

**Soun2021 FCC EEO Public File Report for Grande Communications
Houston, TX #00045**

This Report Covers July 15, 2020 – July 14, 2021

Total # of Full-Time Vacancies Filled During Period: 0

Total # People Interviewed for Full-Time Vacancies During Period: 0

Please see attached recruitment source list for recruitment source contact information.

Full-Time Positions Filled

#	Position Title	# Hired	Dates of Hire	Recruitment Source of Successful Applicant(s)	Recruitment Source(s) Used to Fill Vacancy	Number of Interviews Referred by Each Recruitment Source	Total Number Interviewed
				0 Employee Referral		0 Employee Referral	
				0 Internal		0 Internal	
				0 Internet		0 Internet	
				0 Job Fair		0 Job Fair	
				0 Newspaper		0 Newspaper	
				0 Other		0 Other	
				0 Rehire		0 Rehire	
				0 Staffing Agency		0 Staffing Agency	

**2021 FCC EEO Public File Report for Grande Communications
Houston, TX #10099**

Recruitment/Source List

Name of Recruitment Source	Contact Person(s)	Contact Phone	Contact E-mail	Entitled to Notifications
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We did not recruit for any positions during the reporting period.

Houston, TX #10099

Recruitment/Outreach Initiatives

Date	Event	Description/Participation	Participants
November 5, 2020	Our COVID-19 Guidelines: Keeping Each Other Safe During the Pandemic	Training	Vice President, Field Operations Department, Community Relations Manager, Call Center Department
November 19, 2020	Retention 101	Training	Call Center Department
December 1, 2020	Preparing for Cold Weather	Training	Vice President, Field Operations Department, Community Relations Manager, Call Center Department
December 7, 2020	SMB Eero (enTouch)	Training	Call Center Leader
December 8, 2020	IT Security Training	Training	Vice President, Field Operations Department,, Community Relations Manager, Call Center Department
December 8 – 10, 2020	Benefits, Harassment, and Procedure Training	Training	Field Operations Department,, Community Relations Manager, Call Center Group, Supervisors, Territory Managers
December 10, 2020	UKG Time and Attendance Training for Leadership	Training	Field Operations Supervisors
December 17, 2020	IPTV Tab-Merlin	Training	Network Technician
January 4, 2021	Following Too Close	Training	Vice President, Field Operations Department, Community Relations Manager, Call Center Department
January 11, 2021	IPTV Roll Out for Technical Staff	Training	Network Technician
January 13, 2021	Television Viewing Protection Act (TVPA): Truth in Billing (enTouch Residential Customers)	Training	Vice President and Call Center Group
January 15, 2021	Google - Using Google Drive	Training	Network Technicians

January 22, 2021	enTouch 4 Step Retention	Training	Vice President and Call Center Department
February 1, 2021	Corporate Safety Manual	Training	Field Operations Department
February 12, 2021	ServiceNow Overview	Training	Vice President, Field Operations Department and Call Center Department
March 1, 2021	Sprains & Strains / Workplace Stretching	Training	Vice President, Field Operations Department and Call Center Department
March 1, 2021	Eero Pro 6	Training	Vice President and Field Operations Department
March 11, 2021	BOLT RT - Introduction	Training	Construction Coordinator, Field Operations Supervisor, OSP Designer
March 31, 2021	Poisonous Plants	Training	Field Operations Supervisor, Construction Coordinator, Network Technicians, Commercial Technician, Construction Supervisor
April 1, 2021	Distracted Driving	Training	Network Technicians
April 1, 2021	Asbuilts Policy & Procedure	Training	Network Technicians
April 9, 2021	COVID-19 Vaccines & Safety Reminders	Training	Network Technicians
April 21, 2021	BOLT RT - Introduction & Running Reports	Training	Field Operations Supervisors
April 29, 2021	Phishing Awareness	Training	OSP Designer, Broadband Service Techs,
April, 29, 2021	Social Engineering Red Flags:	Training	OSP Designer, Broadband Service Techs,
May 3, 2021	Heat Illness Awareness and Prevention Training	Training	Vice President and Field Operations Department
May 10, 2021	Affordable Connectivity Program/Emergency Broadband Benefits Overview	Training	Vice President and Field Operations Department
May 14, 2021	Netgear Nighthawk XR1000 Gaming Router-Technical	Training	Field Operations Department
May 19, 2021	Netgear Nighthawk Pro Gaming Wi-Fi Overview	Training	Inside Sales Representative
June 1, 2021	Animal Awareness	Training	Vice President and Field Operations Department

June 1, 2021	PCI Security Awareness Training and 6 Policy Review	Training	Network Technicians
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June 8, 2021	Sugar Assessment	Training	Construction Coordinator, Field Operations Supervisors, OSP Designer, Network Technicians
June 8, 2021	Business Solutions: Sugar Complete Overview	Training	Construction Coordinator, Field Operations Supervisors, OSP Designer, Network Technicians
June 23, 2021	OSPE / A1 Sugar Team EnTouch Alarm System Surveys Policy & Procedure	Training	Field Operations Supervisor
July 1, 2021	Office Safety	Training	Field Operations Department
July 6, 2021	Evolution Cable Modem- EVO2100CM	Training	Field Operations Department
July 9, 2021	TiVo TE4 Technical	Training	Network Technicians, Broadband Service Technician, Field Operations

The new COALS system only accepts 2022 and later submissions.