Federal Communications Commission Washington, D.C. 20554	OMB 3060-1033 September 2003	FOR FCC USE ONLY
FCC 396-C		
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, INC

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

City	State	Zip Code
PRINCETON	NJ	08540-

FCC Registration Number:
0011577814

Emp. Unit ID # 11833

Application Purpose

- (•) New Program Report
- ( ) Amendment to Program Report

[x] Supplemental Investigation Sheet (SIS) Attached

C. County and State in which unit's employment office is located
NEW YORK, NY

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) 7/2/2016

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. [Exhibit 1]

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?	(●) Yes ( ) No
2.	Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business?	(●) Yes ( ) 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?	(●) Yes ( ) No
4.	Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?	(●) Yes ( ) 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?	(●) Yes ( ) 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?	(●) Yes ( ) 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?	(●) Yes ( ) 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?	(●) Yes ( ) 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?	(●) Yes ( ) No

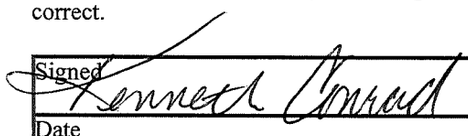
SECTION IV ADDITIONAL INFORMATION

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 9/29/2016	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	1	[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: 11833	MSO NAME: RCN TELECOM SERVICES, INC
	OPR NAME: RCN TELECOM SERVICES, LLC

Approved by OMB
3060-1033

Exhibits

Exhibit 3
Description: RCN TELECOM SVC 396 C NEW YORK REPORT

Attachment 3

Description
RCN Telecom Svc 396 C New York Market Report

Exhibit 6
Description: RCN TELECOM SVC NY TECH DESCRIPTION

Attachment 6

Description
RCN Telecom Svc New York Tech Description

Exhibit 15
Description: RCN TELECOM SVC NEW YORK SIS RESPONSE

Attachment 15

Description
RCN Telecom Svc New York SIS Part II Response

Exhibit 17
Description: RCN TELECOM SVC NEW YORK SIS RESPONSE

Attachment 17

Description
RCN Telecom Svc New York SIS II Response

Exhibit 20
Description: RCN TELECOM SVC NEW YORK SIS RESPONSE

Attachment 20

Description
RCN Telecom Services New York SIS II Response

Exhibit 22
Description: RCN TELECOM SVC NEW YORK 2015 396 C FILING

Attachment 22

Description
RCN Telecom Svc New York 2015 396 C Filing

FCC/EEO Program Annual Record
LOCATION- New York
Full Time Vacancies - 76.172(b)(1)
July 15, 2015 through July 14, 2016

FCC Unit ID #	Description	Job Title	Vacancies
11833	RCN Telecom SVC, NY LP	Collelge/Student Intern	1
11833	RCN Telecom SVC, NY LP	Marketing Manager	1
11833	RCN Telecom SVC, NY LP	Customer Satisfaction Tech 1	1
11833	RCN Telecom SVC, NY LP	Facilities Manager	1
11833	RCN Telecom SVC, NY LP	C1-Small Business Accounts	1
11833	RCN Telecom SVC, NY LP	Direct Sales Rep	1
11833	RCN Telecom SVC, NY LP	Director of HR	1
11833	RCN Telecom SVC, NY LP	Direct Sales Rep	1
11833	RCN Telecom SVC, NY LP	Direct Sales Rep	1
11833	RCN Telecom SVC, NY LP	Customer Account Manager	1
11833	RCN Telecom SVC, NY LP	Enterprise Sales Rep	1
11833	RCN Telecom SVC, NY LP	Enterprise Sales Rep	1
11833	RCN Telecom SVC, NY LP	Director of Commercial Sales Ops	1
11833	RCN Telecom SVC, NY LP	Warehouse Person	1
11833	RCN Telecom SVC, NY LP	Customer Satisfaction Tech 1	1
11833	RCN Telecom SVC, NY LP	System Maitenance Tech 3	1
11833	RCN Telecom SVC, NY LP	System Maitenance Tech 3	1
11833	RCN Telecom SVC, NY LP	Warehouse Person	1
		Total	**18**

FCC Annual Report

Location- New York

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

July 15, 2015 - July 14, 2016

Name of Source	Address	City	State	Zip	Phone	email	Contact Name
RCN Website - Career Page	650 College Road E.	Princeton	NJ	8540	718 552-4247	shani.loren@rcn.net	Shani Loren
RCN Employee Referral Program	22-15 43rd Avenue	LIC	NY	11101	718 552-4247	shani.loren@rcn.net	Shani Loren
RCN Internal Job Posting	196 Van Buren St	Herndon	VA	20170	718 552-4247	shani.loren@rcn.net	Shani Loren
Monster.com	622 Third Ave, 37th Floor	New York	NY	10017	646-203-4706	matthew.rosen@monster.com	Matthew Rosen
Competitive Telecoms Group	PO Box 518	Lincolndale	NY	10540	914 248-5991	jerry@competitivetelecoms.com	Jerry DeMartino
Techlink Systems	51 East 42nd Street, Suite 1600	NY	NY	10017	646 285-0406	jdidonato!@teclinksystems.com	Brianna Minard
TriLan Inc	5041 New Centre Drive Suite 107	Wilmington	NC	28403	910 794-7900 x110	aamodio@trilan.net	Amanda Amodio/Bob Brady
Triumph Marketing	2105 Manorview Circle	Germantown	MD	20876	352 234-3302	racheal_hannah@triumpoutsourcing.com	Racheal Hannah
Career Builder	10080 Lasalle Street	Chigaco	IL	60611			
RCN Manhattan Payment Center	593 3rd Avenue	New York	NY	10016	718 552-4247	shani.loren@rcn.net	Shani Loren
RCN Queens Payment Center	33-16 Woodside Avenue	LIC	NY	11101	718 552-4247	shani.loren@rcn.net	Shani Loren
NAACP Professioanl & Technology Diversity Career Fair	234 West 42nd Street	New York	NY	10036	718 552-4247	shani.loren@rcn.net	Shani Loren
Performance Match Recruiting, LLC	343 Christopher Drive	Princeton	NJ	08540	609 580-1630	Karin.Siciliano@performancematchrecruiting.com	Karin Siciliano
Labor Ready	2304 Jackson Avenue	LIC	NY	11101	718.392.6663	KRosario@laborready.com	Katty Rosario
New York City College of Technology	300 Jay Street	Brooklyn	NY	11201	718-260-5050	pdc@citytech.cuny.edu	Trang Le-Chan
TCI College of Technology	320 Weswt 31st Street	New York	NY	10001	212-594-4000 ext. 4416	lsita@tcucollege.edu	Lisa Sita
Berk Trade School	33-09 Queens Blvd.	LIC	NY	11101	718-729-0909	jobplacement@berktradeschool.com	Gary Lisman
Linkedin							

RCN Corporation - New York
FCC General Recruitment Report - 76.1702(b)(3)
July 15, 2015 through July 14, 2016

Outreach Efforts	Sponsor	Date	Description
Community Outreach	RCN	on-going	Run an advertisement on RCN channel 8 on New York System. General advisement to draw candiate interest to rcn.com career page to apply to open positions that NY may be recruiting for.
Community Outreach	RCN	on-going	Posting open position flyer at all RCN customer lobby locations, sitting areas, cashier locations, etc. Posting list current month open positions with instrruction for candidate to apply on www.rcn.com
Employee Training	RCN	on-going	Respect in the Workplace Training - New Hire Program
Employee Training	RCN	on-going	Code of Business Conduct Training - New Hire Program
Employee Training	ManageAssist, Inc.	July 2015 - April 2016	New York State grant funded training program. Courses: Building Championship Teams, Applying Basic Leadership Skills,Value Based Customer Service, Advanced Problem Solving, Frontline Supervisory & Lead Personnel Skills, Customer Service for Field Service Workers
Employee Training	RCN	8/19/15 , 8/20/15	Employee Engagement & Motivation Training - Leadership and management employees annual program
Employee Training	RCN	11/12/15, 7/14/16	Leadership Challenge - Leadership and management employees program
Employee Training	RCN	5/12/2016	TiVo Ambassador Program - Leadership technical employees program
Employee Training	RCN	2/17/2016	Overcoming Objectives Training - Sales employees program
Employee Training	RCN	2/17/2016	Sales Refresher Training - Sales employees program
Employee Training	RCN	6/15/2016	Hulu Video Training - Sales employees program
Employee Training	RCN	12/16/15, 12/17/15	Leading Through Transitions Training - Leadership and management employees program
Employee Training	RCN	8/5/2015	Conducting Effective Meetings
Employee Training	RCN	9/28/15,9/30/15,10/1/15,10/13/15	Innovation & Creativity Training - All employees program
Linkedin.com	RCN	on-going	Posting current open positions with instrruction for candidate to apply on www.rcn.com
NCTI Technical Employee Training	RCN	on-going	Established rewards programs to encourage current employees to increase current skills set by taking NCTI training classes
SCTE Technical Employee Training	RCN	on-going	Established rewards programs to encourage current employees to increase current skills set by taking SCTE training classes

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

FCC Applicant Source Report - 76.1702(b)(4)
July 15, 2015 through July 14, 2016

Job Titles of Positions Filled with External Hires	Staffing Agencies			RCN Employee Referral Program			RCN Internal Job Posting			Indeed.com			Word of Mouth			Radio Advertising			Job Fair			CareerBuilder .com			Monster.com			RCN.com			Job Board			Billboard		
	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires
Collelge/Student Intern	1	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	0	0	0	0	0	0	0	0
Marketing Manager	0	0	0	1	1	1	0	0	0	10	5	0	2	1	0	0	0	0	0	0	0	0	0	0	9	2	0	3	0	0	1	1	0	0	0	0
Customer Satisfaction Tech 1	0	0	0	2	1	0	2	1	0	5	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	1	1	0	0	0	0	0	0
Facilities Manager	1	0	0	1	0	0	1	1	0	12	1	1	1	0	0	0	0	0	0	0	0	5	1	0	20	0	0	12	1	0	3	0	0	0	0	0
C1-Small Business Accounts	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	6	4	1	1	0	0	0	0	0
Direct Sales Rep	0	0	0	3	0	0	0	0	0	3	0	0	5	0	0	0	0	0	0	0	0	2	0	0	1	0	0	13	2	1	0	0	0	0	0	0
Director of HR	6	6	1	0	0	0	0	0	0	38	1	0	2	0	0	0	0	0	0	0	0	1	0	0	25	4	0	12	1	0	6	0	0	1	0	0
Direct Sales Rep	1	0	0	0	0	0	2	0	0	4	0	0	4	0	0	1	0	0	1	0	0	1	0	0	0	0	0	17	1	1	0	0	0	0	0	0
Direct Sales Rep	0	0	0	2	1	1	0	0	0	5	3	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	8	6	0	1	0	0	0	0	0
Customer Account Manager	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Enterprise Sales Rep	1	1	1	0	0	0	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0
Enterprise Sales Rep	5	1	1	4	1	0	1	0	0	3	0	0	2	1	0	0	0	0	0	0	0	0	0	0	2	0	0	20	0	0	1	0	1	0	0	0
Director of Commercial Sales Ops	1	0	0	0	0	0	1	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	4	2	1	3	0	0	0	0	0
Warehouse Person	1	0	0	4	1	1	2	0	0	51	6	0	5	1	0	0	0	0	1	1	0	5	0	0	10	0	0	19	0	0	1	0	0	0	0	0
Customer Satisfaction Tech 1	0	0	0	2	1	1	0	0	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	9	0	0	1	0	0	0	0	0
System Maitenance Tech 3	0	0	0	1	1	0	0	0	0	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	0	0	9	2	1	0	0	0	0	0	0
System Maitenance Tech 3	0	0	0	3	0	0	0	0	0	6	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	1	0	0	0	0	0	0	0
Warehouse Person	1	0	0	3	0	0	2	2	0	55	12	1	4	2	0	0	0	0	1	1	0	1	0	0	10	3	0	22	5	0	1	0	0	0	0	0
Totals	18	9	4	26	7	4	12	4	0	216	29	2	31	7	0	1	0	0	3	2	0	15	1	0	87	9	0	169	26	6	19	1	1	1	0	0

TV			Newspaper			College Web site			Dept of Labor			Former RCN Employees			Window Banners		
# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	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	1	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	0	0	0	0	0	1	1	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0
0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0
2	0	0	2	0	0	1	0	0	2	1	0	4	2	1	0	0	0

FCC Annual Report
Location - New York
Source Recruitment Evaluation - 76.1702(b)(4)
July 15, 2015 through July 14, 2016

Referral Type	# of Applicants	# of Interviewees	# of Hires
Staffing Agencies	18	9	4
RCN Employee Referral	26	7	4
RCN Internal Job Posting	12	4	0
Indeed.com	216	29	2
Word of Mouth	31	7	0
Radio Advertising	1	0	0
Job Fair	3	2	0
Career Builder.com	15	1	0
Monster.com	87	9	0
RCN.com	169	26	6
Job Board	19	1	1
Bill Board	1	0	0
TV Advertising	2	0	0
Newspaper Advertising	2	0	0
College Website	1	0	0
Dept of Labor	2	1	0
Former Employee	4	2	1
Window Banners	0	0	0
TOTAL	**609**	**98**	**18**

Job Description

HRMS Title: Customer Satisfaction Technician Level 1 (JC#11086)	Salary Grade: 24A
Org Market:	Reports To (Position Title):

General Summary: A CST 1 is primarily responsible for the installation of all RCN's services and from the customer equipment to the first active device in the system in addition to the completion of the necessary paperwork.

Essential Duties and Responsibilities:

1. Install, service, disconnect, change or reconnect telephony, cable modem equipment, and CATV lines serving customer residences.
2. Ensure all work is completed in accordance with all applicable company procedures and in compliance with all municipal, state and federal laws and guidelines.
3. Provide customer assistance, education and information on services, customer equipment and products.
4. Promote marketing and sales efforts during each customer and potential customer contact
5. Take appropriate action to expedite workflow to consistently meet customer appointments and company commitments.
6. Report any unauthorized use of company provided service/equipment or any theft or suspected theft of service/ equipment to the appropriate person.
7. Maintain regular communication throughout shift with the dispatch office and appropriate supervisors following established policies and procedures.
8. Maintain and operate vehicle in accordance with company policy and procedures.
9. Perform all work in a safe manner according to all company independent agencies, municipal, state and federal safe work rules and regulations.
10. Issue, receive, maintain and be accountable for an approved level of inventory stock and equipment.
11. Follow all polices and procedures for the care and securing of company property vehicles and equipment.
12. Perform other duties as assigned by the department manager/supervisor.

Minimum Qualifications:

- **Education:** High School Diploma or General Education Degree (GED)
- **Certification:** One year certificate from college or technical school, preferred or

Relevant Work Experience: Three to six months related experience and/or training, preferred or Equivalent combination of education and experience.

- **Supervise Staff?** ☐ **YES** ☒ **NO**

Knowledge, Skills and Abilities

Basic Computer Skills Required? ☒ **YES** ☐ **NO**

Specific Computer Skills

Software
-
-
-

Hardware
-
-
-

Databases
-
-
-

Operating Systems
-
-
-

Other Job Specific Skills

- Valid driver's license.
- Use signal-measuring equipment, volt ohmmeter, and other appropriate equipment for installation, service, upgrade, disconnect and change of service.
- Employee must maintain a weight that is in compliance with manufacturer's specifications for use of ladders, bucket trucks, and similar devices.
- Must be able to work a shift that meets operational and customer needs.
- Maintain punctual and reliable work habits and job attendance.
- Ability to lift 80 lbs. and handle a ladder on a continual basis throughout the day.
- Ability to work with hand tools and operate machinery as needed.
- Maintain a good driving record, safe habits and valid Driver's License
- Successful completion of the Soft Skills and RCN Technical training courses for CST 1.
- Maintain the standard level of productivity expected for a CST 1.
- Remain calm and courteous when interacting with the public, customers, prospective customers, clients and co-workers.
- Ability to work at specified heights and crawl spaces.
- Is neat with self, work and all company issued items (i.e. uniforms, tools, and equipment).
- Must be able to work outdoors during adverse conditions.
- Must be able to distinguish colors.
- Complete necessary paperwork and reports.

Physical Requirements

Please see attached sheet entitled "Physical/Mental Abilities and Working Conditions."

The physical requirements described on the above mentioned template are representative of those, which must be met by an employee to successfully perform the primary functions of this job. Reasonable accommodations may be made to enable individuals with disabilities, who are otherwise qualified, to perform the primary functions.

Disclaimer

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Preparer's Signature: _____ **Date:** _____

Local HR Representative: _____ **Date:** _____

I have read and fully understand the responsibilities of this position.

Employee Signature: _____ **Date:** _____

Physical/Mental Abilities and Working Conditions

Check the box preceding each functional requirement and each environmental factor that are necessary in performing the essential functions of the job title listed above:

Functional Requirements:

- ☒ Lifting (0-15 lbs) (16–44 lbs) (45+lbs)
- ☒ Carrying (0-15 lbs) (16–44 lbs) (45+ lbs)
- ☒ Pulling (_____ hours)
- ☒ Pushing (_____ hours)
- ☒ Walking (_____ hours)
- ☒ Standing (_____ hours)
- ☐ Crawling (_____ hours)
- ☐ Kneeling (_____ hours)
- ☒ Repeated Bending (_____ hours)
- ☐ Climbing (_____ hours)
- ☐ Traveling (_____ hours)
- ☐ Reaching above shoulders.
- ☒ Both hands required.
- ☒ Both legs required.
- ☐ Use of fingers.
- ☐ Near vision.
- ☐ Far vision.
- ☐ Specific visual requirement (specify)
- ☒ Ability to distinguish colors.
- ☐ Ability to distinguish shades of color.
- ☒ Hearing (aid permitted)
- ☐ Hearing without aid.
- ☐ Specific hearing requirement (specify)
- ☐ Ability to sit for long periods of time.
- ☐ Ability to make notes/write.

Mental Abilities

- ☒ Ability to concentrate for long periods of time.
- ☒ Ability to communicate concisely and understandably.
- ☒ Ability to shift priorities readily.
- ☒ Ability to ask questions to gather information.
- ☒ Ability to access circumstances/info and make sound decisions.
- ☒ Ability to receive negative or emotion-laden feedback without reacting negatively or emotion.
- ☒ Ability to access procedures and follow them.
- ☒ Ability to work with minimal supervision and maintain a high degree of productivity.
- ☒ Emotional and mental stability.

Environmental Conditions:

- ☒ Works: (outside) (outside & inside)
- ☒ Exposed to: (excessive heat) (excessive cold)
- ☒ Excessive: (humidity) (dampness) (chilling)
- ☐ Excessive noise.
- ☐ Constant noise.
- ☒ Dust
- ☐ Radioactive materials
- ☐ Infectious patient elements or specimens
- ☐ Hazardous materials
- ☐ Odorous chemicals
- ☐ Steam
- ☐ Fumes, smoke or gas
- ☐ Solvents
- ☐ Grease and oils
- ☐ Radiant energy
- ☐ Electric energy
- ☐ Slippery or uneven walking surfaces
- ☐ Working around machinery with moving parts
- ☐ Working around moving objects or vehicles
- ☒ Working on ladders or scaffolding
- ☐ Working with hands in water
- ☐ Vibration
- ☒ Working closely with others
- ☒ Working alone
- ☐ Irregular hours/rotating shifts
- ☐ Working weekends
- ☐ Subject to unusual fatigue (explain)

Comments:

Physical Requirements: Balancing, Driving, Feeling, Stooping, Wrist Movements

Environmental Conditions: Confined Spaces, High Places, Low Light, Customer Contact

Mental Demands: Appearance and Hygiene Demands, Mathematics, Problem Solving, Reading, Required Sequences in Work, Self-Motivated

FCC FORM 396-C – SUPPLEMENTAL INVESTIGATION SHEET – New York

Part I – Employee Job description – Technical Role – Customer Satisfaction Technician 1 – See attached Job description

Part II – Inquiries concerning EEO Program and Practices:

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

  At RCN we use a diverse pool of resources to attract and retain talent to become a part of our organization. We believe that our current team members are our best form of promoting employment opportunities at RCN and rely on employee referrals as well as word of mouth. In addition, we advertise on all the major job boards such as Monster.com, Careerbuilder.com, Indeed.com. We recently began using Linkedin as well. We post all positions on our internal career page as well as our corporate website career page for external outreach.

  Throughout the year we have attended job fairs, developed relationships with college and technical school placement departments and worked with the Department of Labor to post opportunities within their job board. We've used Newspaper advertising, TV Ads, Radio Ads and even went as far as advertising opportunities on Bill Boards in heavily trafficked and diverse areas.

- Describe the employment unit's effort 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:

  While most of the purchasing is done on a global level, the NY market takes every step to ensure that local vendor selection process is based upon fair and unbiased intentions. We exercise non-discriminatory practices and select solely upon specific business objectives which includes: pricing that aligns with our budget requirements, ability to meet business objectives and within designated timelines

- Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices:

  Every year, the manager meets with their staff to review their current job description and determine the accuracy of it or whether the role evolved requiring an update. Through analysis of the needs of business and existing practices, we are careful to determine the difference between an increase in responsibility and the evolution of the function. Because of changing technologies within our industry, it is common that our tech staff may require additional training and certification each year.

If these changes are applicable, the job description is updated, and the training for each person in technical roles are initiated, either internally or using an external source. Our team members are always skilled and able to meet their job requirements.

We review our grading system and comp levels periodically to ensure that our compensation plans are competitive.

Federal Communications Commission Washington, D.C. 20554	OMB 3060-1033 September 2003	FOR FCC USE ONLY
FCC 396-C		
Multi-Channel Video Program Distributor EEO Program Annual Report Read INSTRUCTIONS Before Filling Out Form		FOR COMMISSION USE ONLY FILE NO. - 20150930AFP

SECTION I IDENTIFYING INFORMATION

A. Name of Operator:
RCN TELECOM SERVICES, LLC

MSO Name:
RCN TELECOM SERVICES, INC

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

City	State	Zip Code
PRINCETON	NJ	08540-

FCC Registration Number:
0011577814

Emp. Unit ID # 11833

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
NEW YORK, NY

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) 07/15/14 - 07/14/15

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 [Exhibit 1] 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?	(●) Yes ( ) No
2.	Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business?	(●) Yes ( ) 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?	(●) Yes ( ) No
4.	Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?	(●) Yes ( ) 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?	(●) Yes ( ) 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?	(●) Yes ( ) 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?	(●) Yes ( ) 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?	(●) Yes ( ) 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?	(●) Yes ( ) No

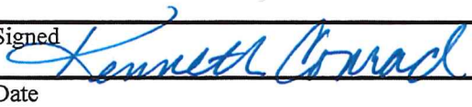
SECTION IV ADDITIONAL INFORMATION

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 9/30/2015	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).

Exhibits

Exhibit 3
Description: UNIT 11833 RCN NY MARKET ANNUAL REPORT

Attachment 3

Description
Unit 11833 RCN NY Market Annual Report

FCC Applicant Source Report - 76.1702(b)(4)
NY Market July 15, 2014 through July 14, 2015

Job Titles of Positions Filled with External Hires		RCN Employee Referral Program			RCN Internal Job Posting			CareerBuilder .com			Monster.com			RCN.com			Job Fairs			Prof Referral			Former RCN Employees			Indeed.com			Pro
		# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants
Sales Supervisor	14-0230	3	0	0	1	0	0				4	1	1	7	0	0										2	1	0	
SR DIR Sales & Marketing	14-0231	1	0	0	2	0	0							7	0	0										6	0	0	2
Enterprise Sales Representative	14-0269	4	2	0	2	0	0				1	0	0	9	0	0							1	0	0	3	0	0	
Dispatcher	14-0282				0	0	0				6	1	1	11	0	0										24	0	0	
Facilities Maintenance Technician	14-0291	2	1	0	1	0	0	11	2	1	13	4	0	16	2	0										19	4	0	
Warehouse Person	14-0306	7	1	0	4	0	0	16	0	0				49	1	0	1	0	0				1	0	0	85	1	0	
Channel Manager Agent Program	14-0317				0	0	0				3	0	0	4	0	0										3	0	0	
Paralegal	14-0361	1	1	1	2	0	0	4	0	0	9	3	0	15	0	0										39	5	0	1
System Maintenance Technician 3	14-0362	3	2	1	1	0	0	1	0	0	5	2	0	5	1	0	1	0	0							10	1	0	
Financial Analyst 2	15-0014	1	1	1	0	0	0	1	0	0	19	0	0	8	1	0										37	2	0	
C1 Small Business Accounts	15-0015				2	0	0							3	0	0							1	0	0	4	1	1	1
Customer Sat Tech 1	15-0054	3	0	0	0	0	0	1	0	0	5	1	0	7	4	1	1	0	0							6	0	0	
Enterprise Sales Representative	15-0055	3	1	0	1	0	0				2	0	0	5	0	0										2	0	0	
Warehouse Person	15-0115	4	1	1	2	0	0	5	0	0	10	0	0	19	0	0	1	1	0				1	0	0	51	6	0	1
Service Delivery Support Specialist	15-0139	5	2	1	0	0	0							11	1	0	1	0	0	1	0	0				3	0	0	1
Direct Sales Representative	14-0178	5	1	0	0	0	0				2	0	0	20	3	1				1	0	0				3	0	0	
Direct Sales Representative	[redacted]	5	1	0	0	0	0				2	0	0	20	3	1				1	0	0				3	0	0	
Direct Sales Representative	14-0179	3	0	0	0	0	0	3	1	0	2	2	0	11	2	1	1	0	0				1	0	0	1	0	0	
Systems Maintenance Technician - Internal Promotion	14-0363	3	0	0	1	1	1				4	0	0	1	0	0	1	0	0							2	0	0	
Customer Sat Tech 1 - Internal Promotion	15-0040	7	0	0	3	1	1	1	0	0	5	0	0	14	0	0							1	0	0	8	0	0	
Systems Maintenance Technician - Internal Promotion	15-0108	2	0	0	3	3	1	4	0	0	3	0	0	8	0	0							1	0	0	2	0	0	

Job Board		Word of Mouth			Agencies			College Board			College Technoloy			BillBoard			Payment Center			Dice.com			Vet Job Board			Unemployment Board			TV AD			Newspaper AD		
# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires	# of Applicants	# of Interviews	# of Hires
					3	3	0	1	0	0																							
0	0				4	4	1																										
		3	0	0	3	3	1							1	0	0																	
		1	0	0																													
		1	1	0	1	0	0				32	9	0	1	0	0																	
		2	0	0	2	0	0										1	1	1	1	0	0	1	0	0								
		1	0	0	1	1	1																										
0	0				2	0	0																			3	0	0						
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		1	0	0				6	0	0																							
0	0	2	0	0	4	4	0																										
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		2	0	0	4	4	1																						1	0	0		
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0	0	2	0	0										1	0	0																	
		3	0	0	2	2	0																						1	0	0		
		3	0	0	2	2	0																						1	0	0		
		1	0	0	3	3	0																										
		1	0	0	1	0	0																1	0	0				1	0	0		
		9	0	0	1	0	0																1	0	0								
		1	0	0																													

FCC/EEO Program Annual Record
NY Market
Full Time Vacancies - 76.172(b)(1)
July 15, 2014 through July 14, 2015

FCC Unit ID #	Description	Job Title	Vacancies
11833	RCN Telecom Svc,NY LP	Sales Supervisor	1
11833	RCN Telecom Svc,NY LP	SR DIR Sales & Marketing	1
11833	RCN Telecom Svc,NY LP	Enterprise Sales Representative	1
11833	RCN Telecom Svc,NY LP	Dispatcher	1
11833	RCN Telecom Svc,NY LP	Facilities Maintenance Technician	1
11833	RCN Telecom Svc,NY LP	Warehouse Person	1
11833	RCN Telecom Svc,NY LP	Channel Manager Agent Program	1
11833	RCN Telecom Svc,NY LP	Paralegal	1
11833	RCN Telecom Svc,NY LP	System Maintenance Technician 3	1
11833	RCN Telecom Svc,NY LP	Systems Maintenance Technician	1
11833	RCN Telecom Svc,NY LP	Financial Analyst 2	1
11833	RCN Telecom Svc,NY LP	C1 Small Business Accounts	1
11833	RCN Telecom Svc,NY LP	Customer Sat Tech 1	1
11833	RCN Telecom Svc,NY LP	Customer Sat Tech 1	1
11833	RCN Telecom Svc,NY LP	Enterprise Sales Representative	1
11833	RCN Telecom Svc,NY LP	Systems Maintenance Technician	1
11833	RCN Telecom Svc,NY LP	Warehouse Person	1
11833	RCN Telecom Svc,NY LP	Service Delivery Support Specialist	1
11833	RCN Telecom Svc,NY LP	Direct Sales Representative	1
11833	RCN Telecom Svc,NY LP	Direct Sales Representative	1
11833	RCN Telecom Svc,NY LP	Direct Sales Representative	1
TOTAL			**21**

FCC Annual Report

NY Market

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

July 15, 2014 - July 14, 2015

Name of Source	Address	City	State	Zip	Phone	email	Contact Name
RCN Website - Career Page	196 Van Buren St	Herndon	VA	20170	718 552-4247	joe.gonzalez@rcn.net	Joe Gonzalez
RCN Employee Referral Program	22-15 43rd Avenue	LIC	NY	11101	718 552-4247	joe.gonzalez@rcn.net	Joe Gonzalez
RCN Internal Job Posting	196 Van Buren St	Herndon	VA	20170	718 552-4247	joe.gonzalez@rcn.net	Joe Gonzalez
Monster Worldwide.com	622 Third Avenue, 37th Floor	New York	NY	10017	212-548-8345	stacey.shub@monster.com	Stacey Shub
Competitive Telecoms Group	PO Box 518	Lincolndale	NY	10540	914 248-5991	jerry@competitivetelecoms.com	Jerry DeMartino
Techlink Systems	51 East 42nd Street, Suite 1600	NY	NY	10017	646 285-0406	jdidonato!@teclinksystems.com	Jennifer DiDonato
TriLan Inc	5041 New Centre Drive Suite 107	Wilmington	NC	28403	910 794-7900 x11(	brianna@trilan.net	Brianna Minard
Triumph Marketing	2105 Manorview Circle	Germantown	MD	20876	352 234-3302	racheal_hannah@triumpoutsourcing.com	Racheal Hannah
Cas/Comsearch	950 Third Avenue	NY	NY	10022	212 593-0861	comsearch@aol.com	Gail Koch
Career Builder.com	10080 Lasalle Street	Chigaco	IL	60611		Careerbuilder.com	Online Posting
RCN Manhattan Payment Center	737 3rd Avenue	New York	NY		718 552-4247	joe.gonzalez@rcn.net	Joe Gonzalez
RCN Queens Payment Center	33-16 Woodside Avenue	LIC	NY	11101	718 552-4247	joe.gonzalez@rcn.net	Joe Gonzalez
Performance Match Recruiting, LLC	343 Christopher Drive	Princeton	NJ	08540	609 580-1630	Karin.Siciliano@performancematchrecruiting.com	Karin Siciliano
TCI	320 West 31st Street	New York	NY	10001	212-594-4000	vgomory@tcicollege.edu	Vincent Gomory
CUNY LaGuardia Community College	31-10 Thompson Avenue	LIC	NY	11101	718-482-7100	carreer@lagcc.cuny.edu	Sharon Long
Apex Technical School	24-02 Queens Plaza South	LIC	NY	11101	212-645-3300	Unknown	Unknown
National Federation of Paralegal Association	23607 Hway 99	Edmonds	VA	98026	425-967-0045	dana@paralegals.org	Dana Murphy-Love
Society of Cable Telecommunication Engineers	140 Phillips Road	Exton	PA	194341	610-363-6888	clientserv@yourmembership.com	Unknown

New York Market

RCN Corporation

General Recruitment Report - 76.1702(b)(3)
July 15, 2014 through July 14, 2015

FCC

Outreach Efforts	Sponsor	Date	Description
Employee Training	RCN	on-going	Labor Relation Training - All mgmt employees annual program
Community Outreach	RCN	on-going	Run an advertisement on RCN channel 8 on New York System. General advisement to draw candiate interest to rcn.com career page to apply to open positions that NY may be recruiting for.
Community Outreach	RCN	on-going	Posting open position flyer at all RCN customer lobby locations, sitting areas, cashier locations, etc. Posting list current month open positions with instrruction for candidate to apply on www.rcn.com
Employee Training	RCN	on-going	Respect in the Workplace Training - All New Hire employees
Employee Training	RCN	on-going	Code of Business Conduct Training - All New Hires employees
NCTI Technical Employee Training	RCN	on-going	Established rewards programs to encourage current employees to increase current skills set by taking NCTI training classes to help with Promotions

SCTE Technical Employee Training	RCN	on-going	Established rewards programs to encourage current employees to increase current skills set by taking SCTE training classes to help with Promotions
Linkedin.com	RCN	on-going	Posting current open positions with instrruction for candidate to apply on www.rcn.com
NYS Department of Labor	RCN	on-going	Local veterans employment
Community Outreach	TCI College of Technology	Oct-14	Reached out to Local Technology Training College to notify of job opennings

FCC Annual Report
NY Market
Source Recruitment Evaluation - 76.1702(b)(4)
July 15, 2014 through July 14, 2015

Referral Type	# of Applicants	# of Interviewees	# of Hires
RCN .com	250	18	4
RCN Internal Job Postings	25	5	3
Monster.com	95	14	2
Career Builder.com	47	3	1
Indeed.com	313	21	1
Dice.com	1	0	0
Job Fairs	7	1	0
Professional Referrals	3	0	0
RCN Employee Referral Program	62	14	5
Former RCN Employees	7	0	0
Professional Job Board	6	0	0
Word of Mouth	40	2	0
Agencies (Triumph, Trilan/Perf Match)	33	26	4
College Boards	8	0	0
College of Technology	32	9	0
RCN Billboards	3	0	0
Payment Center Walk-ins	1	1	1
Veterans Job Board	4	0	0
NY State UC Board	3	0	0
RCN TV Ad	5	0	0
RCN Newspaper Ad	2	0	0
TOTAL	**947**	**114**	**21**