

FCC/EEO Program Annual Record

Lehigh Valley

Full Time Vacancies - 76.172(b)(1)

July 15, 2022 through July 14, 2023

FCC Unit ID #	Description	Job Title	Vacancies
11835	Bethlehem	Broadband Technician	1
11835	Bethlehem	Enterprise Account Executive	1
11835	Bethlehem	NOC Technician	1
11835	Bethlehem	Order Entry Specialist	1
11835	Bethlehem	Financial Analyst I	1
11835	Bethlehem	Network Provisioner	1
11835	Bethlehem	NOC Technician	1
11835	Bethlehem	Direct Sales Representative	1
11835	Bethlehem	Enterprise Account Executive	1
11835	Bethlehem	Direct Sales Representative	1
11835	Bethlehem	Front Counter Representative	1
11835	Bethlehem	Direct Sales Representative	1
11835	Bethlehem	Direct Sales Representative	1
11835	Bethlehem	Direct Sales Representative	1
11835	Bethlehem	Customer Maintenance Specialist	1
11835	Bethlehem	NOC Technician	1
11835	Bethlehem	Product Manager	1
11835	Bethlehem	Enterprise Account Executive	1
11835	Bethlehem	Network Support Technician I	1
11835	Bethlehem	NOC Technician I, II or III	1
11835	Bethlehem	NOC Technician I, II or III	1
11835	Bethlehem	Enterprise Account Executive	1
11835	Bethlehem	Broadband Technician	1
11835	Bethlehem	Enterprise Account Executive	1
11835	Bethlehem	Manager, Small Business	1
11835	Bethlehem	Enterprise Account Executive	1
11835	Bethlehem	Network Support Technician I	1
11835	Bethlehem	Commercial Universal Agent	1
11835	Bethlehem	Customer Care Advocate	23
11835	Bethlehem	Customer Voice Advocate Working Lead	1
		Total	52

FCC Annual Report

Employment Unit ID 11835 Lehigh Valley 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
Asfound/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	Milwaukee	WI	53202	800.984.3775	joelirizarry@mitratech.com	Joe Irizarry
Asfound Career Board	2124 Avenue C	Bethlehem	PA	18017	610.360.4166	elizabeth.kindall@astound.com	Liz Kindall
ZipRecruiter (via Buyer Advertising)	175 Highland Avenue	Needham	MA	02494	781.635.9398	mnugent@buyerads.com	Matthew Nugent
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
LCCC Cougar Claw (Symplicity) Job Posting	4525 Education Park Dr	Schnecksville PA	PA	18078	610.799.1090	careerservices@lccc.edu	LCCC Career Development
Development Systems - PA CareerLink (via CIRCA)	175 Highland Avenue	Needham	MA	02494	800.984.3775	joelirizarry@mitratech.com	Joe Irizarry
LCCC Fall 2022 Job Fair	4525 Education Park Dr	Schnecksville PA	PA	18078	610.799.1090	cmoyer@lccc.edu	Tina Moyer
NCC Lineworker Trainee Program Employer Day (2 events)	3835 Green Pond Road	Bethlehem	PA	18020	610.861.5577	cwagner@northampton.edu	Christine Wagner
LCCC Fall 2023 Job Fair	4525 Education Park Dr	Schnecksville PA	PA	18078	610.799.1090	cmoyer@lccc.edu	Tina Moyer
The Morning Call Career Fair	101 N 6th St	Allentown	PA	18101	610.820.6787	bantanavage@rncall.com	Barbara Antanavage
Whitehall Billboard	2124 Avenue C	Bethlehem	PA	18017	484.554.9095	loana.mendezsolano@astound.com	Loana Mendez-Solano
Bethlehem/Saucon Billboard	2124 Avenue C	Bethlehem	PA	18017	484.554.9095	loana.mendezsolano@astound.com	Loana Mendez-Solano
Wescosville Billboard	2124 Avenue C	Bethlehem	PA	18017	484.554.9095	loana.mendezsolano@astound.com	Loana Mendez-Solano
Hellertown Billboard	2124 Avenue C	Bethlehem	PA	18017	484.554.9095	loana.mendezsolano@astound.com	Loana Mendez-Solano
Hill to Hill Br Billboard	2124 Avenue C	Bethlehem	PA	18017	484.554.9095	loana.mendezsolano@astound.com	Loana Mendez-Solano
Allentown Billboard	2124 Avenue C	Bethlehem	PA	18017	484.554.9095	loana.mendezsolano@astound.com	Loana Mendez-Solano

Allentown/Whitehall Billboard	2124 Avenue C	Bethlehem	PA	18017 484.554.9095	loana.mendezsolano@astound.com	Loana Mendez-Solano
Easton Billboard	2124 Avenue C	Bethlehem	PA	18017 484.554.9095	loana.mendezsolano@astound.com	Loana Mendez-Solano
TV Commercials	2124 Avenue C	Bethlehem	PA	18017 484.554.9095	loana.mendezsolano@astound.com	Loana Mendez-Solano
Astound Channel 4 & 604 Community Bulletin Boa	7249 Airport Rd	Bath	PA	18014 610-972-0673	alyssa.scheckler@astound.com	Alyssa Scheckler
Payment Center Advertisement	2124 Avenue C	Bethlehem	PA	18017 610.360.4166	elizabeth.kindall@astound.com	Liz Kindall

FCC Annual Report
Employment Unit ID 11835 Lehigh Valley PA
FCC General Recruitment Report - 76.1702(b)(3)
July 15, 2022 through July 14, 2023

Outreach Efforts	Sponsor	Date	Description
LCCC Fall 2022 Job Fair	Lehigh-Carbon Community College	10/27/23	Job fair
NCC Lineworker Trainee Program Employer Day	Northampton Community College	10/25/22	Career coaching, Panel Discussion and job fair
LCCC Fall 2023 Job Fair	Lehigh-Carbon Community College	03/30/23	Job fair
The Morning Call Career Fair	The Morning Call	09/13/22	Job fair
NCC Lineworker Trainee Program Employer Day	Northampton Community College	05/20/23	Career coaching, Panel Discussion and job fair
Employee Referral Program	Astound Broadband	Ongoing	Astound Employee Referral Program to incent employees to help identify candidates and support
			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	
			National internship program focusing on positions across a wide range of departments within the telecommunications industry
Astound Diversity, Equity and Inclusion Internship Program	Astound Broadband	Summer 2023	
Safety Training (assigned)	Astound Broadband	Ongoing	
			Driver Certification
			23-Mar Active Violence Prevention, Preparedness, and Response Overview
			23-Jul Animal Awareness
			22-Dec Back to School- Driver's Safety
			22-Oct Basic Fire Prevention and Response
			23-Feb Electrical Safety
			22-Dec Fall Time Change and Autumn Driving
			23-Jan Following Too Close
			23-Jul Heat Illness and Injury Plan
			23-Jul Heat Illness Awareness and Prevention
			23-May Heat Illness Awareness and Prevention Training
			23-Mar Intersection Safety and Camera Awareness
			22-Aug Ladder Handling and Working Aloft
			22-Sep Office Safety
			22-Oct PA Market - Ladder Competency Certification
			23-Jul Poisonous Plants
			22-Dec Preparing for Winter Weather
			22-Sep Preventing Exposure to Illness During Face-to-Face Contact and Equipment Handling
			23-Mar Severe Weather
			22-Nov Situational Awareness
			23-Jun Wildfire Smoke, Air Quality Index, and Respirator Training
			23-Apr Work Safely Around Stinging Insects

Employee Training (assigned)

Astound Broadband

Ongoing	Logging a Meeting in Sugar	
22-Jul	1.2Gb Internet Speeds Launch-Technical	
Ongoing	Astound Mobile DSR Training	
Ongoing	Astound Mobile ICOMS Orders	
Ongoing	Astound Mobile Overview	
Ongoing	Astound Mobile Payment Center and OES Training	
Ongoing	Astound Mobile ShopNow Demo	
Ongoing	Astound TV+ DSR's Customer Training FAQ Document Only	
Ongoing	Astound TV+ DSR's Customer Training with Q&A	
Ongoing	Attendance Policy - RCN	
Ongoing	Benefits Enrollment Receipt & Acknowledgment	
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: Data Center Internet Access (DC-IA)	
Ongoing	Business Solutions: Direct Routing Service for Microsoft Teams Overview	
Ongoing	Business Solutions: Discovery Through Relationships	
Ongoing	Business Solutions: Employee Passport	
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: Handling Objections - Getting Customers to "Yes"	
Ongoing	Business Solutions: Hosted Voice Features Genius Card	
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: Introduction to the Sales Skills Modules and a Top 7 List	
Ongoing	Business Solutions: Logging Activity in Sugar	
Ongoing	Business Solutions: MACD Process	
Ongoing	Business Solutions: Managed Router Overview	
Ongoing	Business Solutions: Marketing Overview	
Ongoing	Business Solutions: MS Azure ExpressRoute Overview	
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 Edge E & B Phones	

Ongoing Business Solutions: Poly Rove 30 and B2 Base
 Ongoing Business Solutions: Product Overview
 Ongoing Business Solutions: ROE Sugar Guide
 Ongoing Business Solutions: SD-WAN Overview
 Ongoing Business Solutions: Sugar Complete Overview
 Ongoing Business Solutions: Sugar Sales Stages
 Ongoing Business Solutions: Video Transport Service (VTS)
 Ongoing Business Solutions: Wavelength Overview
 Ongoing Business WIFI - Meraki Dashboard
 Ongoing Code of Business Conduct (Course & Quiz)
 Ongoing Competitive Internet Pricing
 Ongoing Corporate Safety Manual
 Ongoing CPNI (Course and Quiz)
 Ongoing Credential Harvesting Attack - Vishing Awareness
 Ongoing CSG Field Service Management
 Ongoing CSG Supervisor Module
 Ongoing CSG TechNet
 23-Feb Cyber Security Training 2023
 Ongoing Drug and Alcohol Acknowledgment Form
 Ongoing Drug and Alcohol Policy
 22-Dec eero Overview (2022)
 Ongoing Email and Phishing
 Ongoing Employee Handbook
 Ongoing Employee Passport
 Ongoing Events and Status Refresher
 23-May Facility Visitor Policy 4.19.23
 Ongoing FAQ National Campaign
 Ongoing Federal Tax Form (W4)
 Ongoing Fleet Vehicle Safety Policy
 22-Oct 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 IT Attack - Vishing Attack Scenario
 Ongoing Let's Sell: The Six Components of a Sale (Commercial)
 Ongoing Logging a Call in Sugar
 Ongoing Logging an Email in Sugar
 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 National Do Not Call List
 Ongoing Netgear Nighthawk Pro Gaming Wi-Fi Overview
 Ongoing New Hire Demographics Form
 Ongoing Overcoming Objections: How Our Internet Competes with Mobile Fixed Wireless Access (FWA)
 Ongoing PA Market - COBRA Policy

Ongoing PA Market - Fleet Vehicle Safety Policy
 Ongoing PA Market - HIPPA Policy
 Ongoing PA Market - Workers Compensation Notice
 Ongoing PA Market: New Hire Orientation 2023
 Ongoing PA/DC- CSG TechNet- Q&A/Demo
 23-Mar PCI Breach - What Should You Do? 4.19.23
 23-Mar PCI Employee Computer Usage Policy 4.19.23
 23-Mar PCI Employee Policy 4.24.23
 23-Mar PCI Security Awareness
 23-Mar PCI Security Awareness 2023
 23-Mar PCI Security Awareness Training and 6 Policy Review
 23-Mar PCI Training Policy 4.24.23
 Ongoing Phishing Awareness
 Ongoing Phishing Awareness Module
 22-Sep Rate Event 2022
 Ongoing Rules of Engagement v1.5
 Ongoing Sales Eng Product Spotlight - Business TV
 Ongoing Sales Eng Product Spotlight - UC&C: MSTeams 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: UCaaS w/ CC
 Ongoing Sales Engineering Survey Responsibilities
 Ongoing Sales Grab N Go (25)
 Ongoing Slamming/Cramming
 22-Sep Social Engineering
 23-Feb Social Engineering (2023)
 22-Nov Social Engineering Red Flags:
 Ongoing Social Networks
 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

 22-Nov Astound Broadband Group Health Plan? HIPAA Privacy Training Course
 22-Nov Astound Broadband Group Health Plan? HIPAA Privacy Training Doc
 23-Apr Building an Inclusive and Collaborative Team
 23-May Conversation Starters - Microaggression
 22-Oct Harassment Prevention (people managers, US)
 22-Nov Influencer Foundations: Deliver Balanced Feedback
 23-Jan Kardia Inclusive Leadership

Management Training (assigned)

Astound Broadband

- 22-Oct Living up to the Hype: Perspectives on Diversity, Equity and Inclusion at Astound
- 23-May Microaggression Video
- 22-Dec Mind the Generational Gap
- 22-Oct Modeling Inclusive Leadership
- 22-Oct Modeling Inclusive Leadership Part 1*
- 22-Oct Modeling Inclusive Leadership Part 2*

Employee Training (optional)

Astound Broadband

- Ongoing I have the POWER!?!--Employee Empowerment
- Ongoing Logging a Meeting in Sugar
- Ongoing Put Me In Coach, I'm Ready to Play--Creating a Culture of Coaching and Providing Effective Feedback
- Ongoing Servant Leadership - that's just another way of saying traditional leadership, right?
- Ongoing 0. RSM Management Coaching
- Ongoing 01.03 Basic First Aid Tips for the Workplace
- Ongoing 01.04 Working Safely On and Around Electricity
- Ongoing 03.10 Hand Protection? Selecting the Right Glove
- Ongoing 04.16 Basic Fire Prevention Steps
- Ongoing 05.19 Hand Tool Safety
- Ongoing 06.26 Utility Knife Safety
- Ongoing 07.29 Accident Investigation
- Ongoing 08.31 A Close Look at Close Calls
- Ongoing 1 - Find
- Ongoing 1. AE Interviewing Content and Rollout Plan
- Ongoing 1.1: Meeting Managerial Responsibilities (Management Essentials Interactive Manual)
- Ongoing 1.2 Communicating Effectively (Management Essentials Interactive Manual)
- Ongoing 1.2G Speeds Launch August 2022
- Ongoing 1.2Gb Internet Speeds Launch- Technical
- Ongoing 1.3 Building Work Relationships (Management Essentials Interactive Manual)
- Ongoing 1.4: Leading Others (Management Essentials Interactive Manual)
- Ongoing 10 Soft Skills You Need
- Ongoing 10.40 Buckle Up!
- Ongoing 2 Steps to Become More Productive
- Ongoing 2. Success Factors Hiring Guide
- Ongoing 2.1: Setting the Stage for Excellent Performance (Management Essentials Interactive Manual)
- Ongoing 2.2: Clarifying Expectations and Observing Performance (Management Essentials Interactive Manual)
- Ongoing 2022 All Hands Meeting Halftime Q&A
- Ongoing 2022 All-Hands Halftime Meeting
- Ongoing 3. AE Mentor Guide
- Ongoing 4. Ramp-Up Coaching Worksheet for AEs
- Ongoing 5a. OMG Comments _ Questions
- Ongoing 5b. OMG Action Plan
- Ongoing 5G & 5G Home Internet
- Ongoing 6. Coach for Success Worksheet
- Ongoing 7. AE Coaching Worksheet
- Ongoing Accessing GeoResults Data in NIMS
- Ongoing ACP Verification Tool
- Ongoing Active Listening: A Practical Approach
- Ongoing Adding Product to an Opportunity in Sugar - 11

Ongoing Affordable Connectivity Program (ACP) Update
 Ongoing Affordable Connectivity Program (ACP)/Emergency Broadband Benefits (EBB) Overview
 Ongoing Alvaria Overview
 Ongoing Alvaria Phone System
 Ongoing AMP - Hold Effective Team Meetings (May)
 Ongoing Analiti Internet Reporting
 Ongoing Analiti Internet Testing
 Ongoing Astound Central/RCN Central Overview
 Ongoing Astound Manual Provisioning Tool Training Video
 Ongoing Astound Mobile - Billing Course
 Ongoing Astound Mobile DSR Training
 Ongoing Astound Mobile ICOMS Orders
 Ongoing Astound Mobile Overview
 Ongoing Astound Mobile Payment Center and OES Training
 Ongoing Astound Mobile ShopNow Demo
 Ongoing Astound TV - Internet Based TV (Care Training)
 Ongoing Astound TV (IPTV)
 Ongoing Astound TV+
 Ongoing Astound TV+ for IPTV-Technical
 Ongoing Back2Basics: Business Etiquette in a Remote World
 Ongoing Basic First Aid
 Ongoing BDM Products and Systems Onboarding
 Ongoing Be SMART About Goal Setting
 Ongoing Black Belt Research Template
 Ongoing Black History Cultural Conversation
 Ongoing Bloodborne Pathogens
 Ongoing BOLT - Grande Phone Manager
 Ongoing BOLT Case Updates
 Ongoing BOLT Enhancement SMS Notifications
 Ongoing BOLT Overview Webinar - RSRs
 Ongoing BOLT RT - Introduction
 Ongoing BOLT RT5 - Choose Existing Dashboard
 Ongoing Bring Your Own Modem Product Bulletin ? Q2/22
 Ongoing Broadstripe
 Ongoing Business Solutions Contacts in BOLT
 Ongoing Business Solutions Finance and Accounting Guidelines - CAR Submissions
 Ongoing Business Solutions Q2 2022 All Hands Meeting
 Ongoing Business Solutions: AE New Hire Coaching
 Ongoing Business Solutions: AWS Direct Connect
 Ongoing Business Solutions: Building A Prospecting List That Works For You
 Ongoing Business Solutions: Business Router & Wireless Internet Backup (Overview)
 Ongoing Business Solutions: Business Router & Wireless Internet Backup (Technical)
 Ongoing Business Solutions: Business Router with Wireless Internet Backup - Technical Training Update
 Ongoing Business Solutions: Business TV
 Ongoing Business Solutions: Business Wi-Fi
 Ongoing Business Solutions: Business Wi-Fi Tech (Meraki)
 Ongoing Business Solutions: Cloud Contact Center Overview Live Training

Ongoing Business Solutions: Create GeoResults List in NIMS (Sugar/ICOMS)

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: ICB Process v2.1

Ongoing Business Solutions: LinkedIn Navigator Overview

Ongoing Business Solutions: Logging Activity in Sugar

Ongoing Business Solutions: National SMB HSI Structure (High Speed Internet)

Ongoing Business Solutions: New Data Center Order - Sales Form Only

Ongoing Business Solutions: New Hire Training

Ongoing Business Solutions: Poly Edge E & B Phones

Ongoing Business Solutions: Poly Rove 30 and B2 Base

Ongoing Business Solutions: Sales Skills and Techniques

Ongoing Business Solutions: SASEI Overview

Ongoing Business Solutions: SD-WAN Basic Troubleshooting

Ongoing Business Solutions: SD-WAN Installation Tech Ops Field Guide

Ongoing Business Solutions: SE Manager Review and Escalation Process

Ongoing Business Solutions: SMB UCaaS (Hosted Voice)

Ongoing Business Solutions: Tax Matrix

Ongoing Business TV-IPTV West Coast

Ongoing CA Central Coast

Ongoing Call Escalations

Ongoing Change Management Explained in 1 Minute! (Video)

Ongoing Close Won/Order Accept Process in Sugar - 16

Ongoing Competitive Internet Pricing

Ongoing Creating a Contract in Sugar - 14

Ongoing Creating an Opportunity in Record Wizard - 09

Ongoing Creating SMART Goals (Video)

Ongoing Customizing Astound Phone Service

Ongoing DIA Burstable Service Product Bulletin ? Q2/22

Ongoing Disconnect Service Reasons

Ongoing Discussing and Selling: Whole Home WiFi powered by eero and eero Plus

Ongoing Dispatch Onboarding - Systems Overview

Ongoing DocuSign in Sugar - 15

Ongoing Dr. Troubleshooting

Ongoing DSR Order Entry Tool - ShopNow (Demo)

Ongoing Eat That Frog!

Ongoing eero Overview (2022)

Ongoing Eero Pro 6

Ongoing Enhanced Business WiFi powered by eero

Ongoing Events and Status Refresher

Ongoing Excel Essentials Guide

Ongoing Former WOW Markets Rate Event 2023

Ongoing Fundamentals Smartsheet Solution

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: Ethernet-Wavelength (High Capacity Market Insights)
 Ongoing Get Smart: Ethernet-Wavelength (Winning More High Bandwidth Services)
 Ongoing Get Smart: Hosted Voice (Session 1)
 Ongoing Get Smart: LinkedIn
 Ongoing Get Smart: Meraki
 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 Getting Started: Gmail Guide
 Ongoing Getting Started: Google Drive
 Ongoing Getting Things Done Context Overview
 Ongoing Getting Things Done: Horizons of Focus
 Ongoing Google Calendar: How to double book rooms
 Ongoing Google Docs: Getting Started
 Ongoing HBO Max FAQ
 Ongoing Hostopia Training Documents
 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 How it Works: Legacy Wave G
 Ongoing How it Works: Wi-Fi Overview
 Ongoing How to Add, Remove, Swap and Hit Equipment
 Ongoing How to Complete the Performance Evaluation for Employees
 Ongoing How to Get Your Gmail Inbox Under Control
 Ongoing How to Place a Work Order into a Held-Not Done Status
 Ongoing HV - Battlecard - vs. 8X8 Hosted PBX
 Ongoing HV - Battlecard - vs. RingCentral Virtual PBX
 Ongoing HV - Competitive Intelligence Brochure
 Ongoing HV - Training Presentation - AE
 Ongoing ICOMS - Data User (DU) Screen
 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 - Create a Trouble Call Work Order
 Ongoing ICOMS - Customer Owned Modem
 Ongoing ICOMS - GL Screen
 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 - Phone Installation (Video)
 Ongoing ICOMS - Ported Phone Installation

Ongoing ICOMS - Pull Up Equipment in Detail Screen

Ongoing ICOMS - Q Codes

Ongoing ICOMS Genius Cards

Ongoing ICOMS Installation

Ongoing ICOMS Manual

Ongoing ICOMS Occurrences

Ongoing ICOMS- Outage Module

Ongoing ICOMS Prerequisites

Ongoing ICOMS Service and Equipment Code Standardization - Technicians

Ongoing ICOMS View Only

Ongoing Identify the Status of All Assignments on AskLexi

Ongoing Increasing Your Happiness

Ongoing Introducing the New TiVo Experience

Ongoing Introduction to BOLT

Ongoing IPTV - Product Overview - SEI

Ongoing IPTV Features-Demo

Ongoing IPTV Tab-Merlin

Ongoing IT Attack (Vishing 1)

Ongoing IT Security Training

Ongoing Juneteenth Cultural Conversation

Ongoing Launching a Pre-Sale Survey in Sugar - 12

Ongoing Leadership Core: "I wanted to talk to you about..."--Delivering Balanced & Effective Feedback

Ongoing Let's sell: 5 Fundamental Tips for Knocking

Ongoing Let's sell: 5 Fundamental Tips for Knocking

Ongoing Let's Sell: 7 Tips Every Small Business Salesperson Should Know

Ongoing Let's Sell: Email and Voicemail Templates (Business Solutions)

Ongoing Let's Sell: Initial Meeting Cheat Sheet

Ongoing Let's Sell: Powering the Connected Home (Residential Product)

Ongoing Let's Sell: The Marketing & Sales Funnel

Ongoing LinkedIn Navigator Presentation

Ongoing Locator Training v1.1

Ongoing Logging a Call in Sugar

Ongoing Logging an Email in Sugar

Ongoing Management Essentials

Ongoing Managing Workplace Anxiety

Ongoing Merlin Update for IPTV

Ongoing Navigating AskLexi

Ongoing Netgear Nighthawk Pro Gaming Wi-Fi Overview

Ongoing Overcoming Objections: How Our Internet Competes with Mobile Fixed Wireless Access (FWA)

Ongoing Overview of Merlin and Realtime Tools

Ongoing PA/DC- CSG TechNet- Q&A/Demo

Ongoing PCI - Work From Home Policy

Ongoing Performance Management Tips: Beginning the Conversation During the Performance Review Meeting

Ongoing Performance Management Tips: Writing Performance Review Comments

Ongoing Pricing Disclosures

Ongoing Pride Month's Cultural Conversation

Ongoing Product Focus: eero
 Ongoing Rate Event 2022
 Ongoing Reqlogic Instructions Sheet
 Ongoing Residential Sales Product Training
 Ongoing Resolving Workplace Conflict
 Ongoing Retention 101
 Ongoing Retention Part 1: Saving the Day
 Ongoing Retention Part 2: Say Yes to the BEST
 Ongoing Retention Practice Training
 Ongoing RT Administrative Overview
 Ongoing RT5 FAQ's
 Ongoing RT5 FAQ's and Intro Video
 Ongoing RT5 Intro Video
 Ongoing Rules of Engagement v1.5
 Ongoing Sales Eng Product Spotlight - UC&C: MSTeams Direct Routing & Solutions: SDWAN Case Studies
 Ongoing Sales Eng Training - Solutions: SD-WAN
 Ongoing Sales Grab N Go (25)
 Ongoing Seasonal Automation
 Ongoing Solving Common Sugar Login Issues - 02
 Ongoing Sonos - Whole Home Audio Solution
 Ongoing Sonos Overview
 Ongoing Sonos- Technical Review
 Ongoing Sugar Assessment
 Ongoing Sugar Curated Dashboards - 08
 Ongoing Sugar Home Dashboard - 07
 Ongoing Sugar Homepage Overview - 03
 Ongoing Sugar Job Aid ? Sales Engineering Role
 Ongoing Sugar Profile and Settings - 04
 Ongoing Sugar ROI/IRR Process - 13
 Ongoing Survey Entry Field Changes for 2022
 Ongoing Temporary Line Identification
 Ongoing Tidbits from Tori - End of Year Update
 Ongoing TiVo Stream 4K - Sales and Retail
 Ongoing Train-the-Trainer
 Ongoing Turning Location Services Off in TechNet
 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 UKG Pro Personal Section Overview
 Ongoing UKG Pro Training for Employees
 Ongoing UKG Time & Attendance Training for Employees
 Ongoing UKG Time & Attendance Training for Leadership
 Ongoing Understanding dB & dBmV
 Ongoing Using Global Search and Other Sugar Search Modules - 06
 Ongoing Using the Opportunities Modules - 10

Ongoing UTA - Request PTO
Ongoing Utility Easements and You
Ongoing Video Tier FAQ
Ongoing Video Tier Update
Ongoing Virtual Office Early Adopter Program Presentation
Ongoing Fishing Awareness
Ongoing Wellbeing and Resilience Workshop
Ongoing WFA Mobile Equipment Swapping
Ongoing Women's History Month Cultural Conversation with Jackie Heitman
Ongoing Work-Life Balance
Ongoing ZoomInfo Essential Features Training
Ongoing Zoominfo Supplemental Training Materials

FCC Applicant Source Report - 76.1702(b)(4) July 15, 2022 through July 14, 2023

Lehigh Valley Employment Unit 11835

Requisition	3rd Party Agency		Appcast		Astound Broadband Internal Posting		Astound Broadband Website - Careers Page		Billboard		Careerbuilder		Employee Referral		Former Empl	
	A I #	A P #	A I #	A P #	A I #	A P #	A I #	A P #	A I #	A P #	A I #	A P #	A I #	A P #	A I #	A P #
BROAD006238	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ENTER006018	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NOCTE006422	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ORDER006410	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DIREC005965	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FINAN006663	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NETWO006590	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DIREC005967	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NOCTE006424	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DIREC006390	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ENTER006846	2	2	1	4	0	0	0	0	0	0	0	0	0	0	0	0
FRONT006919	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DIREC005966	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DIREC007094	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUSTO006166	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NOCTE006423	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRODU006878	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ENTER007336	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NETWO006697	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NOCTE007003	1	1	1	19	0	0	0	0	0	0	0	0	0	0	0	0
NOCTE007325	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ENTER006960	3	3	1	1	0	0	0	0	0	0	0	0	0	0	0	0
BROAD006432	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ENTER007099	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MANAG007197	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ENTER005924	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NETWO005946	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
COMME006496	10	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUSTO006888	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUSTO006889	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUSTO006963	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUSTO006964	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUSTO006965	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
CUSTO006966	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

FCC Annual Report
Lehigh Valley
Source Recruitment Evaluation - 76.1702(b)(4)
July 15, 2022 through July 14, 2023

Referral Type	# of Applicants	# of Interviewees	# of Hires
3rd Party Agency	54	14	6
Appcasty	1334	98	11
Astound Broadband Internal Posting	50	15	1
Astound Broadband Website - Careers Page	221	21	7
Billboard	18	4	0
Careerbuilder	63	2	0
Employee Referral	125	31	8
Former Employee	15	4	0
Indeed	2193	134	13
Jobcase	2	0	0
Word of Mouth	37	5	2
LinkedIn	91	9	0
TV/Radio Advertising	7	0	0
ZipRecruiter	34	1	1
Glassdoor/Monster/Dice/Adzuna/Snag/Lenza	17	1	0
Payment Center	2	0	0
Professional Job Board	17	5	1
College Website/Career Fair	8	2	2
Postcard Mailer	1	1	0
Newspaper Ad	0	0	0
Jobs2Careers	6	0	0
State Job Board	34	0	0
Social Media	30	3	0
Job Fair	8	0	0
Channel 4	1	0	0
Diversity Website	4	0	0
LinkUp	1	0	0
Craigslis	1	0	0
WorkInTexas	1	0	0
Total	4375	350	52

EUID has been updated successfully. ✕

The record has now been updated ✕

Amend

Print



EEO Form 396-C

Reference Copy
OMB Control
No. 3060-1033

File No.: CBL0010555

Filing Status: **Ready for Review**

11835

General Information

FCC Registration Number (FRN)
0019669563

Filing Year
2023

Employment Unit ID (EUID)
11835

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
Northampton

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
000421

Communities
PA0552, PA0554, PA0556, PA0558, PA0719, PA0721, PA2777, PA0553, PA0555, PA0557, PA0559, PA0718, PA0720, PA3962, PA0560, PA0562, PA0564, PA0566, PA2779, PA1263, PA0561, PA0563, PA0565, PA2778, PA2780,

PA0572, PA3349, PA1041, PA3747, PA1042,
 PA4115, PA1289, PA1291, PA1290, PA1292,
 PA3119, PA3120, PA1381, PA3276, PA0551,
 PA0571, PA4099, PA0570, PA2991, PA4101,
 PA3746, PA4100, PA4102, PA2513, PA4116,
 PA3751, PA3749, PA1258, PA2512, PA3752,
 PA0569, PA2515, PA3757, PA0567, PA0568,
 PA2514, PA3758

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