

FCC Annual Report

Wilkes-Barre, PA

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
Astound Website - Careers Page	650 College Road East, Suite 3100	Princeton	NJ	08540	609-681-2189	tracy.brutcher@astound.com	Tracy Brutcher
Astound Employee Referral Program	100 Baltimore Drive	Wilkes-Barre	PA	18702	570-270-1217	maureen.hornlein@rcn.net	Maureen Hornlein
Astound Internal Job Posting - Internal Candidates	650 College Road East, Suite 3100	Princeton	NJ	08540	609-681-2189	tracy.brutcher@astound.com	Tracy Brutcher
Astound - Job openings flier - Pittston Payment Center	2124 Avenue C	Bethlehem	PA	18017	610-443-2511	kristin.vitovitch@astound.com	Kristin Vitovitch
Astound - Astound TV Network - CCA Recruitment Commercial & Generic Recruiting Commercial	2125 Avenue C	Bethlehem	PA	18017	610-443-2868	kim.helwig@astound.com	Kim Helwig
Article in Times Leader on March 29, 2023	4 Public Square	Wilkes-Barre	PA	18701	570-270-LEAD	bobyie@timesleader.com	Bill O'Boyle
Great Northeast Job Fair - August 31, 2022	149 Penn Avenue	Scranton	PA	18510	570-504-9301	reynolds@timeshamrock.com	Rebecca Reynolds
Career Expo - September 21, 2022	150 Penn Avenue	Scranton	PA	18511	570-504-9302	reynolds@timeshamrock.com	Rebecca Reynolds
PA Home Show @ Mohagan Sun Arena - February 3 - 5, 2023	255 Highland Park Blvd	Wilkes-Barre Township	PA	18702	610-496-5412	meagan.ryer@astound.com	Meagan Ryer
Great Northeast Job Fair - March 15, 2023	149 Penn Avenue	Scranton	PA	18510	570-504-9301	reynolds@timeshamrock.com	Rebecca Reynolds
Live Career Expo - March 28, 2023	15 N. Main Street	Wilkes-Barre	PA	18711	570-704-3955	dmcgee@timesleader.com	Diane McGee
Great Outdoor Ads - Billboard	PO Box 3206	Scranton	PA	18505	570-690-3181	Michelle.Luksh@greatoutdoors.com	Michelle Luksh
Indeed.com	7501 N. Capital of Texas Hwy	Austin	TX	78731	1-800-462-5842	lrapaport@indeed.com	Louis Rappaport
PA CareerLink Luzerne County	32 East Union Street	Wilkes-Barre	PA	18702	570-822-1101	www.cwds.state.pa.us	Christine Jensen
Wilkes-Barre Times Leader (print & online)	15 N. Main Street	Wilkes-Barre	PA	18711	570-970-7372	dmcgee@timesleader.com	Diane McGee
Scranton Times	Penn Avenue & Spruce Streets	Scranton	PA	18510	570-348-9160	tacure@timeshamrock.com	Theresa Acure
Citizens Voice	Penn Avenue & Spruce Streets	Scranton	PA	18510	570-348-9160	jcummins@citizensvoice.com	Joann Colles
Scranton Chamber of Commerce	222 Mulberry Street	Scranton	PA	18501	570-342-7711	www.scrantonchamber.com	Mari Potts
Times Shamrock Outdoor Media - Billboard	149 Penn Avenue	Scranton	PA	18503	570-614-5472	reynolds@timeshamrock.com	Rebecca Reynolds
Roscoe Advertising - Bench Advertisement	152 Horton Street	Wilkes-Barre	PA	18702	570-822-2221	roscoebench@gmail.com	Jeanne Elinsky
Hand Shake	2601 Mission Street	San Francisco	CA	94110		https://joinhandshake.com	theresakinney@kings.edu
King's College	133 N. River Street	Wilkes-Barre	PA	18711	570-208-5874	theresakinney@kings.edu	Ursula Uhrin
Luzerne County Community College	521 Trailblazer Drive	Wilkes-Barre	PA	18634	(570)740-0456	uuhin@luzerne.edu	Rebecca Hornack
LinkedIn/Facebook/Twitter/Instagram	online	Nanticoke	PA			rebecca.hornack@astound.com	Wendy Griffiths
Mountain Peaks Newspaper	P.O. Box 218	Mountain Top	PA	18707	(570) 249-1233	wendy.mtpeaks@gmail.com	Matthew Nugent
Buyer/AppCast	175 Highland Avenue	Needham	MA	02494	781-635-9398	mnugent@buyerads.com	
CIRCA Diversity Board to include the following:							
Keystone Community Resources HQ	100 Abington Executive Park	South Abington Township	PA	18411	570-702-8000	schuncea@keycommres.com	Stephanie Chuncea
Managed Care Network	1625 Buffalo Avenue	Niagara Falls	NY	14303	585-314-3057	battaglia@managedcarenetwork.com	Roxanne Young
Managed Care Network	1626 Buffalo Avenue	Niagara Falls	NY	14304	585-314-3057	jkubek@managedcarenetwork.com	Jen Kubek
Vocational Rehabilitation Services - Wilkes-Barre	300G Laird Street	Wilkes-Barre	PA	18702	570-826-2011	fgranahan@pa.gov	Fran Granahan
United Neighborhood Centers of NEPA	425 Alder Street	Scranton	PA	18505	570-346-0759	dcarreto@uncnepa.org	Daysi Carreto
United Neighborhood Centers of NEPA	425 Alder Street	Scranton	PA	18505	570-346-0759	kduroso@uncnepa.org	Kristen Durso
Lackawanna County Veterans Affairs	507 Linden St. 3d	Scranton	PA	18503	570-963-6778	EiseleD@lackawannacounty.org	David Eisele
Luzerne County Veterans Affairs	777 Water St.	Scranton	PA	18702	570-706-3960	james.spagnola@luzernecounty.org	Jim Spagnola
PA CareerLink Carbon County	69 Broadway	Jim Thorpe	PA	18229	570-325-2701	Wiget@pa.gov	William Getz
PA CareerLink Columbia/Montour County	415 Central Road	Bloomsburg	PA	17815	570-387-6288	rahollenba@pa.gov	Randal Hollenbach
PA CareerLink Lackawanna County	135 Franklin Avenue	Scranton	PA	18503	570-963-4671	royevan@pa.gov	Roy Evans
PA CareerLink Lehigh Valley	555 Union Blvd	Allentown	PA	18109	610-841-1171	domonroe@pa.gov	Doug Monroe
PA CareerLink Monroe County	P.O. box 869, 2937 Route 61	Tannersville	PA	18372	570-620-2858	cmontalban@pa.gov	Charles Montalban
PA CareerLink Schuylkill County	201 East Arch Street	Pottsville	PA	17901	570-622-5253	humccullou@state.pa.us	H Umccullou
Sullivan County Veterans Affairs	Po Box 157	Laporte	PA	18626	570-946-7677	mroinick@sullivancounty-pa.us	Mark Roinick
Wyoming County Veterans Affairs	1 Court House Sq	Tunkhannock	PA	18657	570-996-2258	jhubert@wycopa.org	Jack Hubert
CEO Food Pantry (Hazleton/Wilkes Barre/Tunkhannock)	165 Amber Lane	Wilkes-Barre	PA	18702	570-826-0510	ghunt@ceopeoplehelpingpeople.org	Gretchen Hunt
Greater Lehigh Valley Chamber of Commerce	840 Hamilton St	Allentown	PA	18101	610-841-5800	info@lehighvalleychamber.org	Melody --
Lehigh Carbon Community College	4230 Dorney Park Rd	Allentown	PA	18104	610-799-1090	careerservices@lccc.edu	Courtney Klaus
Mansfield University of Pennsylvania	31 S Academy St	Mansfield	PA	16933	570-662-4000	nhall@mansfield.edu	Nichole Lefelhoc
Veterans' Employment & Training Service	175 South Independence Mall West	Philadelphia	PA	19106	215-861-5393	faulkner.lacarrole@dol.gov	LaCarole Faulkner

Gary Job Corps Community	2800 Airport Highway 21	San Marcos	TX	78667	512-396-6352	cheatham.georgia@jbbcorps.org	Georgia Cheatham
Green Doors	Po Box 685065	Austin	TX	78768	512-469-9130	info@greendoors.org	Green Doors
ARCIL San Marcos	618 S Guadalupe St Ste 103	San Marcos	TX	78666	512-396-5790	juanz@arcil.com	Juan Zea
Community Options - San Antonio Office	2832 Broadway Street	San Antonio	TX	78215	210-212-4969	elizabeth_bowlyby@comop.org	Elizabeth Bowlyby
TX Workforce Solutions Vocational Rehabilitation - Waizem	4615 Walzem Road	San Antonio	TX	78218	210-822-7640	Walzem@wslamo.org	General Contact
LULAC Council #4235	2311 West Travis Street	San Antonio	TX	78207	210-978-6639	gregzepeda44@gmail.com	Greg Zepeda
NAAACP - San Antonio	P.O. Box 200225	San Antonio	TX	78220	210-224-7636	satnaacpjobbank@gmail.com	Oliver Heel
ALFPA-Association of Latino Professionals in Finance and Accounting-University of Texas	Po Box 8058	Austin	TX	78713	214-662-9314	alpha_external@gmail.com	Melina Montellanos
Association of Latino Professionals in Finance and Accounting - Texas A&M	Texas A&M University College Station	College Station	TX	77840	512-734-1207	alpha_vpe@gmail.com	Vice-President External Affairs
Workforce Solutions - Rural Capital Area	117 N Main St	Lockhart	TX	78644	512-398-3491	angela.martinez@ruralcapital.net	Angela Martinez
Chestnut Hill College	9601 Germantown Ave	Philadelphia	PA	19118	215-248-7048	ndachill@chc.edu	Nancy Dachille
East Stroudsburg University	200 Prospect St Ste 1	East Stroudsburg	PA	18301	570-422-3219	hoffman@po-box.esu.edu	Jan Hoffman
Immaculata University	1145 King Rd	Irmaclolata	PA	19345	610-647-4400	dmassey@immaculata.edu	Diane Massey
Juniata College	1700 Moore St	Huntingdon	PA	16652	814-641-3351	kysord@juniata.edu	Darwin Kysor
Moravian College	1200 Main Street	Bethlehem	PA	18018	610-621-5090	thecarecenter@moravian.edu	Melissa Metzger
Mount Saint Mary's University	16300 Old Ermitisburg Rd Ofc	Ermitisburg	MD	21727	301-447-5202	career-center@mismary.edu	Kristen Impala
Muhlenberg College	2400 Chew St	Allentown	PA	18104	484-664-3100	pacareercenter@muhlenberg.edu	Lauren Buchalter
Our Lady of the Lake University	411 Southwest 24th Street	San Antonio	TX	78207	210-431-3971	ccdt@ollusa.edu	Career Center
Palo Alto College	1400 West Villaret Boulevard	San Antonio	TX	78224	210-486-3118	nrijas6@alamo.edu	Nathalie Rijas
Penn State Altoona (Career Services)	3000 IvySide Park	Altoona	PA	16601	814-949-5058	rvb5@psu.edu	Rebecca Maguda
Saint Edwards University	3001 South Congress Avenue	Austin	TX	78704	512-448-8400	emily@stedwards.edu	Emily Salazar
Saint Francis University	117 Evergreen Dr	Loretto	PA	9704	15940	mstasik@francis.edu	Melissa Stasik
Saint Vincent College	300 Fraser Purchase Rd	Latrobe	PA	16057	724-738-2028	careers@stvincent.edu	Dolly Cain
Slippery Rock University	1 Morrow Way	Slippery Rock	PA	16057	724-738-2028	career.services@stru.edu	Jesse DeFazio
SMU Cox School of Business	Po Box 750333	Dallas	TX	75275	214-768-1943	cdunkei@cox.smu.edu	Colleen Dunkel
Temple University - Fox School of Business	1801 Liacouras Walk	Philadelphia	PA	19122	000-000-0000	mpannaccio@temple.edu	Megan Pannaccio
Texas Lutheran University	1000 West Court Street	Seguin	TX	78155	830-372-8060	bbuchanan@tlu.edu	Dr. Bernadette Buchanan
University of Pittsburgh	200 William Pitt Union 3959 Fifth Ave.	Pittsburgh	PA	15260	412-383-4473	hkoller@katz.pitt.edu	Hilary Koler
Disabled American Veterans - Kel-Lac Chapter 114	11618 Blazing Sunset Street	San Antonio	TX	78253	210-857-7362	ccortes1@aol.com	Luis Cortes
Disabled American Veterans - Randolph Area Chapter 17	1129 Pat Booker Rd	Universal City	TX	78148	210-632-3198	spencedav1@aol.com	Percy Spence
Veterans for Peace - Austin	202 S C M Allen Pkwy # 3	Austin	TX	73301	512-708-8293	alanpogue@mac.com	Alan Pogue
Worksource Solutions - Rural Capital Area	Po Box 736	San Marcos	TX	78666	512-392-1291	jessica.buerger@jvc.texas.gov	Jessica Buerger
Bastrop County Women's Shelter	7911 Broadway Street	Bastrop	TX	78602	512-303-7755	fcc@familycrisiscenter.us	Cathy Henzen
Family Violence Prevention Services	100 North Cameron Street	San Antonio	TX	78209	210-930-3669	shelter.managers@fvps.org	Shelter Managers
PA CareerLink Capitol Region	100 North Cameron Street	Harrisburg	PA	17101	717-783-3270	TUpdegraff@pa.gov	Todd Updegraff
NEPA Inclusive	22 East Street	Pittston	PA	18640	570-947-6372	smazaleski@nepainclusive.org	Sophia Mazaleski
Lehigh Valley Center for Independent Living (LVCIL)	435 Allentown Dr	Allentown	PA	18109	610-770-9781	joemichener@lvcl.org	Joe Michener
Vocational Rehabilitation Services - Allentown	45 North 4th Street	Allentown	PA	18102	610-821-6441	mgallop@pa.gov	Marina Gallop
Vocational Rehabilitation Services - Allentown	45 North 4th Street	Allentown	PA	18103	610-821-6442	samankible@pa.gov	Samantha Kibler
Disabled American Veterans - Lehigh Valley #7	202 Stephanie Dr	Easton	PA	18045	610-438-4174	lligiant3@verizon.net	Raymond Greene
New Jersey Department of Military and Veterans Affairs - Port Murray	550 State Route 57	Port Murray	NJ	07865	908-689-5840	sibley.smith@njdmva.state.nj.us	Sibley Smith
PA CareerLink Berks County	1920 Kutztown Road	Reading	PA	19604	610-988-1385	fakuhn@pa.gov	Fakuhn
PA CareerLink Bucks County - Bristol	1260 Veterans Hwy	Bristol	PA	19007	215-781-1073	kmascianto@pa.gov	Kmascianto
Philadelphia VA Regional Office & Insurance Center	5000 Wissahickon Ave	Philadelphia	PA	19144	215-842-2000	vcurtis@pa.gov	Vicki Curtis
Workforce Solutions East Texas - Tyler	4100 Troup Highway	Tyler	TX	75703	903-561-8131	emma.breitbarth@tvc.texas.gov	Emma Breitbarth
Fort Belvoir Warrior Transition Battalion	5960 9th Street	Fort Belvoir	VA	22060	571-231-5182	jesus.m.febo@colon@gmail.com	Jesus (Manny) Febo-Colon
Commonwealth Charter Academy	162 East Bridge Street	Homestead	PA	15120	717-710-3300	rzaremb@ccaeducate.me	Robbie Zaremb
Commonwealth Charter Academy	162 East Bridge Street	Homestead	PA	15120	717-710-3300	akalahanis@ccaeducate.me	Andrew Kalahanis

ASTOUND BROADBRAND POWERED BY RCN
Wilkes-Barre, PA FCC General Recruitment Report - 76.1702(b)(3)
July 15, 2022 through July 14, 2023

Outreach Efforts	Sponsor	Date	Description
Toys for Tots	ASTOUND - Toys for Tots	December 2022	Christmas gifts for disadvantaged children - Toys for Tots
Times Leader Article	Times Leader	3/29/2023	Regarding Job Fair
Great Northeast Job Fair	Times Shamrock	8/31/2022	Job Fair
Career Expo	Times Shamrock	9/21/2022	Job Fair
Great Northeast Job Fair	Times Shamrock	3/15/2023	Job Fair
Live Career Expo	Times Leader	3/28/2023	Job Fair
PA Career Link Website	PA Career Link	ongoing	Ongoing relationship with PA Career Link, Luzerne County
Employee Training	ASTOUND	ongoing	I have the POWER! -Employee Empowerment
Employee Training	ASTOUND	ongoing	Astound Broadband Group Health Plan- HIPAA Privacy Training Course
Employee Training	ASTOUND	ongoing	Astound Broadband Group Health Plan- HIPAA Privacy Training Doc
Employee Training	ASTOUND	ongoing	Put Me In Coach, I'm Ready to Play--Creating a Culture of Coaching and Providing Effective Feedback
Employee Training	ASTOUND	ongoing	Servant Leadership that's just another way of saying traditional leadership, right??
Employee Training	ASTOUND	ongoing	"it's about time!" --Time & Energy Management
Employee Training	ASTOUND	ongoing	Slips, Trips, and Falls
Employee Training	ASTOUND	ongoing	Hazard Communication (HazCom) Awareness
Employee Training	ASTOUND	ongoing	Meeting Managerial Responsibilities (Management Essentials Interactive Manual)
Employee Training	ASTOUND	ongoing	Communicating Effectively (Management Essentials Interactive Manual)
Employee Training	ASTOUND	ongoing	1.2G Speeds Launch August 2022
Employee Training	ASTOUND	ongoing	1.2Gb Internet Speeds Launch-Technical
Employee Training	ASTOUND	ongoing	Building Work Relationships (Management Essentials Interactive Manual)
Employee Training	ASTOUND	ongoing	Leading Others (Management Essentials Interactive Manual)
Employee Training	ASTOUND	ongoing	10 Soft Skills You Need
Employee Training	ASTOUND	ongoing	Guide to Office Safety
Employee Training	ASTOUND	ongoing	Setting the Stage for Excellent Performance (Management Essentials Interactive Manual)
Employee Training	ASTOUND	ongoing	Clarifying Expectations and Observing Performance (Management Essentials Interactive Manual)
Employee Training	ASTOUND	ongoing	Coaching and Providing Balanced Feedback (Management Essentials Interactive Manual)
Employee Training	ASTOUND	ongoing	Dealing with Challenging Performance Situations (Management Essentials Interactive Manual)
Employee Training	ASTOUND	ongoing	2021 RCN/Grande Benefits Link
Employee Training	ASTOUND	ongoing	2022 All Hands Meeting Halftime Q&A
Employee Training	ASTOUND	ongoing	2022 All-Hands Halftime Meeting
Employee Training	ASTOUND	ongoing	Managing Time and Priorities (Management Essentials Interactive Manual)
Employee Training	ASTOUND	ongoing	Solving Problems (Management Essentials Interactive Manual)
Employee Training	ASTOUND	ongoing	Resolving Conflicts (Management Essentials Interactive Manual)
Employee Training	ASTOUND	ongoing	Developing a Team (Management Essentials Interactive Manual)
Employee Training	ASTOUND	ongoing	Building a Positive Work Climate (Management Essentials Interactive Manual)
Employee Training	ASTOUND	ongoing	5G & 5G Home Internet
Employee Training	ASTOUND	ongoing	Accelerate
Employee Training	ASTOUND	ongoing	Accessing GeoResults Data in NIMS
Employee Training	ASTOUND	ongoing	Account Verification and CPNI
Employee Training	ASTOUND	ongoing	ACP Verification Tool
Employee Training	ASTOUND	ongoing	Active Violence Prevention, Preparedness, and Response Overview
Employee Training	ASTOUND	ongoing	Adding Product to an Opportunity in Sugar - 11
Employee Training	ASTOUND	ongoing	Affordable Connectivity Program (ACP) Update

Employee Training	ASTOUND	ongoing	Affordable Connectivity Program (ACP)/Emergency Broadband Benefits (EBB) Overview
Employee Training	ASTOUND	ongoing	Alvatia Overview
Employee Training	ASTOUND	ongoing	Alvatia Phone System
Employee Training	ASTOUND	ongoing	Alvatia Via Overview
Employee Training	ASTOUND	ongoing	AMP - Hold Effective Team Meetings (May)
Employee Training	ASTOUND	ongoing	Animal Awareness
Employee Training	ASTOUND	ongoing	Appreciative Inquiry
Employee Training	ASTOUND	ongoing	Astound Broadband Home Security
Employee Training	ASTOUND	ongoing	Astound Level Up Green Star Quiz
Employee Training	ASTOUND	ongoing	Astound Manual Provisioning Tool Training Video
Employee Training	ASTOUND	ongoing	Astound Market Areas
Employee Training	ASTOUND	ongoing	Astound Mobile - Billing Course
Employee Training	ASTOUND	ongoing	Astound Mobile - Updates from Training
Employee Training	ASTOUND	ongoing	Astound Mobile DSR Training
Employee Training	ASTOUND	ongoing	Astound Mobile DSR Training Part 1
Employee Training	ASTOUND	ongoing	Astound Mobile DSR Training Part 2
Employee Training	ASTOUND	ongoing	Astound Mobile ICOMS Orders
Employee Training	ASTOUND	ongoing	Astound Mobile Introduction
Employee Training	ASTOUND	ongoing	Astound Mobile Overview
Employee Training	ASTOUND	ongoing	Astound Mobile Payment Center and OES Training
Employee Training	ASTOUND	ongoing	Astound Mobile Refresher
Employee Training	ASTOUND	ongoing	Astound Mobile Refresher Information
Employee Training	ASTOUND	ongoing	Astound Mobile ShopNow Demo
Employee Training	ASTOUND	ongoing	Astound TV - Internet Based TV (Care Training)
Employee Training	ASTOUND	ongoing	Astound TV (IPTV)
Employee Training	ASTOUND	ongoing	Astound TV+
Employee Training	ASTOUND	ongoing	Attendance Policy - RCN
Employee Training	ASTOUND	ongoing	Back to School- Driver's Safety
Employee Training	ASTOUND	ongoing	Backing Up Your Files to Google Drive
Employee Training	ASTOUND	ongoing	Basic Fire Prevention and Response
Employee Training	ASTOUND	ongoing	Basic First Aid
Employee Training	ASTOUND	ongoing	Basic RF
Employee Training	ASTOUND	ongoing	Benefits Enrollment Receipt & Acknowledgment
Employee Training	ASTOUND	ongoing	Black History Cultural Conversation
Employee Training	ASTOUND	ongoing	Black History Cultural Conversation (recording)
Employee Training	ASTOUND	ongoing	Bloodborne Pathogens
Employee Training	ASTOUND	ongoing	Body Language Basics
Employee Training	ASTOUND	ongoing	BOLT - Grande Phone Manager
Employee Training	ASTOUND	ongoing	BOLT Bill With Accounts
Employee Training	ASTOUND	ongoing	BOLT Case Updates
Employee Training	ASTOUND	ongoing	BOLT Data User Tab Changes
Employee Training	ASTOUND	ongoing	BOLT Enhancement SMS Notifications
Employee Training	ASTOUND	ongoing	BOLT RT5 - Choose Existing Dashboard
Employee Training	ASTOUND	ongoing	Bring Your Own Modern (BYOM)
Employee Training	ASTOUND	ongoing	Bring Your Own Modern Product Bulletin - Q2/22
Employee Training	ASTOUND	ongoing	Broadstripe
Employee Training	ASTOUND	ongoing	Browsing Safely
Employee Training	ASTOUND	ongoing	Budgets & Financial Reports
Employee Training	ASTOUND	ongoing	Building an Inclusive and Collaborative Team
Employee Training	ASTOUND	ongoing	Bulking up on Astound

Employee Training	ASTOUND	ongoing	Business Solutions Contacts in BOLT	
Employee Training	ASTOUND	ongoing	Business Solutions Finance and Accounting Guidelines - CAR Submissions	
Employee Training	ASTOUND	ongoing	Business Solutions: Account Manager ICOMS Audit	
Employee Training	ASTOUND	ongoing	Business Solutions: AWS Direct Connect	
Employee Training	ASTOUND	ongoing	Business Solutions: Business Router & Wireless Internet Backup (Overview)	
Employee Training	ASTOUND	ongoing	Business Solutions: Business Router with Wireless Internet Backup - Technical Training Update	
Employee Training	ASTOUND	ongoing	Business Solutions: Business TV	
Employee Training	ASTOUND	ongoing	Business Solutions: Business Wi-Fi	
Employee Training	ASTOUND	ongoing	Business Solutions: Business Wi-Fi Tech (Meraki)	
Employee Training	ASTOUND	ongoing	Business Solutions: Business Wi-Fi Tech Ops	
Employee Training	ASTOUND	ongoing	Business Solutions: Call Recording (Hosted Voice)	
Employee Training	ASTOUND	ongoing	Business Solutions: Cloud Contact Center Overview Live Training	
Employee Training	ASTOUND	ongoing	Business Solutions: Create GeoResults List in NIMS (Sugar/ICOMS)	
Employee Training	ASTOUND	ongoing	Business Solutions: Custom Wi-Fi (ICB Only)	
Employee Training	ASTOUND	ongoing	Business Solutions: Dark Fiber Review and Approval Process	
Employee Training	ASTOUND	ongoing	Business Solutions: Data Center Internet Access (DC-IA)	
Employee Training	ASTOUND	ongoing	Business Solutions: Direct Routing Service for Microsoft Teams Overview	
Employee Training	ASTOUND	ongoing	Business Solutions: Enterprise and GEMS Accounts Ownership Guidelines	
Employee Training	ASTOUND	ongoing	Business Solutions: Enterprise Hosted Voice UCaaS Alignment	
Employee Training	ASTOUND	ongoing	Business Solutions: Ethernet Overview	
Employee Training	ASTOUND	ongoing	Business Solutions: Federal USF Exemption Process	
Employee Training	ASTOUND	ongoing	Business Solutions: GeoMarketView Overview	
Employee Training	ASTOUND	ongoing	Business Solutions: Hosted Voice Overview	
Employee Training	ASTOUND	ongoing	Business Solutions: ICB Process v2.1	
Employee Training	ASTOUND	ongoing	Business Solutions: Internal Referral Process	
Employee Training	ASTOUND	ongoing	Business Solutions: Internet Overview	
Employee Training	ASTOUND	ongoing	Business Solutions: LinkedIn Navigator Overview	
Employee Training	ASTOUND	ongoing	Business Solutions: MACD Process	
Employee Training	ASTOUND	ongoing	Business Solutions: Marketing Overview	
Employee Training	ASTOUND	ongoing	Business Solutions: MS Azure ExpressRoute Overview	
Employee Training	ASTOUND	ongoing	Business Solutions: National SMB HSI Structure (High Speed Internet)	
Employee Training	ASTOUND	ongoing	Business Solutions: New Data Center Order - Sales Form Only	
Employee Training	ASTOUND	ongoing	Business Solutions: NIMS OSP Viewer	
Employee Training	ASTOUND	ongoing	Business Solutions: Pitch and Discovery Using the Product Family	
Employee Training	ASTOUND	ongoing	Business Solutions: Poly CCX 500 & CCX 600 Phones	
Employee Training	ASTOUND	ongoing	Business Solutions: Poly Rove 30 and B2 Base	
Employee Training	ASTOUND	ongoing	Business Solutions: Product Overview	
Employee Training	ASTOUND	ongoing	Business Solutions: ROE Sugar Guide	
Employee Training	ASTOUND	ongoing	Business Solutions: Rules of Engagement	
Employee Training	ASTOUND	ongoing	Business Solutions: SD-WAN Basic Troubleshooting	
Employee Training	ASTOUND	ongoing	Business Solutions: SD-WAN Installation Tech Ops Field Guide	
Employee Training	ASTOUND	ongoing	Business Solutions: SD-WAN Overview	
Employee Training	ASTOUND	ongoing	Business Solutions: SMB UCaaS (Hosted Voice)	
Employee Training	ASTOUND	ongoing	Business Solutions: Sugar Complete Overview	
Employee Training	ASTOUND	ongoing	Business Solutions: Sugar Sales Stages	
Employee Training	ASTOUND	ongoing	Business Solutions: Tax Matrix	
Employee Training	ASTOUND	ongoing	Business Solutions: Video Transport Service (VTS)	
Employee Training	ASTOUND	ongoing	Business Solutions: Virtual Office (Pending SD-WAN 1.2 Update))	
Employee Training	ASTOUND	ongoing	Business Solutions: Wavelength Overview	

Employee Training	ASTOUND	ongoing	Business WIFI - Meraki Dashboard	
Employee Training	ASTOUND	ongoing	CA Central Coast	
Employee Training	ASTOUND	ongoing	Call Control	
Employee Training	ASTOUND	ongoing	Call Escalations	
Employee Training	ASTOUND	ongoing	CCA - Aspect	
Employee Training	ASTOUND	ongoing	CCA - Adjustments and Credits	
Employee Training	ASTOUND	ongoing	CCA - ICOMS Basics	
Employee Training	ASTOUND	ongoing	CCA - Our Network	
Employee Training	ASTOUND	ongoing	CCA - Products and Services	
Employee Training	ASTOUND	ongoing	Change Management Explained in 1 Minute! (Video)	
Employee Training	ASTOUND	ongoing	Coaching and Mentoring	
Employee Training	ASTOUND	ongoing	Code of Business Conduct (Course & Quiz)	
Employee Training	ASTOUND	ongoing	Communication Strategies	
Employee Training	ASTOUND	ongoing	ConnectNow - Video Conferencing	
Employee Training	ASTOUND	ongoing	Conversation Starters - Microaggression	
Employee Training	ASTOUND	ongoing	Corporate Safety Manual	
Employee Training	ASTOUND	ongoing	CPNI (Course and Quiz)	
Employee Training	ASTOUND	ongoing	Creative Problem Solving	
Employee Training	ASTOUND	ongoing	Credential Harvesting Attack - Vishing Awareness	
Employee Training	ASTOUND	ongoing	Credential Harvesting Attack (Vishing 2)	
Employee Training	ASTOUND	ongoing	CSI Troubleshooting	
Employee Training	ASTOUND	ongoing	Cultivating a Growth Mindset	
Employee Training	ASTOUND	ongoing	Customer Care New Hire Courses	
Employee Training	ASTOUND	ongoing	Customizing Astound Phone Service	
Employee Training	ASTOUND	ongoing	Cyber Security	
Employee Training	ASTOUND	ongoing	Cyber Security Training 2023	
Employee Training	ASTOUND	ongoing	DataWarehouse Viewer	
Employee Training	ASTOUND	ongoing	Day 1 Checklist: Gmail, Calendar, and Contacts	
Employee Training	ASTOUND	ongoing	DIA Bursstable Service Product Bulletin - Q2/22	
Employee Training	ASTOUND	ongoing	Disconnect Service Reasons	
Employee Training	ASTOUND	ongoing	Disney-ESPN Contract Dispute	
Employee Training	ASTOUND	ongoing	Dr. Troubleshooting	
Employee Training	ASTOUND	ongoing	Drug and Alcohol Policy	
Employee Training	ASTOUND	ongoing	Eat That Frog!	
Employee Training	ASTOUND	ongoing	Eero Pro 6	
Employee Training	ASTOUND	ongoing	Electrical Safety	
Employee Training	ASTOUND	ongoing	Email and Phishing	
Employee Training	ASTOUND	ongoing	Email Basics	
Employee Training	ASTOUND	ongoing	Emotional Intelligence (Course)	
Employee Training	ASTOUND	ongoing	Employee Handbook	
Employee Training	ASTOUND	ongoing	Employee Motivation	
Employee Training	ASTOUND	ongoing	Employee Passport	
Employee Training	ASTOUND	ongoing	Employee Passport - WB/PA Call Center	
Employee Training	ASTOUND	ongoing	Employee Passport Onboarding (RCN only)	
Employee Training	ASTOUND	ongoing	Establishing Effective Virtual Teams	
Employee Training	ASTOUND	ongoing	Excel Essentials Guide	
Employee Training	ASTOUND	ongoing	Facility Visitor Policy 4.19.23	
Employee Training	ASTOUND	ongoing	Fall Time Change and Autumn Driving	
Employee Training	ASTOUND	ongoing	Flexing your ARM	
Employee Training	ASTOUND	ongoing	Following Too Close	

Employee Training	ASTOUND	ongoing	Former WOW Markets Rate Event 2023
Employee Training	ASTOUND	ongoing	Get Smart: Hosted Voice (Session 1)
Employee Training	ASTOUND	ongoing	Get Smart: UCAAS-HV Seat Restructure
Employee Training	ASTOUND	ongoing	Get-Smart-UCAAS-HV-Seat-Restructure-8-25-21
Employee Training	ASTOUND	ongoing	Getting Started: Gmail Guide
Employee Training	ASTOUND	ongoing	Getting Started: Google Calendar Guide
Employee Training	ASTOUND	ongoing	Google - Drive Genius Card
Employee Training	ASTOUND	ongoing	Google - Top 6 Things to Know About New Gmail
Employee Training	ASTOUND	ongoing	Google - Using Google Drive
Employee Training	ASTOUND	ongoing	Google: Mobile
Employee Training	ASTOUND	ongoing	Handling a Difficult Customer
Employee Training	ASTOUND	ongoing	Harassment Prevention (Non-Supervisor, CA)
Employee Training	ASTOUND	ongoing	Harassment Prevention (Non-Supervisor, New York)
Employee Training	ASTOUND	ongoing	Harassment Prevention (Non-Supervisor, US)
Employee Training	ASTOUND	ongoing	Harassment Prevention (People Managers, IL)
Employee Training	ASTOUND	ongoing	Harassment Prevention (people managers, US)
Employee Training	ASTOUND	ongoing	Harris Broadband
Employee Training	ASTOUND	ongoing	Having Critical Conversations Week 2 - Working with Your Emotions
Employee Training	ASTOUND	ongoing	Having Critical Conversations Week 3 - Understanding Your Side and Adapting to Theirs
Employee Training	ASTOUND	ongoing	Having Critical Conversations Week 4 - Working with Emotions
Employee Training	ASTOUND	ongoing	HBO Max FAQ
Employee Training	ASTOUND	ongoing	Heat illness and Dehydration
Employee Training	ASTOUND	ongoing	Heat illness and injury Plan
Employee Training	ASTOUND	ongoing	Heat illness Awareness and Prevention
Employee Training	ASTOUND	ongoing	Heat illness Awareness and Prevention Training
Employee Training	ASTOUND	ongoing	Hostopia Training Documents
Employee Training	ASTOUND	ongoing	How it Works: Cable Modem
Employee Training	ASTOUND	ongoing	How it Works: Cable Plant Overview
Employee Training	ASTOUND	ongoing	How it Works: DIA
Employee Training	ASTOUND	ongoing	How it Works: GPON (Fiber to the x)
Employee Training	ASTOUND	ongoing	How to Add Individual or Group Goals to Your Employees
Employee Training	ASTOUND	ongoing	How to Become a More Likeable Boss
Employee Training	ASTOUND	ongoing	How to Complete Your Self Evaluation
Employee Training	ASTOUND	ongoing	How to Set a Clear Vision and Mission for your Team
Employee Training	ASTOUND	ongoing	HR Macro Attack - Vishing Awareness
Employee Training	ASTOUND	ongoing	HR Macro Attack (Vishing 3)
Employee Training	ASTOUND	ongoing	Hulu App for TiVo
Employee Training	ASTOUND	ongoing	Human Resource Management
Employee Training	ASTOUND	ongoing	HV - Battlecard - vs. 8X8 Hosted PBX
Employee Training	ASTOUND	ongoing	HV - Battlecard - vs. RingCentral Virtual PBX
Employee Training	ASTOUND	ongoing	HV - Competitive Intelligence Brochure
Employee Training	ASTOUND	ongoing	HV - Training Presentation - AE
Employee Training	ASTOUND	ongoing	HV - Training Presentation - SME
Employee Training	ASTOUND	ongoing	ICOMS - Data User (DU) Screen
Employee Training	ASTOUND	ongoing	ICOMS - Change an Existing Work Order
Employee Training	ASTOUND	ongoing	ICOMS - GL Screen
Employee Training	ASTOUND	ongoing	ICOMS - Logging Into ICOMS
Employee Training	ASTOUND	ongoing	ICOMS - Ported Phone Installation
Employee Training	ASTOUND	ongoing	ICOMS - Remove Equipment From an Acct. & Return to a Tech Acct.
Employee Training	ASTOUND	ongoing	ICOMS - Transfer an Account to a New Address

Employee Training	ASTOUND	ongoing	ICOMS Genius Cards
Employee Training	ASTOUND	ongoing	ICOMS Occurrences
Employee Training	ASTOUND	ongoing	ICOMS Prerequisites
Employee Training	ASTOUND	ongoing	Identify Training Completed by User
Employee Training	ASTOUND	ongoing	Influencer Foundations: Deliver Balanced Feedback
Employee Training	ASTOUND	ongoing	Influencer Foundations: Providing Balanced Feedback
Employee Training	ASTOUND	ongoing	Internet Troubleshooting Basics
Employee Training	ASTOUND	ongoing	Interpersonal Skills
Employee Training	ASTOUND	ongoing	Intersection Safety and Camera Awareness
Employee Training	ASTOUND	ongoing	Introducing HBO Max
Employee Training	ASTOUND	ongoing	Introducing the New TiVo Experience
Employee Training	ASTOUND	ongoing	Introduction to BOLT
Employee Training	ASTOUND	ongoing	Introduction to ICOMS and BOLT
Employee Training	ASTOUND	ongoing	IPTV Tab-Merlin
Employee Training	ASTOUND	ongoing	IT Attack - Vishing Attack Scenario
Employee Training	ASTOUND	ongoing	IT Attack (Vishing 1)
Employee Training	ASTOUND	ongoing	IT Security Training
Employee Training	ASTOUND	ongoing	Juneteenth Cultural Conversation
Employee Training	ASTOUND	ongoing	Kardia Inclusive Leadership
Employee Training	ASTOUND	ongoing	Leadership and Influence
Employee Training	ASTOUND	ongoing	Leadership Core: "I wanted to talk to you about..." -Delivering Balanced & Effective Feedback
Employee Training	ASTOUND	ongoing	Leadership Core: Be Where the Decisions are Made
Employee Training	ASTOUND	ongoing	Leadership Core: Being Intentional
Employee Training	ASTOUND	ongoing	Leadership Core: Busy Being Busy
Employee Training	ASTOUND	ongoing	Leadership Core: Delivering Bad News
Employee Training	ASTOUND	ongoing	Leadership Core: Gain Credibility (Other than Experience)
Employee Training	ASTOUND	ongoing	Leadership Core: if it was easy everyone would do it!
Employee Training	ASTOUND	ongoing	Leadership Core: Improving Self-Awareness
Employee Training	ASTOUND	ongoing	Leadership Core: Know Your Audience
Employee Training	ASTOUND	ongoing	Leadership Core: Leading by Example
Employee Training	ASTOUND	ongoing	Leadership Core: Leading Through Learning
Employee Training	ASTOUND	ongoing	Leadership Core: Turn around under performers
Employee Training	ASTOUND	ongoing	Let's sell: 5 Fundamental Tips for Knocking
Employee Training	ASTOUND	ongoing	Let's Sell: Assessment and Evaluation Forms
Employee Training	ASTOUND	ongoing	Let's Sell: The Marketing & Sales Funnel
Employee Training	ASTOUND	ongoing	Let's Sell: The Six Components of a Sale (Commercial)
Employee Training	ASTOUND	ongoing	LinkedIn Navigator Presentation
Employee Training	ASTOUND	ongoing	Living up to the Hype: Perspectives on Diversity, Equity and Inclusion at Astound
Employee Training	ASTOUND	ongoing	Luzerne County Launch
Employee Training	ASTOUND	ongoing	Maintaining a Respectful Workplace (Course + Quiz)
Employee Training	ASTOUND	ongoing	Maintaining a Respectful Workplace (Course)
Employee Training	ASTOUND	ongoing	Maintaining Respectful Workplace Quiz
Employee Training	ASTOUND	ongoing	Management Essentials: Tips for Managing Remote Teams
Employee Training	ASTOUND	ongoing	Management Essentials: Writing Performance Review Comments
Employee Training	ASTOUND	ongoing	Managing Remote Workers
Employee Training	ASTOUND	ongoing	Merlin Update for IPTV
Employee Training	ASTOUND	ongoing	Micro Video Social Engineering - Types of Attacks
Employee Training	ASTOUND	ongoing	Micro Video Targeted Attacks - Spear Phishing
Employee Training	ASTOUND	ongoing	Microaggression Conversation Starter.
Employee Training	ASTOUND	ongoing	Microaggression Video

Employee Training	ASTOUND	ongoing	Microsoft Excel: VLOOKUP	
Employee Training	ASTOUND	ongoing	Mind the Generational Gap	
Employee Training	ASTOUND	ongoing	Mind the Generational Gap (recording)	
Employee Training	ASTOUND	ongoing	Mobile Phones	
Employee Training	ASTOUND	ongoing	Modeling Inclusive Leadership	
Employee Training	ASTOUND	ongoing	Modeling Inclusive Leadership Part 1*	
Employee Training	ASTOUND	ongoing	MyAstound	
Employee Training	ASTOUND	ongoing	MyAstound - Add Services	
Employee Training	ASTOUND	ongoing	MyAstound - Make a Payment	
Employee Training	ASTOUND	ongoing	MyAstound - Paperless Billing	
Employee Training	ASTOUND	ongoing	MyAstound - Setting Up Autopay	
Employee Training	ASTOUND	ongoing	MyAstound - Toggle SMS Notifications	
Employee Training	ASTOUND	ongoing	National Do Not Call List	
Employee Training	ASTOUND	ongoing	Navigating AskLexi	
Employee Training	ASTOUND	ongoing	Negotiation Skills	
Employee Training	ASTOUND	ongoing	Netgear Nighthawk Pro Gaming Wi-Fi Overview	
Employee Training	ASTOUND	ongoing	Netgear Nighthawk XR1000 Gaming Router Technical Job Aid	
Employee Training	ASTOUND	ongoing	New Employee Passport Survey: First Week	
Employee Training	ASTOUND	ongoing	Ni2 Overview	
Employee Training	ASTOUND	ongoing	NIMS Introduction (Interview)	
Employee Training	ASTOUND	ongoing	NR Codes	
Employee Training	ASTOUND	ongoing	NR Codes and ICOMS Prerequisites	
Employee Training	ASTOUND	ongoing	Office Safety	
Employee Training	ASTOUND	ongoing	Overcoming Objections: How Our Internet Competes with Mobile Fixed Wireless Access (FWA)	
Employee Training	ASTOUND	ongoing	PA Market - COBRA Policy	
Employee Training	ASTOUND	ongoing	PA Market - HIPPA Policy	
Employee Training	ASTOUND	ongoing	PA Market - Workers Compensation Notice	
Employee Training	ASTOUND	ongoing	PA Market: New Hire Orientation 2022	
Employee Training	ASTOUND	ongoing	PCI - Work From Home Policy	
Employee Training	ASTOUND	ongoing	PCI Breach - What Should You Do? 4.19.23	
Employee Training	ASTOUND	ongoing	PCI Employee Computer Usage Policy 4.19.23	
Employee Training	ASTOUND	ongoing	PCI Employee Policy 4.24.23	
Employee Training	ASTOUND	ongoing	PCI Security Awareness	
Employee Training	ASTOUND	ongoing	PCI Security Awareness 2023	
Employee Training	ASTOUND	ongoing	PCI Security Awareness Training and 6 Policy Review	
Employee Training	ASTOUND	ongoing	PCI Training Policy 4.24.23	
Employee Training	ASTOUND	ongoing	Personal Productivity	
Employee Training	ASTOUND	ongoing	Phishing Awareness	
Employee Training	ASTOUND	ongoing	Phishing Awareness Module	
Employee Training	ASTOUND	ongoing	Phishing Awareness Training	
Employee Training	ASTOUND	ongoing	Poisonous Plants	
Employee Training	ASTOUND	ongoing	Preparing for Winter Weather	
Employee Training	ASTOUND	ongoing	Preventing Exposure to Illness During Face-to-Face Contact and Equipment Handling	
Employee Training	ASTOUND	ongoing	Preventing Harassment and Discrimination (Alternative): Non-Supervisors	
Employee Training	ASTOUND	ongoing	Pricing Disclosures	
Employee Training	ASTOUND	ongoing	Pride Month's Cultural Conversation	
Employee Training	ASTOUND	ongoing	Product Focus: eero Secure+	
Employee Training	ASTOUND	ongoing	Professional Writing	
Employee Training	ASTOUND	ongoing	Quality Training	
Employee Training	ASTOUND	ongoing	Quality Training for Care	

Employee Training	ASTOUND	ongoing	Rate Event 2022	
Employee Training	ASTOUND	ongoing	Reqlogic Instructions Sheet	
Employee Training	ASTOUND	ongoing	Retention 101	
Employee Training	ASTOUND	ongoing	Retention Part 1: Saving the Day	
Employee Training	ASTOUND	ongoing	Retention Part 2: Say Yes to the BEST	
Employee Training	ASTOUND	ongoing	Retention Practice Training	
Employee Training	ASTOUND	ongoing	Retirement Plan Overview (401k/ROTH)	
Employee Training	ASTOUND	ongoing	Role Reflection	
Employee Training	ASTOUND	ongoing	RT5 FAQs	
Employee Training	ASTOUND	ongoing	RT5 FAQ's and Intro Video	
Employee Training	ASTOUND	ongoing	RT5 Intro Video	
Employee Training	ASTOUND	ongoing	Rules of Engagement v1.4	
Employee Training	ASTOUND	ongoing	Rules of Engagement v1.5	
Employee Training	ASTOUND	ongoing	Sales Conversations	
Employee Training	ASTOUND	ongoing	Sales Fundamentals	
Employee Training	ASTOUND	ongoing	Seasonal Automation	
Employee Training	ASTOUND	ongoing	ServiceNow Overview	
Employee Training	ASTOUND	ongoing	Severe Weather	
Employee Training	ASTOUND	ongoing	Shift Bid in Workforce	
Employee Training	ASTOUND	ongoing	Simple Guide to Change Management (Poster)	
Employee Training	ASTOUND	ongoing	Slamming/Cramming	
Employee Training	ASTOUND	ongoing	SMS Text Notifications	
Employee Training	ASTOUND	ongoing	Social Engineering	
Employee Training	ASTOUND	ongoing	Social Engineering (2023)	
Employee Training	ASTOUND	ongoing	Social Engineering Red Flags	
Employee Training	ASTOUND	ongoing	Social Networks	
Employee Training	ASTOUND	ongoing	STAR Behavioral Interviewing (Video)	
Employee Training	ASTOUND	ongoing	Sugar Assessment	
Employee Training	ASTOUND	ongoing	Sugar -Monthly Release June 2022	
Employee Training	ASTOUND	ongoing	Supervising Others	
Employee Training	ASTOUND	ongoing	Swapping, Picking Up, and Shipping Equipment	
Employee Training	ASTOUND	ongoing	The Former enTouch Market	
Employee Training	ASTOUND	ongoing	Tidbits from Tori - Alavaria Launch	
Employee Training	ASTOUND	ongoing	Tidbits from Tori - End of Year Update	
Employee Training	ASTOUND	ongoing	Tidbits from Tori - Retention Priority	
Employee Training	ASTOUND	ongoing	Tidbits from Tori - Retention Strategy	
Employee Training	ASTOUND	ongoing	Tidbits from Tori Security Update	
Employee Training	ASTOUND	ongoing	Time Management or Productivity... What's the Difference?	
Employee Training	ASTOUND	ongoing	Time Management Tips for the Workplace	
Employee Training	ASTOUND	ongoing	Tips for Creating a Strong Password 4.24.23	
Employee Training	ASTOUND	ongoing	TiVo Stream 4K - Sales and Retail	
Employee Training	ASTOUND	ongoing	UKG Pro Navigation Overview	
Employee Training	ASTOUND	ongoing	UKG Pro Personal Section Overview	
Employee Training	ASTOUND	ongoing	UKG Pro Training for Employees	
Employee Training	ASTOUND	ongoing	Understanding dB & dBmV	
Employee Training	ASTOUND	ongoing	UTA- Wave Quick Guide on how to Punch In/Out on Mobile App	
Employee Training	ASTOUND	ongoing	Video Tier FAQ	
Employee Training	ASTOUND	ongoing	Video Tier Update	
Employee Training	ASTOUND	ongoing	Virtual Office Early Adopter Program Presentation	
Employee Training	ASTOUND	ongoing	Vishing Awareness	

Employee Training	ASTOUND	ongoing	Vishing Awareness Training	
Employee Training	ASTOUND	ongoing	WebBOM Training - Users	
Employee Training	ASTOUND	ongoing	Week In Review: July 7 - July 13	
Employee Training	ASTOUND	ongoing	Week In Review: June 16 - June 22	
Employee Training	ASTOUND	ongoing	Week In Review: June 23 - July 6	
Employee Training	ASTOUND	ongoing	Wellbeing and Resilience Workshop	
Employee Training	ASTOUND	ongoing	WFA Mobile	
Employee Training	ASTOUND	ongoing	What is Astound Business Solutions?	
Employee Training	ASTOUND	ongoing	What is Quiet Quitting?	
Employee Training	ASTOUND	ongoing	Wildfire Smoke, Air Quality Index, and Respirator Training	
Employee Training	ASTOUND	ongoing	Women's History Month Cultural Conversation with Jackie Heitman	
Employee Training	ASTOUND	ongoing	Women's History Month Cultural Conversation with Jackie Heitman (recording)	
Employee Training	ASTOUND	ongoing	Women's History Month Cultural Conversation with Lynn Seth	
Employee Training	ASTOUND	ongoing	Work Orders and Quota	
Employee Training	ASTOUND	ongoing	Work Safely Around Stinging Insects	
Employee Training	ASTOUND	ongoing	WOW Cross Training	
Employee Training	ASTOUND	ongoing	WOW Update and Review	
Employee Training	ASTOUND	ongoing	WOW Update and Review - SMB	
Employee Training	ASTOUND	ongoing	You Are the Shield	

FCC Annual Recruitment Source Evaluation - 76.1702(b)(4) - Wilkes-Barre, PA
 July 15, 2022 through July 14, 2023

JOBS TITLES OF
 POSITIONS FILLED WITH
 EXTERNAL HIRES

	Former Employee of Astound		Newspaper		Astound Careers Page		Astound Broadband Internal Posting		Job Fairs		Postcard Mailer		Payment Center		LinkedIn		Employee Referrals	
	A	P	A	P	A	P	A	P	A	P	A	P	A	P	A	P	A	P
	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#
COMM006480 Commercial Universal Adient	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
COMM006295 Commercial Universal Adient	0	0	0	0	14	1	10	4	0	0	0	0	0	0	0	0	0	19
CUST0006885 Customer Care Advocate	2	0	0	0	13	0	0	0	1	0	0	0	0	0	14	0	0	31
CUST0006886 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0006887 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0006888 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0006889 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0006890 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0006891 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0006892 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0006893 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0006894 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0006895 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007004 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007005 Customer Care Advocate	2	0	0	0	12	1	3	1	0	0	0	0	0	0	5	0	0	16
CUST0007045 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007046 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007047 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007048 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007049 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007080 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007081 Customer Care Advocate	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007082 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007083 Customer Care Advocate	3	0	0	0	12	1	2	0	0	0	0	0	0	0	2	0	0	15
CUST0007132 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007133 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007134 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007135 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007136 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007137 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUST0007138 Customer Care Advocate	2	0	0	0	17	1	6	0	0	0	0	0	0	0	13	0	0	18
CUST0007263 Customer Care Advocate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FINAN006580 Financial Analyst III	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SALES006121 Sales Operations Specialist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OUTB0007317 Outbound Telesales Rep	0	0	0	0	2	0	4	4	0	0	0	0	0	0	0	0	0	1
SALES006121 Sales Operations Specialist	0	0	0	0	0	0	4	4	0	0	0	0	0	0	0	0	0	1
SUPER007037 Supervisor, Business Support	0	0	0	0	0	0	5	5	0	0	0	0	0	0	0	0	0	2
	9	0	0	0	72	6	36	19	1	3	0	0	0	0	35	0	0	113


Wilkes-Barre, PA

FCC Annual Report

Source

Recruitment Evaluation - 76.1702(b)(4)
July 15, 2022 through July 14, 2023

Referral Type	# of Applicants	# of Interviewees	# of Hires
Former Employee of Astound	9	0	0
Newspaper	3	1	0
Astound Careers Page	72	6	3
Astound Broadband Internal Posting	36	19	1
Job Fairs	3	0	0
Postcard Mailer	1	0	0
Payment Center	1	0	0
LinkedIn	35	0	0
Employee Referrals	113	27	10
CareerBuilder.com/Recruit USA/Jobcase/Jobs2Careers	43	3	0
Indeed.com	1284	79	13
Word of Mouth	20	0	0
3rd Party	26	1	0
Bill Board	6	1	0
Social Media-Facebook/Twitter/Instagram/Craigslist	23	1	0
Open House	0	0	0
Prof Business Referral/Prof Job Boards	10	1	0
Appcast	583	48	10
College Website/College Recruiter/College Career Fair	2	0	0
State Job Board	17	2	1
Prof Diversity Network/Diversity Website	2	0	0
Monster.com/ZipRecruiter/JobGet/Talent.com/Lensa/Adzuna/Work in Texas	38	3	1
Glassdoor	5	0	0
TV Advertising/Channel 4	1	0	0
TOTAL	2333	192	39

Amend  Print



Reference Copy
OMB Control No.
3060-1033

EEO Form 396-C

File No.: CBL0010724

Filing Status: **Ready for Review**

11837

General Information

FCC Registration Number (FRN)
0019669563

Filing Year
2023

Employment Unit ID (EUID)
11837

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
PA

County of Employment Office
Luzerne

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

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

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

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
2023-09-29