact and Equipment Handling
			23-Mar Severe Weather
			22-Nov Situational Awareness
			23-Jun Wildfire Smoke, Air Quality Index, and Respirator Training
			23-Apr Work Safety Around Stinging Insects
Employee Training (assigned)	Astound Broadband	Ongoing	22-Jul 1.2G Speeds Launch August 2022
		Ongoing	1.2Gb Internet Speeds Launch-Technical
		Ongoing	5G & 5G Home Internet
		Ongoing	Astound Mobile DSR Training
		Ongoing	Astound Mobile Overview
		Ongoing	Astound Mobile ShopNow Demo
		Ongoing	Astound TV+ DSR's Customer Training FAQ Document Only
		Ongoing	Astound TV+ DSR's Customer Training with Q&A
		Ongoing	Attendance Policy - RCN
		Ongoing	Benefits Enrollment Receipt & Acknowledgment
		Ongoing	Business Solutions: Business Router & Wireless Internet Backup (Technical)
		Ongoing	Business Solutions: Business Router with Wireless Internet Backup - Technical Training Update
		Ongoing	Code of Business Conduct (Course & Quiz)
		Ongoing	Competitive Internet Pricing
		Ongoing	Corporate Safety Manual
		Ongoing	CPNI (Course and Quiz)
		Ongoing	Credential Harvesting Attack - Vishing Awareness
		Ongoing	Credential Harvesting Attack (Vishing 2)
		Ongoing	CSG Field Service Management
		Ongoing	CSG Supervisor Module

Ongoing CSG TechNet

23-Jan Cyber Security Training 2023

Ongoing Drug and Alcohol Acknowledgment Form

Ongoing Drug and Alcohol Policy

Ongoing Email and Phishing

Ongoing Employee Handbook

Ongoing Employee Passport

Ongoing Events and Status Refresher

23-May Facility Visitor Policy 4.19.23

Ongoing FAQ National Campaign

Ongoing Federal Tax Form (W4)

Ongoing Fleet Vehicle Safety Policy

22-Oct Harassment Prevention (Non-Supervisor, US)

Ongoing How to Add, Remove, Swap and Hit Equipment

Ongoing How to Place a Work Order into a Held-Not Done Status

Ongoing HR Macro Attack - Vishing Awareness

Ongoing HR Macro Attack (Vishing 3)

Ongoing ICOMS - Remove Equipment From an Acct. & Return to a Tech Acct.

Ongoing IT Attack - Vishing Attack Scenario

Ongoing IT Attack (Vishing 1)

Ongoing IT Security Training

Ongoing Maintaining a Respectful Workplace (Course)

Ongoing Maintaining Respectful Workplace Quiz

Ongoing Micro Video Social Engineering - Types of Attacks

Ongoing Microaggression Video

Ongoing National Do Not Call List

Ongoing Netgear Nighthawk Pro Gaming Wi-Fi Overview

Ongoing New Hire Demographics Form

Ongoing Overcoming Objections: How Our Internet Competes with Mobile Fixed Wireless Access (FWA)

Ongoing PA Market - COBRA Policy

Ongoing PA Market - Fleet Vehicle Safety Policy

Ongoing PA Market - HIPPA Policy

Ongoing PA Market - Workers Compensation Notice

Ongoing PA Market: New Hire Orientation 2023

Ongoing PCI Breach - What Should You Do? 4.19.23

Ongoing PCI Employee Computer Usage Policy 4.19.23

Ongoing PCI Employee Policy 4.24.23

Ongoing PCI Security Awareness

Ongoing PCI Security Awareness 2023

Ongoing PCI Security Awareness Training and 6 Policy Review

Ongoing PCI Training Policy 4.24.23

22-Sep Rate Event 2022

Ongoing Sales Grab-N-Go (20)

Ongoing Slamming/Cramming

Ongoing Social Engineering

23-Jan Social Engineering (2023)

Ongoing Tips for Creating a Strong Password 4.24.23

Ongoing Turning Location Services Off in TechNet

Ongoing Video Tier FAQ

Ongoing Video Tier Update

Ongoing WFA Mobile Equipment Swapping

Ongoing You Are the Shield

Management Training (assigned)

Astound Broadband

6/9/2023 Building an Inclusive and Collaborative Team

6/8/2023 Conversation Starters - Microaggression

10/26/2022 Harassment Prevention (people managers, US)

22-Oct Living up to the Hype: Perspectives on Diversity, Equity and Inclusion at Astound

23-May Microaggression Video

22-Dec Mind the Generational Gap

22-Oct Modeling Inclusive Leadership

22-Oct Modeling Inclusive Leadership Part 1\*

22-Oct Modeling Inclusive Leadership Part 2\*

Employee Training (optional)

Astound Broadband

- Ongoing 07.29 Accident Investigation
- Ongoing 2022 All Hands Meeting Halftime Q&A
- Ongoing 2022 All-Hands Halftime Meeting
- Ongoing 8 Powerful Habits to Establish Credibility as a Leader
- Ongoing Affordable Connectivity Program (ACP) Update
- Ongoing Browsing Safely
- Ongoing Call Escalations
- Ongoing eero Overview (2022)
- Ongoing How it Works: Cable Modem
- Ongoing Introduction to BOLT
- Ongoing IPTV Tab-Merlin
- Ongoing Juneteenth Cultural Conversation
- Ongoing PA/DC- CSG Technet- Q&A/Demo
- Ongoing RT5 FAQ's
- Ongoing RT5 FAQ's and Intro Video
- Ongoing RT5 Intro Video

**FCC Applicant Source Report - 76.1702(b)(4)  
July 15, 2022 through July 14, 2023**

**Havertown  
Employment Unit  
11834**

**Requisition**  
DIREC006863  
DIREC006191

Direct Sales Representative  
Direct Sales Representative

3rd Party Agency	Appcast	Astound Broadband Internal Posting	Astound Broadband Website - Careers Page	Billboard	Careerbuilder	Employee Referral	Former Employee	Indeed
A I #	A I #	A I #	A I #	A I #	A I #	A I #	A I #	A I #
0 0 0	1	0	0	0	0	0	0	1
0 0 0	16	0	1	0	0	1	0	1
0 0 0	17	0	1	0	0	1	0	2



#	Jobcase	Word of Mouth	LinkedIn	TV/Radio Advertising	ZipRecruiter	Glassdoor/Monster/Dice/Adzuna/Snag/Lenza	Payment Center	Professional Job Board/Business Referral	College Website/Career Fair	Postcard Mailer	Newspaper Ad	Jobs2Careers
	A I #	A I #	A I #	A I #	A I #	A I #	A I #	A I #	A I #	A I #	A I #	A I #
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	i r	i r	i r	i r	i r	i r	i r	i r	i r	i r	i r	i r
	o c o v H	o c o v H	o c o v H	o c o v H	o c o v H	o c o v H	o c o v H	o c o v H	o c o v H	o c o v H	o c o v H	o c o v H
	f a f i i	f a f i i	f a f i i	f a f i i	f a f i i	f a f i i	f a f i i	f a f i i	f a f i i	f a f i i	f a f i i	f a f i i
	n e r	n e r	n e r	n e r	n e r	n e r	n e r	n e r	n e r	n e r	n e r	n e r
	s s s	s s s	s s s	s s s	s s s	s s s	s s s	s s s	s s s	s s s	s s s	s s s
0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0
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0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0

State Job Board	Social Media	Job Fair	Channel 4	Diversity Website	LinkUp	Craigslis	WorkInTexas	Totals
A p p l i c a t i o n s	A p p l i c a t i o n s	A p p l i c a t i o n s	A p p l i c a t i o n s	A p p l i c a t i o n s	A p p l i c a t i o n s	A p p l i c a t i o n s	A p p l i c a t i o n s	A p p l i c a t i o n s
0	0	0	0	0	0	0	0	3
0	0	0	0	0	0	0	0	19
0	0	0	0	0	0	0	0	22
0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	3
0	0	0	0	0	0	0	0	4
0	0	0	0	0	0	0	0	2



FCC Annual Report

Havertown

Source Recruitment Evaluation - 76.1702(b)(4)

July 15, 2022 through July 14, 2023

Referral Type	# of Applicants	# of Interviewees	# of Hires
3rd Party Agency	0	0	0
Appcast	17	0	0
Astound Broadband Internal Posting	0	0	0
Astound Broadband Website - Careers Page	1	1	1
Billboard	0	0	0
Careerbuilder	0	0	0
Employee Referral	1	1	0
Former Employee	0	0	0
Indeed	2	1	0
Jobcase	0	0	0
Word of Mouth	0	0	0
LinkedIn	0	0	0
TV/Radio Advertising	0	0	0
ZipRecruiter	0	0	0
Glassdoor/Monster/Dice/Adzuna/Snag/Lenza	0	0	0
Payment Center	0	0	0
Professional Job Board/Business Referral	1	1	1
College Website/Career Fair	0	0	0
Postcard Mailer	0	0	0
Newspaper Ad	0	0	0
Jobs2Careers	0	0	0
State Job Board	0	0	0
Social Media	0	0	0
Job Fair	0	0	0
Channel 4	0	0	0
Diversity Website	0	0	0
LinkUp	0	0	0
Craigslist	0	0	0
WorkInTexas	0	0	0
<b>Total</b>	<b>22</b>	<b>4</b>	<b>2</b>

- EUID has been updated successfully. ✕
- The record has now been updated ✕

Amend
Print



## EEO Form 396-C

File No.: CBL0010556

Filing Status: **Ready for Review**

Reference Copy  
OMB Control  
No. 3060-1033

# 11834

**General Information**

<b>FCC Registration Number (FRN)</b> 0019669563	<b>Filing Year</b> 2023
<b>Employment Unit ID (EUID)</b> 11834	

**Section I - Identifying Information**

<p><b>Has the identifying information associated with this EUID changed?</b> No</p> <p><b>Operator City</b> PRINCETON</p> <p><b>State of Employment Office</b> PA</p> <p><b>Application Purpose</b> New Program Report</p> <p><b>Category of Respondent</b> Six (6) or more full-time employees during the selected reporting period</p>	<p><b>Operator Legal Name</b> RCN TELECOM SERVICES, LLC</p> <p><b>Operator Address 1</b> 650 College Road East, Suite 3100</p> <p><b>Operator state</b> NJ</p> <p><b>Operator Zip Code</b> 08540</p> <p><b>County of Employment Office</b> Delaware</p> <p><b>Supplemental Investigation Sheet (SIS) Required</b> false</p> <p><b>Reporting Period Start Date</b> 2022-07-15</p> <p><b>Reporting Period End Date</b> 2023-07-14</p>
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**Section II - Community Information**

<p><b>PSID</b> 020192</p>	<p><b>Communities</b> PA3371, PA3427, PA3375, PA3377, PA3372, PA3374, PA3376, PA3381, PA3383, PA3380, PA3382, PA3384, PA3386, PA3368, PA3435, PA3454, PA3420, PA3422, PA3419, PA3421, PA3429</p>
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**Section III - EEO Policy and Program Requirements**

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**Complied with outreach provisions**

Yes

**Disseminated widely EEO Program**

Yes

**Contacted multiple sources of applicants**

Yes

**Offered promotions in nondiscriminatory manner**

Yes

**Sought out entrepreneurs in a nondiscriminatory manner**

Yes

**Analyzed the results of efforts to recruit hire promote and use services**

Yes

**Defined responsibility of management**

Yes

**Conducted continuing program to exclude prejudice**

Yes

**Conducted continuing review of job structure**

Yes

**Section IV - Additional Information**

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FCC FORM 396-C -- Supplemental Investigation Sheet PART I - PART I - Employee Job Descriptions

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PART II - Inquiries Concerning EEO Program and Practices

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PART III - EEO Public File Report

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Exhibits

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**Certifications**

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I certify that to the best of my knowledge, information and belief, all statements contained in this filing are true and correct. WILLFUL FALSE STATEMENTS ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001), AND/OR REVOCATION OF ANY STATION LICENSE OR CONSTRUCTION PERMIT (U.S. CODE, TITLE 47, SECTION 312(a)(1)), AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503).

**Certifier Information**

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**Certifying Official Name and Signature**

Tracy Brutcher

**Certifying Official Title**

SVP, Human Resources

**Certifying Official Phone**

609-681-2189

**Certifying Official Email**

tracy.brutcher@astound.com

**Certifying Date Signed**

2023-10-01