

RCN Telecom Services (Lehigh) LLC, dba Astound  
EEO Public File Report  
Wilkes-Barre Customer Care Employment Unit ID # 11837  
FCC Year July 15, 2024 through July 14, 2025

Total # of Full-Time Vacancies Filled During Period: 15

Total # People Interviewed for Full-Time Vacancies During Period: 108

Requisition Number	Posting Title	Source	# Of Interviews	# Of Hires
CUSTO008160*	Customer Care Specialist	3rd Party Agency	1	0
*Bulk hiring class. This is the parent requisition, consolidating all hires and interviews for the following list of requisitions: CUSTO008190 CUSTO008191 CUSTO008192 CUSTO008193		Careerbuilder	2	0
		Employee Referral	10	1
		LinkedIn	1	0
		Professional/Business Referral	1	0
		ZipRecruiter	5	1
		Indeed	10	2
		Astound Broadband Website - Careers Page	2	1
CUSTO008189*	Customer Care Specialist	Billboard	1	0
*Bulk hiring class. This is the parent requisition, consolidating all hires and interviews for the following list of requisitions: CUSTO008195 CUSTO008276 CUSTO008277 CUSTO008278		Careerbuilder	2	0
		Employee Referral	5	2
		LinkedIn	4	1
		ZipRecruiter	3	1
		Social Media (Twitter, Facebook, Instagram)	1	0
		Facebook	1	0
		Indeed	4	0
		Appcast	3	1
		Astound Broadband Website - Careers Page	2	0
		Astound Broadband Internal Posting	1	0
CUSTO008342*	Customer Care Specialist	Billboard	1	0
*Bulk hiring class. This is the parent requisition, consolidating all hires and interviews for the following list of requisitions: CUSTO008308 CUSTO008378 CUSTO008380		Employee Referral	13	1
		LinkedIn	1	0
		Professional Job Board	1	0
		ZipRecruiter	2	1
		Social Media (Twitter, Facebook, Instagram)	1	0
		Indeed	6	1
		Astound Broadband Website - Careers Page	3	0
		Astound Broadband Internal Posting	1	0
		Jobfair	1	1
TRAIN008411	Training Specialist	Astound Broadband Website - Careers Page	1	1
		Billboard	1	0
		LinkedIn	1	0
		Professional Job Board	1	0
		ZipRecruiter	1	0
		Indeed	7	0
		Appcast	1	0
		Astound Broadband Website - Careers Page	2	0
		Astound Broadband Internal Posting	4	0
Grand Total			108	15

**RCN Telecom Services (Lehigh) LLC, dba Astound**  
**FCC Annual Report**  
**Wilkes-Barre Customer Care Employment Unit ID # 11837**  
**Recruitment Sources Utilized for Vacancies Filled - 76.1702(b)(2)**  
**July 15, 2024 - July 14, 2025**

Source	Contact and Email	Address	Telephone	Entitled to Notifications
Astound Website - Careers Page	Lisa Thurmon Lisa.Thurmon@Astound.com	650 College Rd East, Suite 3100 Princeton, NJ 08540	903-426-4628	No
Astound Employee Referral Program	Maureen Hornlein maureen.hornlein@astound.com	100 Baltimore Drive Wilkes-Barre, PA 18703	570-270-1217	No
Cross Channel Ads	Jessica Broadbent jessica.broadbent@Astound.com	650 College Rd East, Suite 3100 Princeton, NJ 08540	(210) 632-3065	No
Indeed.com	Kyle Murphy Kylmurphy@indeed.com	7501 N. Capital of Texas Hwy Austin, TX 78731	512-485-1899	No
Buyer/AppCast	Matthew Nugent mnugent@buyerads.com	175 Highland Ave Needham, MA 02494	781-635-9398	No
ZipRecruiter	Matthew Nugent mnugent@buyerads.com	175 Highland Ave Needham, MA 02494	781-635-9398	No
Talroo	Matthew Nugent mnugent@buyerads.com	175 Highland Ave Needham, MA 02494	781-635-9398	No
Linkedin/ Facebook/ Twitter/ Instagram	Mark Gonzalez mark.gonzalez@astound.com	650 College Road East, Suite 3100 Princeton, NJ 08540	401-865-9087	No
Job Fair	Linda Byrnes lbyrnes@timesleader.com	90 E. Market Street Wilkes-Barre, PA 18702	570-704-3975	No
Bethlehem Astound Payment Center	Elizabeth Peters elizabeth.peters@astound.com	2124 Avenue C Bethlehem, PA 18017	610-360-4166	No
Pittston Astound Payment Center	Elizabeth Peters elizabeth.peters@astound.com	2124 Avenue C Bethlehem, PA 18017	610-360-4166	No
Astound - ATVN Bulletin Board	Loana Mendez-Solano loana.mendez-solano@astound.com	2124 Avenue C Bethlehem, PA 18017	484-554-9095	No
PA Career Link Luzerne County	Christine Jensen www.cwds.state.pa.us	32 East Union Street Wilkes-Barre, PA 18702	570-822-1101	No
Great Outdoor Ads - Billboard	Michelle Luksh Michelle.Luksh@greatoutdoorads.com	PO Box 3206 Scranton, PA 18505	570-690-3181	No
Verde Outdoor Media, LLC - Billboard	Andrew Lambert andrew.lambert@verdeoutdoor.com	1720 W. Rio Salado Pkwy Tempe, AZ 85281	570-851-8803	No
Hand Shake	Brad Jordan https://joinhandshake.com	2601 Mission Street San Francisco, CA 94110	N/A	No
King's College	Theresa Kinney theresakinney@kings.edu	133 N. River Street Wilkes-Barre, PA 18711	570-208-5874	No
Luzerne County Community College	Ursula Uhrin uuhrin@luzerne.edu	521 Trailblazer Drive Nanticoke, PA 18634	570-740-0456	No
Circa Mitratech	Tyler Kaplan tyler.kaplan@mitratech.com	1000 N Water St Suite 1200, Milwaukee, WI 53202	800-984-3775	No

\*All Astound vacancies are distributed by our external partner, Circa, on the following diverse job boards: AfricanAmericanHires.com, AllLGBTJobs.com, AsianHires.com, VeteranJobs.net, DisabilityJobs.net, LationJobs.org, OverFiftyJobs.com, NativeJobs.org, WeHireWomen.com, and DiversityJobs.com. Circa also posts all vacancies on all of their In-Network state diversity job boards, and distributes all job opportunities to local organizations that support a diverse set of community members.

**RCN Telecom Services (Lehigh) LLC, dba Astound**  
**Wilkes-Barre Customer Care Employment Unit ID # 11837**  
**FCC General Recruitment Report - 76.1702(b)(3)**  
**July 15, 2024 through July 14, 2025**

Outreach Efforts	Participants	Date	Description
Toys for Tots	Astound Employees	11/14/2024 - 12/06/2024	This program allows us to provide disadvantaged children in the area with Christmas gifts, and it allows us to build good will with the families in our community.
Astound Diversity, Equity, and Inclusion Intern Program	Astound DEI Team and People Leaders	05/27/2024 - 08/15/2024	The Astound intern program focused on providing college students intern opportunities in the MYPD industry.
Model Expand Structured Interview Creation and Training	Astound Recruiters, DEI Team and hiring managers/ people leaders.	09/18/2024 10/16/2024 10/28/2024	ModelExpand focused on guiding and training the DEI and recruiting team, and hiring leaders/people managers, on effectively interviewing and assessing candidates, while mitigating bias throughout the interview process.
The Times Leader Career Expo - Mohegan Arena	Astound Recruiter	10/01/2024	This job fair gives us an opportunity to connect with candidates and to educate them about Astound's employment opportunities. We had an advertisement in The Times Leader newspaper for the job fair event.
PA Career Link Luzerne County Annual Veterans Event	Astound Recruiter	11/13/2024	This job fair gives us an opportunity to connect with Veterans in the community and to educate them about Astound's employment opportunities.
Astound Virtual Career Fair	Astound Talent Acquisition Team	03/18/2025	Astound organized and hosted a virtual career fair for all open positions to expand candidate pool.
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King's College Spring 2025 Career & Internship Expo	Astound Talent Acquisition Team	03/19/2025	This career & internship expo gives us an opportunity to connect with prospective college students and upcoming graduates at King's College and to educate them about Astound's internship and employment opportunities.
Times Leader Career Expo @ Mohegan Arena	Astound Talent Acquisition Team	04/09/2025	This job fair gives us an opportunity to connect with candidates and to educate them about Astound's employment opportunities.
King's College - CIS Day	Astound Human Resources Team	04/23/2025	This event gives us an opportunity to connect with local high school students and to educate them about Astound's employment opportunities.
Learning Alliance Career Days	Astound Talent Acquisition Team	05/21/2025 07/02/2025	Astound Recruiters participated in Learning Alliance's Career Day by educating their students on telecommunication career opportunities with Astound. This included a Q&A session.
Leadership Focus Newsletter	Astound People Leaders	07/15/2025 - 07/14/2025	Monthly newsletter delivered to people leaders with a variety of skill building opportunities and resources.
Leadership Challenge	Astound People Leaders	08/13/2024 - 08/14/2025	Leadership development training for people leaders.
Employee Training	Astound Employees	07/15/2024 - 07/14/2025	Are You an Ally? - Inclusion Microlearning
Employee Training	Astound Employees	07/15/2024 - 07/14/2025	Be an Ally Not a Bystander
Employee Training	Astound Employees	07/15/2024 - 07/14/2025	Benefits of Diversity for Everyone - Inclusion Microlearning
Employee Training	Astound Employees	07/15/2024 - 07/14/2025	Bystander Intervention - Inclusion Microlearning
Employee Training	Astound People Leaders	07/15/2024 - 07/14/2025	How to Conduct an Effective Interview
Employee Training	Astound Employees	07/15/2024 - 07/14/2025	Inclusion & Belonging in the Workplace [EE]
Employee Training	Astound Employees	07/15/2024 - 07/14/2025	Intentional Inclusion - Inclusion Microlearning
Employee Training	Astound Employees	07/15/2024 - 07/14/2025	Promoting Fairness in the Workplace
Employee Training	Astound People Leaders	07/15/2024 - 07/14/2025	Retention Skills Training 2025
Employee Training	Astound Employees	07/15/2024 - 07/14/2025	Emotional Intelligence
Employee Training	Astound Employees	07/15/2024 - 07/14/2025	Workplace Harassment Prevention for Employees
Employee Training	Astound Employees	07/15/2024 - 07/14/2025	Labor Relations Awareness