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| Federal Communications Commission Washington, D.C. 20554 FCC 396-C | OMB 3060-1033 September 2003 FOR FCC USE ONLY |
| Multi-Channel Video Program Distributor EEO Program Annual Report | |
| Read INSTRUCTIONS Before Filling Out Form | |
| FOR COMMISSION USE ONLY FILE NO. - | |

SECTION I IDENTIFYING INFORMATION

A. Name of Operator:
 RCN TELECOM SERVICES, LLC

MSO Name:
 RCN TELECOM SERVICES, LLC

B. Employment Unit's Mailing Address
 650 COLLEGE ROAD EAST
 SUITE 3100

City
 PRINCETON

State
 NJ

Zip Code
 08540-

FCC Registration Number:
 0019669563

Emp. Unit ID # 11832

Application Purpose

New Program Report

Amendment to Program Report

Supplemental Investigation Sheet (SIS) Attached

C. County and State in which unit's employment office is located
 PRINCE GEORGES CO, MD

D. Category of Respondent (check applicable box)

Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V

Six (6) or more full-time employees during the selected payroll period: Complete ALL sections of the Form 396-C and the Supplemental Investigation Sheet, if attached

E. Pay Period Covered by this Report (inclusive dates) 7/15/19 - 7/14/20

F. Attachments: (See "Exhibit" buttons, below.)

SECTION II COMMUNITY INFORMATION

System Communities Comprising Local Employment Unit

| | | | |
|-----------|-------------------|------------------|------|
| Ident No. | Name of Community | Location (State) | Type |
|-----------|-------------------|------------------|------|

Review the list of communities served on the previous year's submission and attach as Exhibit A any additions or deletions, using the format noted above. NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS.

SECTION III EEO POLICY AND PROGRAM REQUIREMENTS

Check YES or NO to each of the following questions. If answer to any question below is NO, attach as Exhibit B an explanation.
 [Exhibit 2]

1. Have you complied with the outreach provisions of the FCC's MPVD Equal Employment Opportunity Rule, []

| | | |
|----|---|---|
| | 47 C.F.R. Section 76.75(b), during the twelve month period prior to filing this form? | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2. | Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business? | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 3. | Do you contact organizations, media, educational institutions, and other potential sources of applicants for referrals whenever job vacancies are available in your organization? | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 4. | Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner? | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 5. | To the extent possible, do you seek out entrepreneurs in a nondiscriminatory manner and encourage them to conduct business with all parts of your organization? | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 6. | Do you analyze the results of your efforts to recruit, hire, promote, and use services in a nondiscriminatory manner and use these results to evaluate and improve your EEO program? | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 7. | Do you define the responsibility of each level of management to ensure a positive application and vigorous enforcement of your policy of equal employment opportunity and maintain a procedure to review and control managerial and supervisory performance? | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 8. | Do you conduct a continuing program to exclude every form of prejudice or discrimination based upon race, color, religion, national origin, age, or sex from your personnel policies and practices and working conditions? | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9. | Do you conduct a continuing review of job structure and employment practices and maintain positive recruitment training, job design, and other measures needed to ensure genuine equality of opportunity to participate fully in all organizational units, occupations, and levels of responsibility? | <input checked="" type="radio"/> Yes <input type="radio"/> No |

SECTION IV ADDITIONAL INFORMATION


You may provide as Exhibit C any additional information that you believe might be useful in evaluating your efforts to comply with the Commission's EEO provisions. There is no requirement to provide additional data or information.
[Exhibit 3]

SECTION V CERTIFICATION

This report must be certified as follows:

- A. By the individual owning the reporting system if individually owned;
- B. By a partner, if a partnership; or
- C. By an officer, if a corporation or association.

I certify that to the best of my knowledge, information and belief, all statements contained in this report are true and correct.

| | |
|---|---|
| Signed  | Title VICE PRESIDENT HUMAN RESOURCES |
| Date 9/29/2020 | Name of Respondent KENNETH CONRAD |
| Telephone No. (include area code) 6096812189 | |

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).

FORM FCC 396-C - SUPPLEMENTAL INVESTIGATION SHEET

Part I Employee Job Descriptions

Give brief job descriptions for employees in the job categories specified below. The number specified in the box indicates the number of different job descriptions that are to be submitted for each category. Job descriptions should include the position title and a brief

description of the major duties and responsibilities of the individual(s) in the position.

- 1. Officials and Managers [Exhibit 4]
- 2. Professionals [Exhibit 5]
- 3. Technicians [Exhibit 6]
- 4. Sales Workers [Exhibit 7]
- 5. Office and Clerical [Exhibit 8]
- 6. Craft Workers (skilled) [Exhibit 9]
- 7. Operatives (semi-skilled) [Exhibit 10]
- 8. Laborers (unskilled) [Exhibit 11]
- 9. Service Workers [Exhibit 12]

Part II Inquiries Concerning EEO Program and Practices

Submit responses to the inquiries indicated by a "check" Responses should be brief, but must provide sufficient information to describe the employment unit's activity and efforts in the area of inquiry.

- 1. Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75(b). [Exhibit 13]
- 2. Describe the employment unit's efforts to disseminate widely its equal employment opportunity program to job applicants, employees, and those with whom it regularly does business. [Exhibit 14]
- 3. Name the organizations, media, educational institutions, and other recruitment sources used to attract applicants whenever job vacancies become available. [Exhibit 15]
- 4. Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility. [Exhibit 16]
- 5. Describe the employment unit's efforts to encourage entrepreneurs to conduct business in a nondiscriminatory manner with all parts of its operation and provide an analysis of the results of those efforts. [Exhibit 17]
- 6. Report the findings of the employment unit's analysis of its efforts to recruit, hire and promote in a nondiscriminatory manner and explain any difficulties encountered in implementing its EEO program. [Exhibit 18]
- 7. Describe the responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO policy and explain the procedure for review and control of managerial and supervisory performance. [Exhibit 19]
- 8. Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices. [Exhibit 20]
- 9. Other Inquiries: [Exhibit 21]

Part III EEO Public File Report

Attach a copy of the EEO public file report from the previous year. Cable entities are required to place annually such information as is required by 47 C.F.R. Section 76.1702 in their public files. [Exhibit 22]

| | |
|---------------------------|--|
| EMP UNIT ID: 11832 | MSO NAME: RCN TELECOM SERVICES, LLC |
| | OPR NAME: RCN TELECOM SERVICES, LLC |

Approved by OMB
3060-1033

Exhibits

Exhibit 3

Description: RCN TELECOM SVC 396 RECRUITMENT RPT LANHAM MD

Attachment 3

| Description |
|-------------|
| |

[RCN Telecom Svc Lanham DC Market Recruitment Report 2020](#)

Exhibit 8

Description: RCN LANHAM MD DC - CLERICAL JOB DESCRIPTION

Attachment 8

| Description |
|--|
| RCN Telecom Svc Lanham MD DC Clerical.JD |

Exhibit 13

Description: RCN TELECOM SVC SIS LANHAM MD DC

Attachment 13

| Description |
|--|
| RCN Telecom Svc Lanham MD DC SIS Information |

Exhibit 22

Description: RCN TELECOM SVC LANHAM MD 396C 2019

Attachment 22

| Description |
|--|
| RCN Telecom Svc Lanham MD 396C Report 2019 |

FCC/EEO Program Annual Record

Lanham, MD

Full Time Vacancies - 76.172(b)(1)

July 15, 2019 through July 14, 2020

| FCC Unit ID # | Description | Job Title | Vacancies |
|----------------------|--------------------|------------------------------------|------------------|
| 11832 | Maryland | Construction Planner 1 | 1 |
| 11832 | Maryland | Customer Relations Representative | 1 |
| 11832 | Maryland | Customer Relations Representative | 1 |
| 11832 | Maryland | Customer Satisfaction Technician 1 | 1 |
| 11832 | Maryland | Customer Satisfaction Technician 1 | 1 |
| 11832 | Maryland | Customer Satisfaction Technician 1 | 1 |
| 11832 | Maryland | Customer Satisfaction Technician 1 | 1 |
| 11832 | Maryland | Customer Satisfaction Technician 1 | 1 |
| 11832 | Maryland | Customer Satisfaction Technician 1 | 1 |
| 11832 | Maryland | Customer Satisfaction Technician 1 | 1 |
| 11832 | Maryland | Customer Satisfaction Technician 1 | 1 |
| 11832 | Maryland | Direct Sales Rep (2) - MDU | 1 |
| 11832 | Maryland | Direct Sales Rep - New Hire | 1 |
| 11832 | Maryland | Direct Sales Rep - New Hire | 1 |
| 11832 | Maryland | Direct Sales Rep - New Hire | 1 |
| 11832 | Maryland | Direct Sales Rep - New Hire | 1 |
| 11832 | Maryland | Dispatcher 1 | 1 |
| 11832 | Maryland | Dispatcher 1 | 1 |
| 11832 | Maryland | Dispatcher 1 | 1 |
| 11832 | Maryland | Engineer 2 | 1 |
| 11832 | Maryland | Enterprise Account Executive | 1 |
| 11832 | Maryland | Order Entry Specialist | 1 |
| 11832 | Maryland | OSP Quality Control C&E Inspector | 1 |
| 11832 | Maryland | Quota Traffic Coordinator | 1 |
| 11832 | Maryland | Strategic Account Executive | 1 |
| 11832 | Maryland | SUP Installation 2 | 1 |
| 11832 | Maryland | SUP Installation 2 | 1 |
| 11832 | Maryland | System Maintenance Technician | 1 |
| | | Total | 27 |

FCC Annual Report

Lanham, MD

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

July 15, 2019 - July 14, 2020

| Name of Source | Address | City | State | Zip | Phone | email | Contact Name |
|--------------------------------------|-----------------------------------|-----------------|-------|-------|--------------|--|------------------------|
| Congresswoman Holmes-Norton Job Fair | 801 Mt. Vernon Place, NW | Washington | DC | 20001 | 202-408-9041 | Hillary.Allen@Mail.house.gov | Hillary Allen |
| DC Department of Employment Services | 4058 Minnesota Avenue, NE | Washington | DC | 20019 | 202-615-0094 | stacey.johnson2@dc.gov | Stacey Johnson |
| El Tiempo Latino | 1440 G Street, NW | Washington | DC | 20005 | 202-341-3164 | maria@eltiempolatino.com | Maria Giraldo-Schwartz |
| Glassdoor, Inc. | 100 Shoreline Highway | Mill Valley | CA | 94941 | 415-944-6967 | jenna.logan@glassdoor.com | Jenna Logan |
| Indeed | 177 Broad Street | Stamford | CT | 06901 | 512-681-6199 | nbonetti@indeed.com | Nick Bonetti |
| J & J Staffing | 1026 Hutton Way | Yaphank | NY | 11980 | 954-263-0283 | joanne@jstaffingagency.com | Joanne Gazzal |
| Lincoln Technical College | 9325 Snowden River Parkway | Columbia | MD | 21046 | 410-290-7100 | lmessi@lincholntech.edu | Laetitia Messi |
| LinkedIn.com | 2029 Stierlin Court | Mountain View | CA | 94043 | 312-999-4672 | amoodv@linkedin.com | Aaron Moody |
| Monster.com | 133 Boston Post Road | Weston | MA | 02493 | 781-530-6124 | ann.jackman@monster.com | Ann Jackman |
| Networkers International LTD | 1 Richmond Street West, Suite 902 | Toronto Ontario | N/A | | 416-815-6987 | Aaron.Green@networkerstechnology.com | Aaron Green |
| Patch | Unknown | Unknown | N/A | | Unknown | patch.com | Unknown |
| Randstad | 8201 Corporate Drive, Suite 1150 | Landover | MD | 20785 | 301-860-0618 | jennifer.anderson@randstadusa.com | Jennifer Anderson |
| RCN Employee Referral Program | 10000 Derekwood Lane | Lanham | MD | 20706 | 301-531-2900 | debora.lewis@rcn.net | Debora Lewis |
| RCN Website | 10000 Derekwood Lane | Lanham | MD | 20706 | 301-531-2900 | debora.lewis@rcn.net | Debora Lewis |
| RCN Internal Job Posting System | 10000 Derekwood Lane | Lanham | MD | 20706 | 301-531-2900 | debora.lewis@rcn.net | Debora Lewis |
| RCN Payment Center | 3734 10th Street, NE | Washington | DC | 20017 | 301-531-2900 | debora.lewis@rcn.net | Debora Lewis |
| RCN TV Commercial | 10000 Derekwood Lane | Lanham | MD | 20706 | 301-531-2900 | debora.lewis@rcn.net | Debora Lewis |
| TriLan | 5041 New Centre Drive, Suite 107 | Wilmington | NC | 28403 | 910-794-7900 | rbrady@gotrilan.com | Robert Brady |
| Washington Post.com | 1301 K Street, NW | Washington | DC | 20071 | 202-334-6000 | jobshelp@washpost.com | Unknown |

| RCN Telecom Services Lanham MD FCC General Recruitment Report - 76.1702(b)(3) July 15, 2019 through July 14, 2020 | | | |
|--|---|------------|---|
| Outreach Efforts | Sponsor | Date | Description |
| Career Fair | Congresswoman Eleanor Holmes-Norton Career Fair | 8/1/2019 | Customer Satisfaction Technicians, Direct Sales Representatives |
| Virtual Career Fair | Lincoln Technical College Career Fair | 6/18/2020 | Customer Satisfaction Technicians |
| Virtual Hiring Event | Lincoln Technical College Career Fair | 7/14/2020 | Customer Satisfaction Technicians |
| Virtual Advisory Committee Meeting | Lincoln Technical College Career Fair | 7/15/2020 | Participation with Advisory Committee at Lincoln Technical College for EEST Program |
| RCN Website | RCN | Ongoing | All available positions |
| RCN DC Payment Center | RCN | Ongoing | All available positions |
| RCN TV | RCN | Ongoing | All available positions |
| Employee Referral Program | RCN | Ongoing | All available positions |
| NCTI Certification | RCN | Ongoing | NCTI Certification Program for technicians taking certification courses to acquire skills for higher level positions. |
| SCTE Certification | RCN | Ongoing | Certification Training for Technicians |
| Employee Training | RCN | Ongoing | Code of Business Conduct training for all employees. RCN's EEO policies are reviewed at this time. |
| Employee Training | RCN | Ongoing | Respectful Workplace Training/Harassment Prevention |
| Employee Training | RCN | Ongoing | CPNI Training |
| Employee Training | RCN | Ongoing | PCI Training |
| Employee Training | RCN | Ongoing | Introducing Internet First |
| Management Training | RCN | 4/1/2020 | Managing Remote Workers |
| Employee Training | RCN | Ongoing | Phishing Awareness |
| Employee Training | RCN | Ongoing | Docsis 3.1 Refresher Training |
| Employee Training | RCN | Ongoing | Sonos Training |
| Employee Training | RCN | Ongoing | Google (G Suite Products) Training |
| Employee Training | RCN | Ongoing | SMB Wi-Fi EERO |
| Management Training | RCN | Ongoing | The Leadership Challenge |
| Management Training | RCN | Ongoing | Strategic Productivity |
| Employee Training | RCN | Ongoing | In Home Customer Experience Training |
| Safety Training | RCN | 11/12/2019 | First Aid Safety |
| Safety Training | RCN | Ongoing | Active Violence Prevention |
| Safety Training | RCN | Ongoing | Basic Fire Prevention |
| Safety Training | RCN | Ongoing | Defensive Driving |
| Safety Training | RCN | Ongoing | Electrical Safety |
| Safety Training | RCN | Ongoing | Utility Pole Safety |
| Safety Training | RCN | Ongoing | Hazard Communication Safety |
| Safety Training | RCN | Ongoing | Winter Driving Safety |
| Safety Training | RCN | Ongoing | Ladder Safety |
| Safety Training | RCN | Ongoing | Pole Climbing Safety |
| Safety Training | RCN | Ongoing | Hand and Power Tool Safety |
| Safety Training | RCN | Ongoing | PPE |
| Safety Training | RCN | Ongoing | Preventing Exposure to Illness |
| Safety Training | RCN | Ongoing | Vehicle Safety |

| | | | |
|-----------------|-----|-----------|-------------------------------|
| Safety Training | RCN | Ongoing | Heat Stress Safety |
| Safety Training | RCN | Ongoing | School Zone and School Bus |
| Safety Training | RCN | Ongoing | Winter Driving Safety |
| Safety Training | RCN | 4/23/2020 | Social Distancing |
| Safety Training | RCN | 5/21/2020 | Wash Your Hands |
| Safety Training | RCN | 6/11/2020 | Personal Protective Equipment |

FCC Annual Recruitment Source Evaluation - 76.1702(b)(4)

**FCC Applicant Source Report - 76.1702(b)(4)
Lanham MD - July 15, 2019 through July 14, 2020**

| Job Titles of Positions Filled with External Hires | Third Party/Staffing Agencies | | | RCN Employee Referral Program | | | RCN/Grande Internal Candidate/Posting | | | CareerBuilder .com | | | Monster.com | | | RCN Website/Careers Page | | | LinkedIn | | | Indeed.com | | | County Workforce Exchange/State Job Board | | | | | | | | | | | | | | | | | | | |
|---|-------------------------------|----------|----------|-------------------------------|----------|----------|---------------------------------------|----------|----------|--------------------|----------|----------|-------------|----------|----------|--------------------------|-----------|----------|-----------|----------|----------|------------|-----------|----------|---|----------|----------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | A | I | # | A | I | # | A | I | # | A | I | # | A | I | # | A | I | # | A | I | # | A | I | # | A | I | # | A | I | # | | | | | | | | | | | | | | |
| | p | n | t | p | n | t | p | n | t | p | n | t | p | n | t | p | n | t | p | n | t | p | n | t | p | n | t | p | n | t | p | n | t | | | | | | | | | | | |
| | # | l | e | # | l | e | # | l | e | # | l | e | # | l | e | # | l | e | # | l | e | # | l | e | # | l | e | # | l | e | # | l | e | # | l | e | | | | | | | | |
| o | c | c | o | c | c | o | c | c | o | c | c | o | c | c | o | c | c | o | c | c | o | c | c | o | c | c | o | c | c | o | c | c | o | c | c | o | c | c | o | c | c | o | c | c |
| f | a | f | f | a | f | f | a | f | f | a | f | f | a | f | f | a | f | f | a | f | f | a | f | f | a | f | f | a | f | f | a | f | f | a | f | f | a | f | | | | | | |
| 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 | n | e | r | n | e | r | | | |
| s | w | e | s | w | e | s | w | e | s | w | e | s | w | e | s | w | e | s | w | e | s | w | e | s | w | e | s | w | e | s | w | e | s | w | e | s | w | e | | | | | | |
| Construction Planner 1 | 1 | 0 | 0 | 3 | 1 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 10 | 0 | 0 | 3 | 1 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Customer Satisfaction Technician 1 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 4 | 2 | 0 | 2 | 0 | 0 | 12 | 1 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Customer Satisfaction Technician 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Customer Satisfaction Technician 1 | 0 | 0 | 0 | 3 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 1 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Customer Satisfaction Technician 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 8 | 1 | 0 | 2 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Customer Satisfaction Technician 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Customer Satisfaction Technician 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Customer Satisfaction Technician 1 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Direct Sales Representative (2) - MDU | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 4 | 2 | 1 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Direct Sales Representative - New Hire | 0 | 0 | 0 | 3 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Direct Sales Representative - New Hire | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 1 | 1 | 3 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Direct Sales Representative - New Hire | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 3 | 1 | 1 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Direct Sales Representative - New Hire | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 5 | 2 | 1 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Dispatcher 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 14 | 1 | 1 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Dispatcher 1 | 2 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 1 | 0 | 0 | 10 | 2 | 1 | 1 | 0 | 0 | 84 | 5 | 0 | 1 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Dispatcher 1 | 1 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 1 | 1 | 0 | 0 | 0 | 13 | 0 | 0 | 1 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Enterprise Account Executive | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 | 2 | 0 | 11 | 0 | 0 | 2 | 0 | 0 | | | | | | | | | | | | | | | | | |
| OSP Quality Control C&E Inspector | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 4 | 1 | 0 | 5 | 1 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Strategic Account Executive | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 6 | 1 | 1 | 13 | 0 | 0 | 1 | 0 | 0 | | | | | | | | | | | | | | | | | |
| SUP Installation 2 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 1 | 0 | 0 | 7 | 2 | 1 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| SUP Installation 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| System Maintenance Technician | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 1 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Totals | 7 | 1 | 1 | 31 | 5 | 2 | 7 | 2 | 0 | 9 | 1 | 1 | 2 | 0 | 0 | 75 | 13 | 6 | 30 | 5 | 2 | 203 | 15 | 5 | 5 | 0 | 0 | | | | | | | | | | | | | | | | | |
| Job Titles of Positions Filled With Internal Hires | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Former RCN Employees | | | Word of Mouth | | | Local College Boards | | | Newspaper/Billboard | | | Professional Job Board | | | Walk-in/Open House | | | RCN TV | | | Payment Center | | | Job/College Fair | | | Professional/Business Referral | | | Glassdoor | | |
|----------------------|-------------------|-----------|-------------------|-------------------|-----------|----------------------|-------------------|-----------|---------------------|-------------------|-----------|------------------------|-------------------|-----------|--------------------|-------------------|-----------|-------------------|-------------------|-----------|-------------------|-------------------|-----------|-------------------|-------------------|-----------|--------------------------------|-------------------|-----------|-----------|--|--|
| A p p # | I n t # | # o f | A p p # | I n t # | # o f | A p p # | I n t # | # o f | A p p # | I n t # | # o f | A p p # | I n t # | # o f | A p p # | I n t # | # o f | A p p # | I n t # | # o f | A p p # | I n t # | # o f | A p p # | I n t # | # o f | A p p # | I n t # | # o f | | | |
| l i o c f a n t s | o v e r f a n t s | H i r e s | l i o c f a n t s | o v e r f a n t s | H i r e s | l i o c f a n t s | o v e r f a n t s | H i r e s | l i o c f a n t s | o v e r f a n t s | H i r e s | l i o c f a n t s | o v e r f a n t s | H i r e s | l i o c f a n t s | o v e r f a n t s | H i r e s | l i o c f a n t s | o v e r f a n t s | H i r e s | l i o c f a n t s | o v e r f a n t s | H i r e s | l i o c f a n t s | o v e r f a n t s | H i r e s | l i o c f a n t s | o v e r f a n t s | H i r e s | | | |
| 1 | 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 | | | |
| 1 | 0 | 0 | 2 | 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 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| 1 | 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 | 2 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | | | |
| 1 | 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 2 | 1 | 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 | 1 | 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 | 1 | 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 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 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 | 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 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 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 | 1 | 1 | 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 | | | |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 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 | 1 | 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| 1 | 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 | 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 | | | |
| 7 | 0 | 0 | 12 | 3 | 1 | 0 | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 4 | 0 | 0 | 1 | 0 | 0 | 13 | 6 | 4 | 2 | 0 | 0 | | | |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------------|----------|----------|----------|----------|----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|----------|----------|----------|----------|----------|-----------|----------|----------|----------|----------|----------|
| Customer Relations Representative | 0 | 0 | 0 | 2 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 10 | 1 | 0 | 3 | 1 | 0 | 11 | 3 | 0 | 0 | 0 | 0 |
| Customer Relations Representative | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 |
| Engineer 2 | 1 | 0 | 0 | 1 | 0 | 0 | 3 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 |
| Order Entry Specialist | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 8 | 1 | 0 | | | | 25 | 4 | 0 | 1 | 0 | 0 |
| Quota Traffic Coordinator | 0 | 0 | 0 | 1 | 0 | 0 | 4 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 9 | 0 | 0 | 0 | 0 | 0 |
| Totals | 2 | 0 | 0 | 5 | 2 | 0 | 11 | 5 | 5 | 0 | 0 | 0 | 5 | 0 | 0 | 33 | 2 | 0 | 4 | 1 | 0 | 54 | 7 | 0 | 1 | 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 | 1 | 0 | 0 |
| 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | |
| 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | | |
| 0 | 0 | 0 | 1 | 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 | 1 | 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 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

FCC Annual Report
Lanham, MD
Source Recruitment Evaluation - 76.1702(b)(4)
July 15, 2019 through July 14, 2020

| Referral Type | # of Applicants | # of Interviewees | # of Hires |
|---|-----------------|-------------------|------------|
| Former RCN Employee | 7 | 0 | 0 |
| Monster.com | 7 | 0 | 0 |
| Indeed.com | 257 | 22 | 5 |
| Glassdoor | 33 | 1 | 0 |
| RCN Careers Webpage | 108 | 15 | 6 |
| Payment Center | 1 | 0 | 0 |
| Internal Candidates | 18 | 7 | 5 |
| Job/College Fair | 13 | 6 | 4 |
| County Workforce Exchange/State Job Board | 6 | 0 | 0 |
| Local College Job Boards | 0 | 0 | 0 |
| LinkedIn | 34 | 6 | 2 |
| Third Party/Staffing Agencies | 9 | 1 | 1 |
| Employee Referral | 36 | 7 | 2 |
| Professional Job Board | 2 | 0 | 0 |
| Professional/Business Referral | 2 | 0 | 0 |
| Careerbuilder.com | 9 | 1 | 1 |
| RCN TV | 4 | 0 | 0 |
| Newspaper/Billboard | 3 | 0 | 0 |
| Word of Mouth | 16 | 3 | 1 |
| Walk-in/Open House | 1 | 0 | 0 |
| TOTAL | 566 | 69 | 27 |



Job Title: Customer Relations Representative

General Summary: Responsible for helping to achieve customer growth, customer retention, and increased revenues.

Primary Duties and Responsibilities:

1. Responsible for checking non-pays and disconnects. Enters all Residential and Small Business sales into ICOMS. Call and sell edge out sales customers.
2. Assists with billing Bulk accounts. Set up trouble calls for Bulk accounts. Set up trouble calls. Phone interaction with high profile customers. Handles mail box assignments.
3. Responsible for scrubbing installs/NMI tracking spreadsheet. Handles collections with courtesy accounts with a balance and customers with a deposit. Coordinates daily equipment return from the Warehouse.
4. Assists with the regulatory issues in a timely manner. Escalates issues as needed.
5. Provides daily/weekly reports to management. Handles account revenue Loss & Equipment Swap report, Daily Order Entry Correction report, Core package report, Past Pending Report and Not done report. Calls customers to reschedule appointment or coordinates with Dispatch to route technician back to customer.
6. Assists with the Front desk duties as needed. Completes special projects as assigned (i.e. rate increases, etc.). Install codes to insure packages are being billed accurately. Repeat call list: check database to verify any issues have been resolved and follow up with a call if they need correction.
7. Provides information and guidance to the sales representatives about product knowledge, serviceability questions, etc. Enter sales orders into database. Ensuring login is on accounts. Handles BOLT cases.
8. Other duties as assigned.

Minimum Qualifications:

- Education: High school diploma or equivalent required. Some college preferred.

Relevant Work Experience: Two to three years of experience interfacing with customers. Must have the ability to follow through and resolve issues. Ability to demonstrate problem solving skills and listening skills. Maintains up-to-date knowledge of pricing, products and services. Ability to work in a flexible environment and adjust to change. Excellent oral and written communication skills.

We are proud to be an EEO/AA employer M/F/D/V. We maintain a drug-free workplace and perform pre-employment substance abuse testing.



**FCC FORM 396C – SUPPLEMENTAL INVESTIGATION SHEET
FCC Unit ID #11832 (RCN - Prince George's County, MD)**

1. Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75(b).

RCN participated in local Career Fairs with Lincoln Technical College, Congresswoman Eleanor Holmes-Norton and the DC Department of Employment Services. RCN also hosted a Career Fair at our Lanham, MD office. In addition, RCN has commercials that invite people in the community to apply online for our available career opportunities. Our Sales and Marketing team participates in community outreach street events to promote our products and services where we also have inquiries about our career opportunities. RCN receives several employee referrals from our current employees. We post our available positions on our website. Finally, we post our link to the RCN Careers Page at the two DC Payment Center locations and online with organizations like Indeed, LinkedIn Glassdoor and Monster.

3. Name the organizations, media, educational institutions and other recruitment sources used to attract applicants whenever job vacancies become available.

DC Department of Employment Services
Glassdoor
Indeed
LinkedIn
Lincoln Technical College
Monster
RCN Careers Web Page
RCN Employee Referral Program
RCN Internal Job Postings
RCN Payment Center
RCN TV Commercials

7. Describe the level of responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO Policy and explain the procedure for review and control of managerial and supervisory performance.

The SVP & General Manager, Senior Director of Human Resources along with the Senior Leadership help to enforce the EEO Policy requirement with our hiring selections.

RCN requires its managers, supervisors and employees to review and follow the established company policies and procedures. The company EEO Policy is documented in Section 2.1 of our Employee Handbook which is provided to employees via hard copy, online on our intranet and online on our Ask Lexi training database. All new hire employees must review and acknowledge with signature that they have read and understand the company policies. We have provided training to our managers and supervisors on the recruitment process and acceptable and unacceptable inquiries for interviews. In addition, there is required annual compliance training on our policies like Code of Business Conduct and Respectful Workplace: Harassment Prevention. The annual reviews and controls are in place to avoid discrimination in hiring, promotion, benefits or wages on the basis of race, color, religion, national origin, gender, age, pregnancy, marital status, veteran status, sexual orientation, disability or any other basis prohibited by law.

All job requisitions are reviewed by Human Resources and is subject to an approval process before it is posted to our careers web page. Our job requisitions inform all applicants and employees that we are an EEO/AA employer M/F/D/V. There are at least five approvers in the job requisition process. Once the position is posted, Human Resources reviews all the applications, conducts initial phone screens with candidates and schedules interviews with the selected candidates based on qualifications, education and skill requirements identified in the job posting. Also, RCN selects and interviews candidates based on previous work history, industry and job related experience. Human Resources reviews the final candidate selection prior to sending it to the SVP & General Manager for approval and the Corporate SVP or EVP of the department the position is being hired for final approval. Finally, RCN has established salary ranges that are evaluated regularly and salary recommendations are based on experience and current market rates.