

FCC/EEO Program Annual Record

Boston

Full

**Time Vacancies - 76.172(b)(1)
July 15, 2022 through July 14, 2023**

FCC Unit ID #	Description	Job Title	Vacancies
Total			
11831	Boston	Broadband Dispatcher I	1
11831	Boston	Broadband Dispatcher I	1
11831	Boston	Marketing and Sales Coordinator	1
11831	Boston	Enterprise Account Executive	1
11831	Boston	Implementation Project Manager I	1
11831	Boston	Enterprise Account Executive	1
11831	Boston	Enterprise Account Executive	1
11831	Boston	Business Account Executive	1
11831	Boston	Front Counter Representative	1
11831	Boston	Direct Sales Representative Multi Family	1
11831	Boston	Direct Sales Representative	1
11831	Boston	Employee Resource Group Manager	1
11831	Boston	Direct Sales Representative	1
			13

FCC Annual Report

Employment Unit ID 11831 Boston

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/RCN Employee Referral Program	650 College Road East	Princeton	NJ	08540	425-217-4200	Tracy.Brutcher@astound.com	Tracy Brutcher
RCN Former Employees - Rehires	2124 Avenue C	Bethlehem	PA	18017	610.360.4166	elizabeth.kindall@astound.com	Liz Kindall
Facebook/Twitter/Instagram	2124 Avenue C	Bethlehem	PA	18017	610.360.4166	elizabeth.kindall@astound.com	Liz Kindall
CIRCA: Various Diversity Web Postings	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	joelirizarry@mitratech.com	Joe Irizarry
AfricanAmericanHires.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	joelirizarry@mitratech.com	Joe Irizarry
AILGBTJobs.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	joelirizarry@mitratech.com	Joe Irizarry
AsianHires.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	joelirizarry@mitratech.com	Joe Irizarry
VeteranJobs.net (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	joelirizarry@mitratech.com	Joe Irizarry
DisabilityJobs.net (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	joelirizarry@mitratech.com	Joe Irizarry
LatinoJobs.org (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	joelirizarry@mitratech.com	Joe Irizarry
OverFiftyJobs.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	joelirizarry@mitratech.com	Joe Irizarry
NativeJobs.org (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	joelirizarry@mitratech.com	Joe Irizarry
WeHireWomen.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	joelirizarry@mitratech.com	Joe Irizarry
DiversityJobs.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	joelirizarry@mitratech.com	Joe Irizarry
WorkSource WA (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI	53202	800.984.3775	joelirizarry@mitratech.com	Joe Irizarry
Indeed.com	7501 N. Capital of Texas Hwy	Austin	TX	78731	800.462.5842	lrappaport@indeed.com	Joe Irizarry
Astound Career Board	2124 Avenue C	Bethlehem	PA	18017	610.360.4166	elizabeth.kindall@astound.com	Louis Rappaport
ZipRecruiter (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	mnugent@buyerads.com	Liz Kindall
Indeed (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	mnugent@buyerads.com	Matthew Nugent
Appcast (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	mnugent@buyerads.com	Matthew Nugent
Monster (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	mnugent@buyerads.com	Matthew Nugent
Neuvoo (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	mnugent@buyerads.com	Matthew Nugent
Adzuna (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	mnugent@buyerads.com	Matthew Nugent
Jobs2Careers (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	mnugent@buyerads.com	Matthew Nugent
Jobcase (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	mnugent@buyerads.com	Matthew Nugent
TV Commercials	650 College Road East Suite 3100	Princeton	NJ	8540	609.452.2543	vanessa.perry@astound.com	Vanessa Perry

FCC Annual Report
Employment Unit ID 11831 Boston
FCC General Recruitment Report - 76.1702(b)(3)
July 15, 2022 through July 14, 2023

Outreach Efforts	Sponsor	Date	Description
Career and Technical Education Internship	Peabody Veterans Memorial High School	4/11/2023 - 5/12/2023	Internship Program
Boston Job Fair	Best Hire	5/3/2023	Job Fair
Multi-Industry Virtual Job Fair	JVS MassHire	6/28/2023	Job Fair
Employee Referral Program	Astound Broadband	Ongoing	Astound Employee Referral Program to incent employees to help identify candidates and support diversity in hiring SCTE Training to covers the knowledge needed to install and troubleshoot triple play services (voice, video, and data) for residential cable telecommunications customers. It includes customer service, troubleshooting, test equipment, measurements and service restoration related to industry-wide standards and practices, as well as instruction in the latest technologies, such as MoCA, IPv6, and digital home technology.
Technical Training	Astound Broadband	Ongoing	SCTE Training to certify proficiency in the subject matter related to the RF distribution of signals. All aspects of the network from the optical node to the distribution tap are included in the certification curriculum.
Technical Training	Astound Broadband	Ongoing	from the optical node to the distribution tap are included in the certification curriculum.
Astound Diversity, Equity and Inclusion Internship Program	Astound Broadband	Summer 2023	
Employee Referral Program	Astound Broadband	Ongoing	National internship program focusing on positions across a wide range of departments within the telecommunications industry RCN Employee Referral Program to incent employees to help identify candidates and support diversity in hiring SCTE Training to covers the knowledge needed to install and troubleshoot triple play services (voice, video, and data) for residential cable telecommunications customers. It includes customer service, troubleshooting, test equipment, measurements and service restoration related to industry-wide standards and practices, as well as instruction in the latest technologies, such as MoCA, IPv6, and digital home technology.
Technical Training	Astound Broadband	Ongoing	SCTE Training to certify proficiency in the subject matter related to the RF distribution of signals. All aspects of the network from the optical node to the distribution tap are included in the certification curriculum.
Technical Training	Astound Broadband	Ongoing	from the optical node to the distribution tap are included in the certification curriculum.
Safety Training (assigned)	Astound Broadband	Ongoing	10 Steps to Safe Backing and Parking Mar-23 Active Violence Prevention, Preparedness, and Response Overview Jul-22 Animal Awareness Sep-22 Back to School- Driver's Safety Oct-22 Basic Fire Prevention and Response Aug-22 Circle of Safety Feb-23 Electrical Safety Nov-22 Fall Time Change and Autumn Driving Jan-23 Following Too Close May-23 Heat Illness and Injury Plan May-23 Heat Illness Awareness and Prevention May-23 Heat Illness Awareness and Prevention Training Mar-23 Intersection Safety and Camera Awareness Apr-23 Ladder Certification - Complete Course Apr-23 Ladder Certification - Practical Observation Apr-23 Ladder Handling and Working Aloft Sep-22 Office Safety Apr-23 Personal Protective Equipment (PPE) Overview Jun-23 Poisonous Plants Jan-23 Preparing for Winter Weather Sep-22 Preventing Exposure to Illness During Face-to-Face Contact and Equipment Handling Mar-23 Severe Weather Nov-22 Situational Awareness Sep-22 smartdriving Jun-23 Wildfire Smoke, Air Quality Index, and Respirator Training Apr-23 Work Safely Around Stinging Insects
Employee Training (assigned)	Astound Broadband	Ongoing	Logging a Meeting in Sugar
		Ongoing	0. RSM Management Coaching

Ongoing	Aug-22 1.2G Speeds Launch August 2022
Ongoing	1.2Gb Internet Speeds Launch-Technical
Ongoing	Oct-22 2022 All Hands Meeting Halftime Q&A
Ongoing	Oct-22 2022 All-Hands Halftime Meeting
Ongoing	Oct-22 2022 Kick Off All Hands Meeting
Ongoing	5G & 5G Home Internet
Ongoing	Alvaria Phone System
Ongoing	Astound Mobile DSR Training
Ongoing	Astound Mobile DSR Training Part 1
Ongoing	Astound Mobile DSR Training Part 2
Ongoing	Astound Mobile ICOMS Orders
Ongoing	Astound Mobile Introduction
Ongoing	Astound Mobile Overview
Ongoing	Astound Mobile ShopNow Demo
Ongoing	Astound TV+
Ongoing	Astound TV+ for IPTV-Technical
Ongoing	Attendance Policy - RCN
Ongoing	Benefits Enrollment Receipt & Acknowledgment
Ongoing	BOLT - TiVo Diagnostics
Ongoing	Bring Your Own Modem (BYOM)
Ongoing	Browsing Safely
Ongoing	Business Solutions: Business Router & Wireless Internet Backup (Overview)
Ongoing	Business Solutions: Business Router with Wireless Internet Backup - Technical Training Update
Ongoing	Business Solutions: Custom Wi-Fi (ICB Only)
Ongoing	Business Solutions: Dark Fiber Review and Approval Process
Ongoing	Business Solutions: Direct Routing Service for Microsoft Teams Overview
Ongoing	Business Solutions: Employee Passport
Ongoing	Business Solutions: Enterprise and GEMS Accounts Ownership Guidelines
Ongoing	Business Solutions: Enterprise Hosted Voice UCaaS Alignment
Ongoing	Business Solutions: Essential Questions Guide
Ongoing	Business Solutions: Ethernet Overview
Ongoing	Business Solutions: Federal USF Exemption Process
Ongoing	Business Solutions: Funnel Health and Activity Worksheet
Ongoing	Business Solutions: GeoMarketView Overview
Ongoing	Business Solutions: Hosted Voice Overview
Ongoing	Business Solutions: ICB Process v2.1
Ongoing	Business Solutions: Internal Referral Process
Ongoing	Business Solutions: Internet Overview
Ongoing	Business Solutions: LinkedIn Navigator Overview
Ongoing	Business Solutions: Logging Activity in Sugar
Ongoing	Business Solutions: MACD Process
Ongoing	Business Solutions: Marketing Overview
Ongoing	Business Solutions: MS Azure ExpressRoute Overview
Ongoing	Business Solutions: National SMB HSI Structure (High Speed Internet)
Ongoing	Business Solutions: New Data Center Order - Sales Form Only
Ongoing	Business Solutions: NIMS OSP Viewer
Ongoing	Business Solutions: Note Taking
Ongoing	Business Solutions: Onboarding Product & Systems
Ongoing	Business Solutions: Pitch and Discovery Using the Product Family
Ongoing	Business Solutions: Poly CCX 500 & CCX 600 Phones
Ongoing	Business Solutions: Poly Rove 30 and B2 Base
Ongoing	Business Solutions: Product Overview
Ongoing	Business Solutions: SD-WAN Overview
Ongoing	Business Solutions: Sugar Complete Overview
Ongoing	Business Solutions: Tax Matrix
Ongoing	Cable Diagnostics Refresher

Ongoing	Code of Business Conduct (Course & Quiz)
Ongoing	Corporate Safety Manual
Ongoing	CPNI (Course and Quiz)
Ongoing	Credential Harvesting Attack - Vishing Awareness
Ongoing	Credential Harvesting Attack (Vishing 2)
Ongoing	CSG Field Service Management
Ongoing	CSG TechNet
Ongoing	Jan-23 Cyber Security Training 2023
Ongoing	Drug and Alcohol Acknowledgment Form
Ongoing	Drug and Alcohol Policy
Ongoing	Hero Overview (2022)
Ongoing	Email and Phishing
Ongoing	Employee Handbook
Ongoing	Employee Passport
Ongoing	Employee Passport
Ongoing	Events and Status Refresher
Ongoing	Jan-23 Facility Visitor Policy 4.19.23
Ongoing	Jan-23 Fleet Vehicle Safety Policy
Ongoing	Oct-22 Harassment Prevention (Non-Supervisor, US)
Ongoing	How to Add, Remove, Swap and Hit Equipment
Ongoing	How to Place a Work Order into a Held-Not Done Status
Ongoing	HR Macro Attack - Vishing Awareness
Ongoing	HR Macro Attack (Vishing 3)
Ongoing	ICOMS - Data User (DU) Screen
Ongoing	ICOMS - Assign and Remove Equipment to a Tech
Ongoing	ICOMS - Cable & Data Installation
Ongoing	ICOMS - Change an Existing Work Order
Ongoing	ICOMS - Check Quota Availability
Ongoing	ICOMS - Create a Trouble Call Work Order
Ongoing	ICOMS - Credit Check
Ongoing	ICOMS - Customer Owned Modem
Ongoing	ICOMS - Find an Account
Ongoing	ICOMS - Identify Tech Progress
Ongoing	ICOMS - Logging Into ICOMS
Ongoing	ICOMS - Look Up an Account (Dispatch)
Ongoing	ICOMS - Open & Close Quota in the Pool
Ongoing	ICOMS - Pull Up Equipment in Detail Screen
Ongoing	ICOMS - Q Codes
Ongoing	ICOMS - Remove Equipment From an Acct. & Return to a Tech Acct.
Ongoing	ICOMS - Transfer an Account to a New Address
Ongoing	ICOMS "Pop" Quiz
Ongoing	ICOMS & BOLT Overview
Ongoing	ICOMS Full Training Manual-Grande
Ongoing	ICOMS Genius Cards
Ongoing	ICOMS Prerequisites
Ongoing	IPTV Features-Demo
Ongoing	IPTV Overview
Ongoing	IT Attack - Vishing Attack Scenario
Ongoing	IT Attack (Vishing 1)
Ongoing	IT Security Training
Ongoing	Let's Sell: Email and Voicemail Templates (Business Solutions)
Ongoing	Let's Sell: The Marketing & Sales Funnel
Ongoing	Let's Sell: The Six Components of a Sale (Commercial)
Ongoing	LinkedIn Navigator Presentation
Ongoing	Logging a Call in Sugar
Ongoing	Logging an Email in Sugar

Ongoing	MAINY- CSG TechNet- Q&A/Demo	
Ongoing	Maintaining a Respectful Workplace (Course + Quiz)	
Ongoing	Maintaining a Respectful Workplace (Course)	
Ongoing	Maintaining Respectful Workplace Quiz	
Ongoing	Micro Video Social Engineering - Types of Attacks	
Ongoing	Micro Video Targeted Attacks - Spear Phishing	
Ongoing	Microaggression Video	
Ongoing	Mind the Generational Gap	
Ongoing	Overcoming Objections: How Our Internet Competes with Mobile Fixed Wireless Access (FWA)	
	Apr-23 PCI Employee Computer Usage Policy 4.19.23	
	May-23 PCI Security Awareness 2023	
	May-23 Phishing Awareness	
	May-23 Phishing Awareness Module	
	Sep-22 Rate Event 2022	
Ongoing	Slamming/Cramming	
	Jan-23 Social Engineering	
	Jan-23 Social Engineering (2023)	
	May-23 Social Engineering Red Flags	
	Jan-23 Social Networks	
Ongoing	Soft Skills, Customer Service and Customer Education	
Ongoing	Tips for Creating a Strong Password 4.24.23	
Ongoing	Turning Location Services Off in TechNet	
Ongoing	Video Tier FAQ	
Ongoing	Video Tier Update	
Ongoing	Vishing Awareness	
Ongoing	WFA Mobile Equipment Swapping	
Ongoing	You Are the Shield	
	Nov-22 Astound Broadband Group Health Plan? HIPAA Privacy Training Course	
	Oct-22 1.1: Meeting Managerial Responsibilities (Management Essentials Interactive Manual)	
	Oct-22 1.2 Communicating Effectively (Management Essentials Interactive Manual)	
	Oct-22 1.3 Building Work Relationships (Management Essentials Interactive Manual)	
	Oct-22 1.4: Leading Others (Management Essentials Interactive Manual)	
Ongoing	Accident & Incident Investigation Protocol for Managers	
	Jun-23 Building an Inclusive and Collaborative Team	
Ongoing	Coach Like a Pro	
Ongoing	Communicate as a Team	
Ongoing	Conversation Starters - Microaggression	
Ongoing	CSG Supervisor Module	
	Oct-22 Harassment Prevention (people managers, US)	
	Jan-23 Kardia Inclusive Leadership	
	Oct-22 Living up to the Hype: Perspectives on Diversity, Equity and Inclusion at Astound	
Ongoing	Merim Update for IPTV	
	Oct-22 Modeling Inclusive Leadership	
	Oct-22 Modeling Inclusive Leadership Part 1*	
	Oct-22 Modeling Inclusive Leadership Part 2*	
	04.14 Drive Defensively	
Ongoing	07.27 Commercial Vehicle Backing Safety	
Ongoing	07.29 Accident Investigation	
Ongoing	08.31 A Close Look at Close Calls	
Ongoing	1. AE Interviewing Content and Rollout Plan	
Ongoing	11.47 Highway Traffic Safety	
Ongoing	13.54 Dealing with Work Stress	
Ongoing	2 Steps to Become More Productive	
	Management Training (assigned)	Astound Broadband
	Employee Training (optional)	Astound Broadband

Ongoing	2. Success Factors Hiring Guide
Ongoing	2.1: Setting the Stage for Excellent Performance (Management Essentials Interactive Manual)
Ongoing	3. Second Rule
Ongoing	3. AE Mentor Guide
Ongoing	4. Ramp-Up Coaching Worksheet for AEs
Ongoing	5a. OMG Comments _ Questions
Ongoing	5b. OMG Action Plan
Ongoing	6. Coach for Success Worksheet
Ongoing	7. AE Coaching Worksheet
Ongoing	Accessing GeoResults Data in NIMS
Ongoing	Active Listening: A Practical Approach
Ongoing	Affordable Connectivity Program (ACP)/Emergency Broadband Benefits (EBB) Overview
Ongoing	Alvaria Overview
Ongoing	Astound Broadband Home Security
Ongoing	Astound Manual Provisioning Tool Training Video
Ongoing	Astound Mobile - Updates from Training
Ongoing	Astound TV (IPTV)
Ongoing	Astound TV+ DSR's Customer Training FAQ Document Only
Ongoing	Astound TV+ DSR's Customer Training with Q&A
Ongoing	Basic First Aid
Ongoing	Black History Cultural Conversation
Ongoing	BOLT Enhancement SMS Notifications
Ongoing	BOLT RT - Introduction & Running Reports
Ongoing	BOLT RT: Moving a case from one queue to another
Ongoing	Boston Aerial Lift Training
Ongoing	Boston Side-By-Side Training (8 HR)
Ongoing	Bucket Truck Operation & Safety
Ongoing	Business Solutions Contacts in BOLT
Ongoing	Business Solutions Finance and Accounting Guidelines - CAR Submissions
Ongoing	Business Solutions: Account Manager ICOMS Audit
Ongoing	Business Solutions: AE New Hire Coaching
Ongoing	Business Solutions: AWS Direct Connect
Ongoing	Business Solutions: Business TV
Ongoing	Business Solutions: Business Wi-Fi Tech (Meraki)
Ongoing	Business Solutions: Business Wi-Fi Tech Ops
Ongoing	Business Solutions: Cloud Contact Center Overview Live Training
Ongoing	Business Solutions: Create GeoResults List in NIMS (Sugar/COMS)
Ongoing	Business Solutions: Data Center Internet Access (DC-IA)
Ongoing	Business Solutions: Managed Router Overview
Ongoing	Business Solutions: Q4 All Hands Meeting
Ongoing	Business Solutions: ROE Sugar Guide
Ongoing	Business Solutions: Rules of Engagement
Ongoing	Business Solutions: SE Manager Review and Escalation Process
Ongoing	Business Solutions: Sugar Sales Stages
Ongoing	Business Solutions: Video Transport Service (VTS)
Ongoing	Business Solutions: VP Check-In Worksheet (45 Day)
Ongoing	Business Solutions: VP Check-In Worksheet (90 Day)
Ongoing	Business Solutions: VP Check-In Worksheet (Two Weeks)
Ongoing	Business Solutions: Wavelength Overview
Ongoing	Competitive Internet Pricing
Ongoing	Conflict Resolution
Ongoing	ConnectNow - Video Conferencing
Ongoing	Create/Update Email Signature in Gmail
Ongoing	Creating SMART Goals (Video)
Ongoing	Cultural Conversation: Asian American Pacific Islander
Ongoing	Data Warehouse Report Library

Ongoing	Disconnect Service Reasons
Ongoing	Discussing and Selling: Whole Home WiFi powered by eero and eero Plus
Ongoing	Discussing Goals & Providing Feedback (Video & Handouts)
Ongoing	Driving Etiquette
Ongoing	DSR Order Entry Tool - ShopNow (Demo)
Ongoing	Eat That Frog!
Ongoing	Eero Pro 6
Ongoing	Eisenhower Matrix/Franklin Covey
Ongoing	Enhanced Business WiFi powered by eero
Ongoing	Equipment look up in Merlin using Account ID
Ongoing	ESPN (Video)
Ongoing	Evolution Cable Modem- EVO2100CM
Ongoing	Evolution eBox as Stand-Alone STB
Ongoing	FAQ National Campaign
Ongoing	Get Smart Pitch and Discovery Presentation
Ongoing	Get Smart: AWS
Ongoing	Get Smart: AWS Follow Up Session
Ongoing	Get Smart: Azure
Ongoing	Get Smart: MS Azure ExpressRoute
Ongoing	Get Smart: Pitch and Discovery
Ongoing	Get Smart: SD-WAN Cisco (Selling)
Ongoing	Get Smart: UCAAS-HV Seat Restructure
Ongoing	Get Smart: Virtual Office
Ongoing	Get-Smart-AWS-10-16-20
Ongoing	Get-Smart-Azure-6-18-21
Ongoing	Get-Smart-SD-WAN-Cisco-5-15-20
Ongoing	Get-Smart-UCAAS-HV-Seat-Restructure-8-25-21
Ongoing	Get-Smart-Virtual-Office-2-19-21
Ongoing	Google - Drive Genius Card
Ongoing	Google - Switching from Outlook to Gmail
Ongoing	Google - Using Google Drive
Ongoing	Having the Sales Conversation - IPTV
Ongoing	HBO Max FAQ
Ongoing	Hitron HT-EMN2 Expander
Ongoing	How it Works: Cable Modem
Ongoing	How it Works: Cable Plant Overview
Ongoing	How it Works: DIA
Ongoing	How it Works: GPON (Fiber to the x)
Ongoing	ICOMS - Batch Corrections (Document)
Ongoing	ICOMS - Add Customer CPNI Information
Ongoing	ICOMS - Adjustments and Credits
Ongoing	ICOMS - Ported Phone Installation
Ongoing	ICOMS Installation
Ongoing	ICOMS Manual
Ongoing	ICOMS Occupant Deletions (Video)
Ongoing	ICOMS Occurrences
Ongoing	ICOMS Service and Equipment Code Standardization - Technicians
Ongoing	ICOMS View-Only Cheat Sheet
Ongoing	ICOMS View-Only Guide
Ongoing	Identify the Status of All Assignments on AskLexi
Ongoing	Introduction to BOLT
Ongoing	IPTV Introduction - Sales and Front Counter
Ongoing	IPTV Tab-Merlin
Ongoing	IPTV Technician Overview Amino STB
Ongoing	Juneteenth Cultural Conversation
Ongoing	Let's sell: 5 Fundamental Tips for Knocking

Ongoing	Let's sell: 7 Strategies Every D2D Salesperson Should Know
Ongoing	Let's Sell: Assessment and Evaluation Forms
Ongoing	Let's Sell: Initial Meeting Cheat Sheet
Ongoing	Let's Sell: Powering the Connected Home (Residential Product)
Ongoing	Merlin Feature Overview
Ongoing	Management Essentials: Writing Performance Review Comments
Ongoing	Modern Provisioning Bulletin
Ongoing	Modern Provisioning Bulletin
Ongoing	Modern Provisioning, Static IP and Port Forwarding
Ongoing	Netgear Nighthawk XR1000 Gaming Router Technical Job Aid
Ongoing	Netgear Nighthawk XR1000 Gaming Router-Technical
Ongoing	Netgear XR1000 Gaming Router-Technical
Ongoing	Ni2 Overview
Ongoing	NR Codes
Ongoing	NR Codes and ICOMS Prerequisites
Ongoing	Overview of Merlin and Realtime Tools
Ongoing	Product Focus: eero
Ongoing	Reologic Instructions Sheet
Ongoing	ReQlogic: Logging in and submitting an expense report
Ongoing	Resi Product and Sales Overview - MA - April
Ongoing	Residential Sales Product Training
Ongoing	Retention 101
Ongoing	Retention Part 1: Saving the Day
Ongoing	Retention Part 2: Say Yes to the BEST
Ongoing	Retirement Plan Overview (401k/ROTH)
Ongoing	RT5 FAQ's
Ongoing	Rules of Engagement v1.4
Ongoing	Rules of Engagement v1.5
Ongoing	Sales Eng Product Spotlight - Business TV
Ongoing	Sales Eng Product Spotlight - UC&C: MStTeams Direct Routing & Solutions: SDWAN Case Studies
Ongoing	Sales Eng Training - Solutions: SD-WAN
Ongoing	Sales Eng Training: AWS/Azure
Ongoing	Sales Eng Training: Business Router + Wireless Internet Backup
Ongoing	Sales Eng Training: Connectivity - Wavelengths & Dark Fiber
Ongoing	Sales Eng Training: DIA vs BCI vs HSI
Ongoing	Sales Eng Training: UC&C: Lines & Trunks (PRI, SIP & Analog lines)
Ongoing	Sales Eng Training: UC&C: Lines & Trunks (PRI, SIP & Analog lines)
Ongoing	Sales Eng Training: UC&C: UCaas w/ CC
Ongoing	Sales Engineering Survey Responsibilities
Ongoing	Sales Grab N Go (25)
Ongoing	Seasonal Automation
Ongoing	Streaming Offerings as an Alternative
Ongoing	Sugar Assessment
Ongoing	Sugar Job Aid ? Sales Engineering Role
Ongoing	Sugar -Monthly Release June 2022
Ongoing	Survey Entry Field Changes for 2022
Ongoing	Swapping, Picking Up, and Shipping Equipment
Ongoing	The Pomodoro Technique
Ongoing	TiVo IPTV Remote Control (Tips & Tricks)
Ongoing	TiVo Stream 4K - Sales and Retail
Ongoing	TiVo TE4 Technical
Ongoing	Troubleshooting 101
Ongoing	TX- CSG Fulfillment- Q&A/Demo
Ongoing	TX- CSG- TechNet Q&A/Demo
Ongoing	UKG Pro Employee Record
Ongoing	UKG Pro Leadership Training
Ongoing	UKG Pro Navigation Overview

Ongoing
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Ongoing
Ongoing
Ongoing
Ongoing

UKG Pro Training for Leadership
UKG Time & Attendance Training for Leadership
Understanding dB & dBmV
Warehouse: ICOMS Manual
Whiteboard Series: Do or Delegate
Women's History Month Cultural Conversation with Jackie Heitman
Your Role as a Negotiator: Influencing Behavioral Change

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

Boston Employment Unit 11831

Requisition	3rd Party Agency	Appcast	Astound Broadband Internal Posting	Astound Broadband Website - Careers Page	Billboard	Careerbuilder	Emplc
	A I #	A I #	A I #	A I #	A I #	A I #	A I #
BROAD006556	0 0 0	12 1 1	0 0 0	0 0 0	0 0 0	0 0 0	1
BROAD006557	0 0 0	2 1 1	1 0 0	0 0 0	0 0 0	0 0 0	2
MARKE007384	0 0 0	51 0 0	0 0 0	0 0 0	0 0 0	0 0 0	1
ENTER006840	2 1 0	7 0 0	0 0 0	1 1 0	0 0 0	0 0 0	2
IMPLE005932	1 0 0	1 1 1	3 0 0	3 0 0	0 0 0	1 0 0	1
ENTER006933	0 0 0	2 0 0	0 0 0	1 0 0	0 0 0	0 0 0	0
ENTER006946	1 1 1	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0
BUSIN007040	1 1 1	6 1 0	0 0 0	0 0 0	0 0 0	0 0 0	1
FRONT006185	0 0 0	82 0 0	0 0 0	3 1 1	0 0 0	0 0 0	0
DIREC006762	0 0 0	12 1 0	0 0 0	0 0 0	0 0 0	0 0 0	0
DIREC007174	0 0 0	16 1 1	0 0 0	0 0 0	0 0 0	0 0 0	0
EMPLO007291	0 0 0	0 0 0	2 0 0	9 0 0	1 0 0	2 0 0	0
DIREC006755	0 0 0	17 1 1	0 0 0	0 0 0	0 0 0	0 0 0	0
	5 3 2	208 7 5	6 0 0	17 2 1	1 0 0	3 0 0	8

4)

Employee Referral	Former Employee	Indeed	Jobcase	Word of Mouth	LinkedIn	TV/Radio Advertising	ZipRecruiter	Glassdoor/Monster/Dice/Adzuna/Snag/Lenza	Payment Center
#	#	#	#	#	#	#	#	#	#
0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0
1	0	9	0	0	8	0	0	0	0
1	0	3	0	0	1	0	0	1	0
0	0	6	0	0	1	0	0	0	0
0	0	0	0	0	0	0	1	0	0
0	0	1	0	0	0	0	0	0	0
0	0	3	0	0	0	0	0	0	0
0	0	1	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	37	0	0	38	0	0	0	0
0	0	1	0	0	0	0	4	0	0
4	0	61	0	2	48	0	5	2	0

Professional Job Board/Business Referral	College Website/Career Fair	Postcard Mailer	Newspaper Ad	Jobs2Careers	State Job Board	Social Media	Job Fair	Channel 4	Diversity Website
A I #	A I #	A I #	A I #	A I #	A I #	A I #	A I #	A I #	A I #
p p #	p p #	p p #	p p #	p p #	p p #	p p #	p p #	p p #	p p #
i e r	i e r	i e r	i e r	i e r	i e r	i e r	i e r	i e r	i e r
o v f	o v f	o v f	o v f	o v f	o v f	o v f	o v f	o v f	o v f
f a n	f a n	f a n	f a n	f a n	f a n	f a n	f a n	f a n	f a n
t w e	t w e	t w e	t w e	t w e	t w e	t w e	t w e	t w e	t w e
s s s	s s s	s s s	s s s	s s s	s s s	s s s	s s s	s s s	s s s
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0
1	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
1	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
4	2	1	0	0	1	0	0	0	3

LinkUp	Craigslist	WorkInTexas	Totals
A p p l i c a t i o n #	0	0	13
A p p l i c a t i o n #	0	0	5
A p p l i c a t i o n #	0	0	70
A p p l i c a t i o n #	0	0	18
A p p l i c a t i o n #	0	0	20
A p p l i c a t i o n #	0	0	4
A p p l i c a t i o n #	0	0	1
A p p l i c a t i o n #	0	0	1
A p p l i c a t i o n #	0	0	2
A p p l i c a t i o n #	0	0	11
A p p l i c a t i o n #	0	0	86
A p p l i c a t i o n #	0	0	13
A p p l i c a t i o n #	0	0	17
A p p l i c a t i o n #	0	0	97
A p p l i c a t i o n #	0	0	18
A p p l i c a t i o n #	0	0	374
A p p l i c a t i o n #	0	0	27
A p p l i c a t i o n #	0	0	13

FCC Annual Report

Boston

Source Recruitment Evaluation - 76.1702(b)(4)

July 15, 2021 through July 14, 2022

Referral Type	# of Applicants	# of Interviewees	# of Hires
3rd Party Agency	5	3	2
Appcast	208	7	5
Astound Broadband Internal Posting	6	0	0
Astound Broadband Website - Careers Page	17	2	1
Billboard	1	0	0
Careerbuilder	3	0	0
Employee Referral	8	4	2
Former Employee	0	0	0
Indeed	61	3	1
Jobcase	0	0	0
Word of Mouth	2	1	1
LinkedIn	48	4	0
TV/Radio Advertising	0	0	0
ZipRecruiter	5	1	0
Glassdoor/Monster/Dice/Adzuna/Snag/Lenza	2	0	0
Payment Center	0	0	0
Professional Job Board	4	2	1
College Website/Career Fair	0	0	0
Postcard Mailer	0	0	0
Newspaper Ad	0	0	0
Jobs2Careers	0	0	0
State Job Board	1	0	0
Social Media	0	0	0
Job Fair	0	0	0
Channel 4	0	0	0
Diversity Website	3	0	0
LinkUp	0	0	0
Craigslist	0	0	0
WorkInTexas	0	0	0
Total	374	27	13

Amend

Print



EEO Form 396-C

File No.: CBL0010553

Filing Status: **Ready for Review**

11831

Reference Copy
OMB Control
No. 3060-1033

General Information

FCC Registration Number (FRN)
0019669563

Filing Year
2023

Employment Unit ID (EUID)
11831

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
MA

County of Employment Office
Middlesex

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
016652

Communities
MA0347, MA0366, MA0487, MA0431, MA0497,
MA0352, MA0351, MA0356, MA0355, MA0357,
MA0361, MA0363, MA0365, MA0362, MA0364,
MA0496, MA0359

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

2023-10-01