

**FCC/EEO Program Annual Record
Chicago Market
Full Time Vacancies - 76.172(b)(1)
July 15, 2022 through July 14, 2023**

FCC Unit ID #	Description	Job Title	Vacancies
11970	Chicago Market	Broadband Dispatcher	9
11970	Chicago Market	Broadband Technician	5
11970	Chicago Market	Business Account Executive	3
11970	Chicago Market	Cashier Payment Processor	1
11970	Chicago Market	CPE Warehouse Tehcnician	1
11970	Chicago Market	Direct Sales Rep	4
11970	Chicago Market	Email Marketing Coordinator	2
11970	Chicago Market	Enterprise Account Executive	2
11970	Chicago Market	Field Service Technician	3
11970	Chicago Market	Implementation Project Manager	1
11970	Chicago Market	Manager Regional Buisness Solutions	1
11970	Chicago Market	Network Support Tech	2
11970	Chicago Market	Payment Processor	2
11970	Chicago Market	Project Manager	1
11970	Chicago Market	Quality Assurance Coordinator	1
11970	Chicago Market	Senior Solutions Engineer	1
11970	Chicago Market	Senior Sales Engineer	1
11970	Chicago Market	Senior Enterprise Account Executive	2
11970	Chicago Market	Strategic Account Executive	1
11970	Chicago Market	Technical Trainer 1	1
		Total	44

FCC Annual Report									
Chicago Market									
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		
AZuma - Appcast	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		
Addico Staffing	10 S. Lasalle suite 1380	Chicago	IL	60603	773-934-8070	Lucy.Toledo@adico.com	Lucy Toledo		
Addison Group	125 S. Wacker Dr, Suite 2700	Chicago	IL	60606	312-424-0300	Jason.Douglas@addisongroup.com	Jason Douglas		
AfricanAmericanHires.com	Nationwide	Nationwide	Nationwide	Nationwide	Nationwide	joelirzary@circaworks.com	Joe Irzary		
AllLGBTJobs.com	Nationwide	Nationwide	Nationwide	Nationwide	Nationwide	joelirzary@circaworks.com	Joe Irzary		
Agency Major, Lindsey and Africa	7320 Parkway Drive S.	Hanover	MD	21076	410.579.3243	joelirzary@circaworks.com	Alicia Oxner		
AsainHires.com	Nationwide	Nationwide	Nationwide	Nationwide	Nationwide	joelirzary@circaworks.com	Joe Irzary		
Astound/RCN Employee Referral Program	2640 W. Bradley Place	Chicago	IL	60618	312-955-2353	mat.oswalt@astound.com	Matt Oswalt		
Astound/RCN Website- Careers Page	650 College Road East, Suite 3100	Princeton	NJ	8540	609-681-2189	tracy.brutcher@astound.com	Tracy Brutcher		
BuyerAds	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		
CareerBliss	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		
CareerBuilder	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		
Catalyst Career Group	801 Prairie Ridge Drive	Woodstock	IL	60098	815-308-5426	trudale@catalystcareergroup.com	Jeff Naugle		
Chicago Cook Workforce Partnership's	910 West Van Buren St. Suite #501,	Chicago	IL	60607	312.690.4655	maria.romero@EquusWorks.com	Maria (Lucy) Romero		
Circa - Mitrtech	Nationwide	Nationwide	Nationwide	Nationwide	Nationwide	joelirzary@circaworks.com	Joe Irzary		
Company Vehicle Advertisement	650 College Rd E Suite 3100,	Princeton	NJ	8540	609.452.2543	vanessa.perry@astound.com	Vanessa Perry		
Cross Channel Advertising (TV Spot)	650 College Rd E Suite 3100,	Princeton	NJ	8540	609.452.2543	vanessa.perry@astound.com	Vanessa Perry		
DisabilityJobs.net	Nationwide	Nationwide	Nationwide	Nationwide	Nationwide	joelirzary@circaworks.com	Joe Irzary		
DiversityJobs.com	Nationwide	Nationwide	Nationwide	Nationwide	Nationwide	joelirzary@circaworks.com	Joe Irzary		
DiversityWashington, Circa - Mitrtech	Nationwide	Nationwide	Nationwide	Nationwide	Nationwide	joelirzary@circaworks.com	Joe Irzary		
Global USA, Inc.	Nationwide	Nationwide	Nationwide	Nationwide	Nationwide	joelirzary@circaworks.com	Joe Irzary		
Indeed	175 Highland Avenue	Needham	MA	2494	781-635-9398	erumen@atletel.com	Erica Turner		
Jobs 2 Careers - Appcast	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		
JobCB	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		
JobSearcher	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		
LatinoJobs.org	Nationwide	Nationwide	Nationwide	Nationwide	Nationwide	joelirzary@circaworks.com	Joe Irzary		
Lensa	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		
LocalJobNetwork.com	2029 Stierlin Ct	Mountain View	CA	94043	312-650-7673	loquid@linkedin.com	Larry Gould		
Monster - Appcast	175 Highland Avenue	Needham	MA	2494	781-635-9398	joelirzary@circaworks.com	Joe Irzary		
MyJobHelper	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		
NativeJobs.org	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		
Neurow - Appcast	175 Highland Avenue	Needham	MA	2494	781-635-9398	joelirzary@circaworks.com	Joe Irzary		
OverFlxJobs.com	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		
Peoplesolved	4400 State Hwy 121	Lewisville	TX	75056	857-214-5287	thalia.marquez@peoplesolved.com	Thalia Marquez		
Results Generation	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		
Snag	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		
Social Media Outreach; Facebook, Twitter, Instagram	1 Hacker Way	Menlo Park	CA	94025	650-308-7300	julie.thomas@astound.com	Julie Thomas		
Talent.com	6600 Hank Ave	Evansville	IN	47715	812-470-4339	chanelle.johnson@astound.com	Chanelle Johnson		
Team Work Englewood	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		
VeteranJobs.net	815 W 63rd St. # 2	Chicago	IL	60621	(773) 488-6600	severet@teamworkenglewood.org	Sir Everett		
WashingtonJobNetwork- Circa - Mitrtech	Nationwide	Nationwide	Nationwide	Nationwide	Nationwide	joelirzary@circaworks.com	Joe Irzary		
WeHireWomen.com	Nationwide	Nationwide	Nationwide	Nationwide	Nationwide	joelirzary@circaworks.com	Joe Irzary		
WorkSource WA Job Board	Nationwide	Nationwide	Nationwide	Nationwide	Nationwide	joelirzary@circaworks.com	Joe Irzary		
ZipRecruiter - Appcast	175 Highland Avenue	Needham	MA	2494	781-635-9398	mmuement@buverads.com	Matthew Nugent		

**RCN Telecom Svc
Chicago Market FCC General Recruitment Report - 76.1702(b)(3)
July 15, 2022 through July 14, 2023**

Outreach Efforts	Sponsor	Date	Description
Career Fair	Centers on Halsted WERQ! LGBTQ Job Fair	9/16/2022	In-Person Job Fair
	Catalyst Group, Virtual Chicagoland Diversity Job Fair	2/1/2023	Virtual Job Fair
	Catalyst Group, Virtual Chicagoland Diversity Job Fair	6/21/2023	Virtual Job Fair
Candidate Referrals			
	Addeco	Ongoing	Provided temporary & regular candidates
	Addison Group	Ongoing	Provided temporary candidates
	BuyerAds	Ongoing	Recruited for open positions
	Catalyst Career Group	Ongoing	Recruited open positions
	Centers on Halsted	Ongoing	Recruited open positions
	Circa	Ongoing	Recruited for open positions
	Employee Referral Program	Ongoing	Current employees referring candidates to various positions
	Illinois Job Link (unemployment)	Ongoing	Recruited open positions
	LinkedIn	Ongoing	Recruited open positions
	Astound.com	Ongoing	Recruited open positions
	PeopleSolved	Ongoing	Provided regular candidates
	Glotel USA, Inc.	Ongoing	Provided temporary & regular candidates
Training			
	"I have the POWER!" --Employee Empowerment	December-22	Managers
	Astound Broadband Group Health Plan- HIPAA Privacy Training Course	November-22	HR
	Astound Broadband Group Health Plan- HIPAA Privacy Training Doc	November-22	HR
	Logging a Meeting in Sugar	June-23	Sales
	"Put Me In Coach, I'm Ready to Play" --Creating a Culture of Coaching and Providing Effective Feedback	August-22	Managers
	"Servant Leadership...that's just another way of saying traditional leadership, right?"	September-22	Managers
	01.01 Employers, Workers, and OSHA	February-23	Managers
	1.1: Meeting Managerial Responsibilities (Management Essentials Interactive Manual)	August-22	Managers
	1.2 Communicating Effectively (Management Essentials Interactive Manual)	August-22	Managers
	1.2 Communicating Effectively (Management Essentials Live Workshop)	December-22	Managers
	1.2G Speeds Launch August 2022	January-23	All Employees
	1.2Gb Internet Speeds Launch-Technical	January-23	Technicians
	1.3 Building Work Relationships (Management Essentials Interactive Manual)	August-22	Managers
	1.3 Building Work Relationships (Management Essentials Live Workshop)	December-22	Managers
	1.4: Leading Others (Management Essentials Interactive Manual)	August-22	Managers
	1.4: Leading Others (Management Essentials Live Workshop)	December-22	Managers
	10 Steps to Safe Backing and Parking	November-22	Operations
	2.1: Setting the Stage for Excellent Performance (Management Essentials Interactive Manual)	August-22	Managers
	2.1: Setting the Stage for Excellent Performance (Management Essentials Live Workshop)	December-22	Managers
	2.2: Clarifying Expectations and Observing Performance (Management Essentials Interactive Manual)	August-22	Managers
	2.2: Clarifying Expectations and Observing Performance (Management Essentials Live Workshop)	December-22	Managers
	2.3: Coaching and Providing Balanced Feedback (Management Essentials Interactive Manual)	August-22	Managers

2.4: Dealing with Challenging Performance Situations (Management Essentials Interactive Manual)	August-22 Managers
2021 Basic Fire Prevention	November-22 Technicians
2021 RCN/Grande Benefits Link	July-22 New Hires
2022 All Hands Meeting Halftime Q&A	October-22 All Employees
2022 Business Solutions All Hands Meeting	October-22 Sales
2022 Kick Off All Hands Meeting	July-22 All Employees
3 Second Rule	January-23 Operations
3.1: Managing Time and Priorities (Management Essentials Interactive Manual)	August-22 Managers
3.2: Solving Problems (Management Essentials Interactive Manual)	August-22 Managers
3.2: Solving Problems (Management Essentials Live Workshop)	December-22 Managers
3.3: Resolving Conflicts (Management Essentials Interactive Manual)	August-22 Managers
3.4: Supervising Projects (Management Essentials Interactive Manual)	September-22 Managers
4.1: Interviewing and Selecting Employees (Management Essentials Interactive Manual)	September-22 Managers
4.2: Developing Employee Skills (Management Essentials Interactive Manual)	September-22 Managers
4.2: Developing Employee Skills (Management Essentials Live Workshop)	December-22 Managers
4.3: Developing a Team (Management Essentials Interactive Manual)	September-22 Managers
4.3: Developing a Team (Management Essentials Live Workshop)	September-22 Managers
4.4: Building a Positive Work Climate (Management Essentials Interactive Manual)	September-22 Managers
4.4: Building a Positive Work Climate (Management Essentials Live Workshop)	December-22 Managers
5G & 5G Home Internet	August-22 Technicians
A Systematic Approach to Troubleshooting	March-23 Technicians
AC/DC System Troubleshooting	March-23 Technicians
ACP Verification Tool	October-22 Payment Center
Administrative Support	September-22 Payment Center
Aerial Lift/Bucket Truck Certification - Brownwood	July-22 Technicians
Affordable Connectivity Program (ACP) Update	October-22 Order Entry
Alpha Pocket Guide	September-22 Payment Center
Alpha Power supply training	May-23 Technicians
Alvaria Overview	June-23 Order Entry
Alvaria Phone System	March-23 Order Entry, Dispatch
American Red Cross - LMS TEST	February-23 Operations
AMP - Hold Effective Team Meetings (May)	May-23 Managers
Animal Awareness	July-23 Operations
ArcFM NIMS Viewer	July-22 Operations, Sales
ArcFM NIMS Viewer Basics	July-22 Operations, Sales
ArcFM NIMS Viewer Document	July-22 Operations, Sales
Asbuilt Policy & Procedure	July-22 Operations
Asbuilts Policy & Procedure	July-22 Operations
Asbuilts Policy & Procedure Quiz	July-22 Operations
AskLexi Admin Training	July-22 Managers
Astound Market Areas	September-22 Order Entry
Astound Mobile - Billing Course	June-23 Order Entry, Payment Center
Astound Mobile - Updates from Training	June-23 Order Entry
Astound Mobile DSR Training	June-23 Sales
Astound Mobile DSR Training Part 1	May-23 Sales
Astound Mobile DSR Training Part 2	May-23 Sales
Astound Mobile ICOMS Orders	June-23 Order Entry, Payment Center
Astound Mobile Introduction	April-23 Managers
Astound Mobile Overview	May-23 All Employees

Astound Mobile Payment Center and OES Training	June-23 Order Entry, Payment Center
Astound Mobile ShopNow Demo	June-23 All Employees
Astound TV - Internet Based TV (Care Training)	July-23 Sales
Astound TV+	December-22 Dispatch, Order Entry October-22 Dispatch, Technicians
Astound TV+ for IPTV-Technical	July-22 New Hires
Attendance Policy - RCN	August-22 All Employees
Back to School- Driver's Safety	March-23 Technicians
Balancing Nodes and Actives	October-22 All Employees
Basic Fire Prevention and Response	November-22 Operations
Basic First Aid	March-23 Operations
Basic RF	July-22 New Hires
Benefits Enrollment Receipt & Acknowledgment	October-22 Technicians
Bloodborne Pathogens	November-22 Operations
BOLT - Do Sooner Request	September-22 Payment Center
BOLT - TVo Diagnostics	July-22 Payment Center
BOLT Bill With Accounts	May-23 Order Entry
BOLT Case Updates	November-22 Order Entry, Sales
BOLT Enhancement SMS Notifications	January-23 Order Entry, Payment Center
BOLT Overview Webinar - RSRs	September-22 Order Entry
Bring Your Own Modem (BYOM)	July-22 Sales
Bring Your Own Modem Product Bulletin - Q2/22	November-22 Order Entry
Broadstripe	July-22 All Employees
Browsing Safety	June-23 Dispatch
BSM Refresher	November-22 Operations
Bucket Truck Operation & Safety	May-23 Managers
Building an Inclusive and Collaborative Team	December-22 Sales
Business Solutions Contacts in BOLT	April-23 Sales
Business Solutions Finance and Accounting Guidelines - CAR Submissions	October-22 Sales
Business Solutions Q2 2022 All Hands Meeting	September-22 Sales
Business Solutions: Account Manager ICOMS Audit	November-22 Sales
Business Solutions: AWS Direct Connect	December-22 Sales
Business Solutions: Business Router & Wireless Internet Backup (Overview)	September-22 Sales
Business Solutions: Business Router & Wireless Internet Backup (Technical)	November-22 Sales
Business Solutions: Business Wi-Fi	November-22 Sales
Business Solutions: Business Wi-Fi Tech Ops	May-23 Sales
Business Solutions: Call Recording (Hosted Voice)	March-23 Sales
Business Solutions: Create GeoResults List in NIMS (Sugar/COMS)	January-23 Sales
Business Solutions: Custom Wi-Fi (ICB Only)	August-22 Sales
Business Solutions: Dark Fiber Review and Approval Process	November-22 Sales
Business Solutions: Data Center Internet Access (DC-IA)	August-22 Sales
Business Solutions: Employee Passport	August-22 Sales
Business Solutions: Enterprise and GEMS Accounts Ownership Guidelines	August-22 Sales
Business Solutions: Enterprise Hosted Voice UCaaS Alignment	August-22 Sales
Business Solutions: Ethernet Overview	September-22 Sales
Business Solutions: GeoMarketView Overview	November-22 Sales
Business Solutions: Hosted Voice Overview	August-22 Sales
Business Solutions: ICB Process v2.1	February-23 Sales
Business Solutions: Internet Overview	September-22 Sales
Business Solutions: LinkedIn Navigator Overview	July-23 Sales

Business Solutions: Logging Activity in Sugar	June-23 Sales
Business Solutions: Managed Router Overview	June-23 Sales
Business Solutions: Marketing Overview	November-22 Sales
Business Solutions: MS Azure ExpressRoute Overview	November-22 Sales
Business Solutions: National SMB HSI Structure (High Speed Internet)	August-22 Sales
Business Solutions: New Data Center Order - Sales Form Only	June-23 Sales
Business Solutions: NIMS OSP Viewer	July-22 Sales
Business Solutions: NIMS OSP Viewer 2 (6/12/23)	June-23 Sales
Business Solutions: Onboarding Product & Systems	November-22 Sales
Business Solutions: Pitch and Discovery Using the Product Family	November-22 Sales
Business Solutions: Poly CCX 500 & CCX 600 Phones	August-22 Sales
Business Solutions: Poly Edge E & B Phones	March-23 Sales
Business Solutions: Poly Rove 30 and B2 Base	July-22 Sales
Business Solutions: Product Overview	September-22 Sales
Business Solutions: ROE Sugar Guide	November-22 Sales
Business Solutions: Rules of Engagement	November-22 Sales
Business Solutions: SD-WAN Basic Troubleshooting	November-22 Sales
Business Solutions: SD-WAN Installation Tech Ops Field Guide	November-22 Sales
Business Solutions: SD-WAN Overview	November-22 Sales
Business Solutions: SE Manager Review and Escalation Process	May-23 Sales
Business Solutions: SMB UCaaS (Hosted Voice)	August-22 Sales
Business Solutions: Sugar Complete Overview	September-22 Sales
Business Solutions: Sugar Sales Stages	November-22 Sales
Business Solutions: Tax Matrix	April-23 Sales
Business Solutions: Video Transport Service (VTS)	September-22 Sales
Business Solutions: Virtual Office (Pending SD-WAN 1.2 Update))	November-22 Sales
Business Solutions: Wavelength Overview	August-22 Sales
Business WIFI - Meraki Dashboard	November-22 Sales
CA Central Coast	November-22 Order Entry
Call Escalations	November-22 Order Entry
CCA - Products and Services	September-22 Payment Center
Chicago CST New Hire - 2 Week Course	August-22 New Hires
Code of Business Conduct (Course & Quiz)	December-22 Managers
Communication Strategies	February-23 Marketing, Sales
Competitive Internet Pricing	August-22 Managers
Conducting Interviews	November-22 Sales
ConnectNow - Video Conferencing	May-23 Managers
Conversation Starters - Microaggression	July-22 All Employees
Corporate Safety Manual	February-23 Sales
COVID-19 Vaccines & Safety Reminders	July-22 New Hires
CPNI (Course and Quiz)	August-22 Managers
Creating Goals using the Franklin Covey Method	January-23 All Employees
Credential Harvesting Attack - Vishing Awareness	July-22 All Employees
Credential Harvesting Attack (Vishing 2)	May-23 Dispatch, Operations
CSG Field Service Management	May-23 Dispatch, Operations
CSG Supervisor Module	May-23 Dispatch, Operations
CSG Technet	May-23 Order Entry
CSI Troubleshooting	May-23 All Employees
Cultural Conversation: Asian American Pacific Islander	

Cultural Conversation-Pride Employee Panel	June-23 All Employees
Customer Service Refresher	November-22 Technicians
Customer Service w/ Leap and Crisis Control	July-22 Operations
Cyber Security Training 2023	February-23 All Employees
DIA Burstable Service Product Bulletin - Q2/22	July-22 Sales
Disconnect Service Reasons	February-23 Order Entry
Dispatch Onboarding - Systems Overview	June-23 Dispatch
DOCSIS 3.1 Basics V1.0	April-23 Operations
Dr. Troubleshooting	February-23 Order Entry
Drug and Alcohol Acknowledgment Form	July-22 New Hires
Drug and Alcohol Policy	July-22 New Hires
DSR Order Entry Tool - ShopNow (Demo)	September-22 Sales
Eat That Frog!	March-23 Operations
eero Overview (2022)	May-23 All Employees
Electrical Safety	February-23 Operations
Email and Phishing	February-23 All Employees
Employee Handbook	July-22 New Hires
Employee Passport	July-22 New Hires
Employee Passport Onboarding (RCN only)	August-22 New Hires
Enhanced Business WiFi powered by eero	November-22 Sales
Entrepreneurship	April-23 Managers
Equipment look up in Merlin using Account ID	June-23 Operations
Events and Status Refresher	June-23 Technicians
Facility Visitor Policy 4.19.23	July-22 All Employees
Fail Back into Safe Driving Habits	August-22 Operations
Fail Time Change and Autumn Driving	November-22 Operations
FAQ National Campaign	February-23 Marketing, Sales
Federal Tax Form (W4)	July-22 New Hires
Fleet Vehicle Safety Policy	July-22 All Employees
Following Too Close	January-23 All Employees
Former WOW Markets Rate Event 2023	February-23 Order Entry
Get Smart: AWS	November-22 Sales
Get Smart: AWS Follow Up Session	November-22 Sales
Get Smart: Azure	November-22 Sales
Get Smart: Ethernet-Wavelength (High Capacity Market Insights)	November-22 Sales
Get Smart: Ethernet-Wavelength (Winning More High Bandwidth Services)	November-22 Sales
Get Smart: Hosted Voice (Session 1)	November-22 Sales
Get Smart: LinkedIn	July-23 Sales
Get Smart: Meraki	December-22 Sales
Get Smart: MS Azure ExpressRoute	November-22 Sales
getSMART Residential: eero Pro 6, Base & Beacon	December-22 Sales
Get-Smart-AWS-10-16-20	September-22 Sales
Get-Smart-Azure-6-18-21	November-22 Sales
Get-Smart-Ethernet-Wavelength-4-17-20	November-22 Sales
Get-Smart-Ethernet-Wavelength-7-17-20	November-22 Sales
Get-Smart-Meraki-3-19-21	November-22 Sales
Get-Smart-Virtual-Office-2-19-21	November-22 Sales
Google - Drive Genius Card	November-22 Sales
Google - Using Google Drive	July-22 Sales
	July-22 Sales

Google Workspace FAQs	January-23 Sales
Handling a Difficult Customer	June-23 Dispatch
Harassment Prevention (Non-Supervisor, IL)	December-22 All Employees
Harassment Prevention (Non-Supervisor, US)	November-22 All Employees
Harassment Prevention (People Managers, IL)	December-22 Managers
Harassment Prevention (people managers, US)	June-23 Managers
HBO Max FAQ	September-22 Order Entry
Heat Illness and Injury Plan	May-23 Operations
Heat Illness Awareness and Prevention	May-23 Operations
Heat Illness Awareness and Prevention Training	May-23 Operations
How it Works: Cable Modem	June-23 Dispatch, Operations, Sales
How it Works: Cable Plant Overview	April-23 Dispatch, Operations, Sales
How it Works: DIA	November-22 Sales
How it Works: GPON (Fiber to the x)	May-23 Dispatch, Operations, Sales
How it Works: Legacy Wave G	November-22 Sales
How it Works: Wi-Fi Overview	June-23 Dispatch, Operations, Sales
How to Add, Remove, Swap and Hit Equipment	July-23 Technicians
How to Place a Work Order into a Held-Not Done Status	June-23 Technicians
HR Macro Attack - Vishing Awareness	January-23 All Employees
HR Macro Attack (Vishing 3)	July-22 All Employees
Hulu App for TiVo	September-22 Order Entry
HV - Battlecard - vs. 8X8 Hosted PBX	November-22 Sales
HV - Battlecard - vs. RingCentral Virtual PBX	November-22 Sales
HV - Competitive Intelligence Brochure	November-22 Sales
HV - Training Presentation - AE	November-22 Sales
HV - Training Presentation - SME	November-22 Sales
ICOMS - Add Customer CPNI Information	January-23 Order Entry, Payment Center
ICOMS - Adjustments and Credits	January-23 Order Entry, Payment Center
ICOMS - Assign and Remove Equipment to a Tech	June-23 Dispatch
ICOMS - Cable & Data Installation	January-23 Dispatch, Order Entry, Payment Center
ICOMS - Change an Existing Work Order	January-23 Dispatch, Order Entry, Payment Center
ICOMS - Create a Trouble Call Work Order	January-23 Order Entry, Payment Center
ICOMS - Credit Check	January-23 Dispatch, Order Entry, Payment Center
ICOMS - Customer Owned Modem	March-23 Marketing, Sales
ICOMS - Find an Account	January-23 Dispatch, Order Entry, Ops, Payment Center
ICOMS - GL Screen	September-22 Dispatch, Payment Center
ICOMS - Identify Tech Progress	January-23 Dispatch, Order Entry, Payment Center
ICOMS - Logging into ICOMS	January-23 Dispatch, Order Entry, Payment Center
ICOMS - Look Up an Account (Dispatch)	January-23 Dispatch, Payment Center
ICOMS - Open & Close Quota in the Pool	June-23 Dispatch
ICOMS - Open a New Batch & Close a Batch	January-23 Payment Center
ICOMS - Phone Installation (Video)	January-23 Dispatch, Order Entry, Payment Center
ICOMS - Ported Phone Installation	February-23 Dispatch, Order Entry, Payment Center
ICOMS - Pull Up Equipment in Detail Screen	September-22 Dispatch, Payment Center
ICOMS - Q Codes	January-23 Payment Center
ICOMS - Taking a Cash Payment	January-23 Payment Center
ICOMS - Transfer an Account to a New Address	January-23 Payment Center
ICOMS Genius Cards	January-23 Dispatch, Order Entry, Payment Center
ICOMS Installation	January-23 Dispatch, Order Entry, Payment Center

ICOMS Manual	January-23 Dispatch, Order Entry, Payment Center
ICOMS- Outage Module	May-23 Dispatch
ICOMS Prerequisites	January-23 Dispatch, Order Entry, Payment Center
ICOMS -Take a Payment & Close a Batch	January-23 Payment Center
ICOMS/BOLT Overview Train the Trainer	July-22 Operations
Identify the Status of All Assignments on AskLexi	November-22 HR
Illinois/Indiana- CSG Technet - Technicians Demo/Q&A	May-23 Technicians
Influencer Foundations: Deliver Balanced Feedback	October-22 Managers
Influencers: Communication Theory	May-23 Managers
Interpreting Default Equipment Types using WorkAssure	November-22 Dispatch, Operations
Intersection Safety and Camera Awareness	March-23 Operations
Introducing HBO Max	September-22 Order Entry
Introduction to BOLT	January-23 Dispatch, Marketing, Payment Center, Sales
Introduction to ICOMS and BOLT	November-22 Dispatch, Marketing, Payment Center
Introduction to Merlin	June-23 Dispatch, Technicians
IPTV - Product Overview - SEI	March-23 Sales
IPTV Features-Demo	June-23 Dispatch, Sales
IPTV refresher	September-22 Technicians
IPTV Tab-Merlin	December-22 Technicians
IT Attack - Vishing Attack Scenario	January-22 All Employees
IT Attack (Vishing 1)	July-22 All Employees
IT Security Training	July-22 All Employees
Juneiteenth Cultural Conversation	June-23 All Employees
Juneiteenth Cultural Conversation with Minnijean Brown-Trickey	June-23 All Employees
Ladder Handling and Working Aloft	June-23 Technicians
Let's sell: 5 Fundamental Tips for Knocking	October-22 Sales
Let's Sell: Assessment and Evaluation Forms	January-23 Sales
Let's Sell: Powering the Connected Home (Residential Product)	September-22 Sales
Let's Sell: The Marketing & Sales Funnel	October-22 Sales
Let's Sell: The Six Components of a Sale (Commercial)	November-22 Sales
LinkedIn Navigator Presentation	July-23 Sales
Living up to the Hype: Perspectives on Diversity, Equity and Inclusion at Astound	October-22 All Employees
Logging a Call in Sugar	June-23 Sales
Logging an Email in Sugar	June-23 Sales
Luzerne County Launch	September-22 Order Entry
Maintaining a Respectful Workplace (Course + Quiz)	July-22 New Hires
Maintaining a Respectful Workplace (Course)	July-22 New Hires
Maintaining Respectful Workplace Quiz	July-22 New Hires
Management Essentials	August-22 Managers
Management Essentials Participant Intro Video	September-22 Managers
Merlin Feature Overview	December-22 Dispatch, Payment Center
Micro Video Social Engineering - Types of Attacks	January-23 All Employees
Micro Video Targeted Attacks - Spear Phishing	February-23 All Employees
Microaggression Video	May-23 All Employees
Mind the Generational Gap (recording)	January-23 All Employees
Mobile Phones	May-23 Order Entry, Operations
Modeling Inclusive Leadership	November-22 Managers
Modeling Inclusive Leadership Part 1*	October-22 Managers
Modeling Inclusive Leadership Part 2*	November-22 Managers

NCTI Testing	October-22 Technicians
Netgear Nighthawk Pro Gaming WiFi Overview	June-23 Dispatch, Order Entry, Sales
NetSpot WiFi Heat Mapping	August-22 Technicians
New Employee Passport Survey: First Week	January-23 New Hires
New Hire Demographics Form	July-22 New Hires
NIMS Introduction (Interview)	August-22 Sales
NR Codes	September-22 Payment Center
Office Safety	September-22 All Employees
Order Entry/Market Support Onboarding - Systems Overview	September-22 Order Entry
Overcoming Objections: How Our Internet Competes with Mobile Fixed Wireless Access (FWA)	July-23 Marketing, Sales
Overview of Merlin and Realtime Tools	June-23 Dispatch
PA Market - Defensive Driving Course Final Test (10th Ed.-8 Hour)	June-23 Technicians
Payment Center/Front Counter/Retail - Systems Overview	January-23 Payment Center
PCI Breach - What Should You Do? 4.19.23	July-22 All Employees
PCI Employee Computer Usage Policy 4.19.23	July-22 All Employees
PCI Employee Policy 4.24.23	July-22 All Employees
PCI Security Awareness	May-23 All Employees
PCI Security Awareness 2023	July-22 All Employees
PCI Security Awareness Training and 6 Policy Review	July-22 All Employees
PCI Training Policy 4.24.23	April-23 Managers
Performance Management Tips: Beginning the Conversation During the Performance Review Mee	March-23 Managers
Performance Management Tips: Walking Away with a Plan	January-23 All Employees
Phishing Awareness	December-22 All Employees
Poisonous Plants	June-23 Operations
Power Supply Maintenance	March-23 Technicians
Preparing for Winter Weather	December-22 Operations
Preventing Exposure to Illness During Face-to-Face Contact and Equipment Handling	August-22 Operations, Sales
Pricing Disclosures	November-22 Order Entry
Pride Month: Want to Be an Ally? Building a Path for your Allyship	June-23 All Employees
Product Focus: eero Secure+	November-22 Dispatch
Pull Up a Training Transcript on AskLexi	November-22 Dispatch
Rate Event 2022	July-22 Managers
Rate Event Fall 2021	May-23 All Employees
Reologic Instructions Sheet	December-22 Payment Center, Order Entry
ReQlogic: Logging in and submitting an expense report	November-22 Sales
Retention 101	November-22 Sales
Retention Part 1: Saving the Day	January-23 Payment Center
Retention Part 2: Say Yes to the BEST	January-23 Payment Center
Retention Practice Training	January-23 Payment Center
Retirement Plan Overview (401k/ROTH)	October-22 Order Entry, Operations
Return Noise Mitigation	July-22 All Employees
RT5 FAQ's	February-23 Operations
RT5 FAQ's and Intro Video	February-23 Sales, Operations
RT5 Intro Video	February-23 Sales, Operations
Rules of Engagement v1.4	February-23 Sales, Operations
Rules of Engagement v1.5	November-22 Sales
Sales Eng Product Spotlight - Connectivity: EPL / ELAN	December-22 Sales
	July-23 Sales

Sales Eng Training - Solutions: SD-WAN	March-23 Sales
Sales Eng Training: AWS/Azure	April-23 Sales
Sales Eng Training: Business Router + Wireless Internet Backup	March-23 Sales
Sales Eng Training: Connectivity - Wavelengths & Dark Fiber	June-23 Sales
Sales Eng Training: DIA vs BCI vs HSI	May-23 Sales
Sales Eng Training: UC&C: Lines & Trunks (PRI, SIP & Analog lines)	April-23 Sales
Sales Eng Training: UC&C: UCaaS w/ CC	February-23 Sales
Sales Engineering Survey Responsibilities	November-22 Sales
Sales Grab N Go (25)	February-23 Sales
Seasonal Automation	January-23 Order Entry, Payment Center
Service class	April-23 Technicians
ServiceNow Overview	July-22 Sales
Severe Weather	March-23 Operations
Signal Level Meter Training	August-22 Technicians
SITE 14 - ILLINOIS - Astound DSR Order Entry Tool Training	March-23 Sales
Situational Awareness	January-23 Operations
Slamming/Cramming	July-22 New Hires
Social Engineering	July-22 All Employees
Social Engineering (2023)	January-23 All Employees
Social Engineering Red Flags	January-23 All Employees
Social Networks	July-22 All Employees
Sprains & Strains / Workplace Stretching	September-22 Technicians
Starting a Batch	September-22 Order Entry
Sugar Assessment	August-22 Sales
Sugar Job Aid - Sales Engineering Role	July-22 Sales
Sugar -Monthly Release April 2022	January-23 Sales
Sugar -Monthly Release June 2022	July-22 Sales
Survey Entry Field Changes for 2022	July-22 Sales
Technician ride out	October-22 Technicians
Telephone Etiquette	June-23 Dispatch, Order Entry
Tidbits from Tori - Alavaria Launch	February-23 Order Entry
Tidbits from Tori - Retention Priority	February-23 Order Entry
Tidbits from Tori Security Update	September-22 Order Entry
Time Domain Reflectometer (TDR)	March-23 Technicians
Time Management Tips for the Workplace	April-23 Operations
Tips for Creating a Strong Password 4.24.23	July-22 All Employees
TiVo Stream 4K	June-23 Dispatch
TiVo Stream 4K - Sales and Retail	June-23 Sales
TiVo TE4 Technical	August-22 Operations
Trilithic 360 DSP Manual	August-22 Operations
Troubleshooting 101	March-23 Technicians
Troubleshooting a Fiber Optic Link Quiz	April-23 Operations
Troubleshooting a Fiber Optic Link Video	April-23 Operations
Turning Location Services Off in TechNet	June-23 Technicians
Understanding Basic WiFi	June-23 Dispatch
Understanding dB & dBmV	November-22 Dispatch, Technicians
Unified Communications Hosted Voice Overview	May-23 Technicians
Video Tier FAQ	January-23 All Employees
Video Tier Update	January-23 All Employees

Virtual Office Early Adopter Program Presentation	November-22 Sales
Vishing Awareness	July-22 All Employees
WebBOM Item Favorites	July-23 Dispatch
Wellbeing and Resilience Workshop	December-22 Managers
WFA Mobile Equipment Swapping	March-23 Technicians
Wildfire Smoke, Air Quality Index, and Respirator Training	July-23 All Employees
Women's History Month Cultural Conversation with Jackie Heitman (recording)	March-23 All Employees
Work Orders and Quota	September-22 Order Entry
Work Safely Around Stinging Insects	April-23 Operations
WOW Cross Training	August-22 Order Entry, Operations, Sales, Payment Center
You Are the Shield	February-23 All Employees

Employee Referral	Facebook	Former Employee	Glassdoor	Indeed	Jobcase	Jobfair	Jobs2Careers	Lensa	LinkedIn	LinkUp	Payment Center	Postcard Mailer	Professional Job Board	Profes
A P I #	A P I #	A P I #	A P I #	A P I #	A P I #	A P I #	A P I #	A P I #	A P I #	A P I #	A P I #	A P I #	A P I #	A P I #
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2	0	0	0	15	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
4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	0	0	0	1	0	0	0	0	0	0	0	0	0	0
14	6	0	0	42	8	1	0	0	0	0	0	0	0	0
1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	5	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	8	1	0	0	0	0	0	0	0	0	0
0	0	0	0	4	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	3	2	1	0	0	0	0	0	0	0	0
2	1	1	0	0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	2	1	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	23	2	0	0	0	0	0	0	0	0	0
1	0	0	0	3	1	0	0	0	0	0	0	0	0	0
2	1	0	0	1	2	1	0	0	0	0	0	0	0	0
1	1	0	0	7	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
4	0	0	0	15	3	1	0	0	0	0	0	0	0	0
2	0	0	0	22	11	1	0	0	0	0	0	0	0	0
3	0	0	0	4	0	0	0	0	0	0	0	0	0	0
1	1	0	0	1	1	0	0	0	0	0	0	0	0	0
1	1	0	0	3	2	0	0	0	0	0	0	0	0	0
1	0	0	0	1	0	0	0	0	0	0	0	0	0	0

FCC Annual Report
Chicago Market
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	19	10	4
Adzuna	1	0	0
Appcast	576	48	5
Astound Broadband Internal Posting	25	12	0
Astound Broadband Website - Careers Page	69	17	5
Astound Broadband Website - Careers Page	1	0	0
Billboard	2	0	0
Careerbuilder	7	1	0
Channel 4	1	0	0
College Career Fair	1	0	0
College Website	1	0	0
Dice	2	0	0
Diversity Website	4	1	0
Employee Referral	60	25	10
Facebook	1	0	0
Former Employee	7	2	0
Glassdoor	4	0	0
Indeed	195	52	8
Jobcase	2	0	0
Jobfair	3	2	0
Jobs2Careers	2	0	0
Lensa	1	1	0
LinkedIn	49	13	5
LinkUp	1	0	0
Payment Center	1	0	0
Postcard Mailer	1	0	0
Professional Job Board	3	1	0
Professional/Business Referral	1	0	0
Radio Advertising	2	1	1
Snag	1	0	0
Social Media (Twitter, Facebook, Instagram)	3	1	0
State Job Board	7	2	0
Talent.com	1	0	0
TV Advertising	3	1	0
Word of Mouth	18	7	3
ZipRecruiter	20	6	3
TOTAL	1095	203	44

Amend

Print



EEO Form 396-C

Reference Copy
OMB Control
No. 3060-1033

File No.: CBL0010547

Filing Status: **Ready for Review**

11970

General Information

FCC Registration Number (FRN)

0019669563

Filing Year

2023

Employment Unit ID (EUID)

11970

Section I - Identifying Information

Has the identifying information associated with this EUID changed?

No

Operator Legal Name

RCN TELECOM SERVICES, LLC

Operator Address 1

650 College Road East, Suite 3100

Operator City

PRINCETON

Operator state

Nj

Operator Zip Code

08540

State of Employment Office

IL

County of Employment Office

Cook

Application Purpose

New Program Report

Supplemental Investigation Sheet (SIS)

Required

false

Category of Respondent

Six (6) or more full-time employees during the selected reporting period

Reporting Period Start Date

2022-07-15

Reporting Period End Date

2023-07-14

Section II - Community Information

PSID

016214, 016716, 016513

Communities

IL1845, IL1846, IL1668, IL1670, IL1669, IL1696, IL1701, IL1704, IL1649, IL1849, IL1666, IN1127, IN1194, IN1198, IL1878, IL1873, IL1750, IN1115, IN1164, IL1663, IN1116, IN1128, IL1682, IL1628, IL1645, IL1656, IL1655, IL1694, IL1630, IL1635

Section III - EEO Policy and Program Requirements

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

Exhibit 3 (Optional)

Chicago Communities.pdf

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

PART II - Inquiries Concerning EEO Program and Practices

PART III - EEO Public File Report

Exhibits

Exhibit 3 (Optional)

Chicago Communities.pdf

Certifications

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

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

2023-10-02