

FCC/EEO Program Annual Record
Havertown
Full Time Vacancies - 76.172(b)(1)
July 15, 2021 through July 14, 2022

FCC Unit ID #	Description	Job Title	Vacancies
11834	Havertown	Direct Sales Representative	1
11834	Havertown	Direct Sales Representative - Part Time	1
11834	Havertown	Direct Sales Representative	1
11834	Havertown	Seasonal Direct Sales Representative	1
11834	Havertown	Seasonal Direct Sales Representative	1
		Total	5

FCC Annual Report						
Havertown						
Recruitment Sources Utilized for Vacancies Filed - 76.1702(b)(2)						
July 15, 2021 - July 14, 2022						
Name of Source	Address	City	State	Zip	Phone	Contact Name
RCN Website - Careers Page	6650 College Road East	Princeton	NJ	08540	425-217-4200	Tracy Brutcher@astound.com
RCN Employee Referral Program	6650 College Road East	Princeton	NJ	08540	425-217-4200	Tracy Brutcher@astound.com
RCN Internal Job Posting - Internal Candidates	6650 College Road East	Princeton	NJ	08540	425-217-4200	Tracy Brutcher@astound.com
RCN Channel 4	7249 Airport Road	Bath	PA	18014	610-443-2809	Rick Geho
RCN Former Employees - Rehires	2124 Ave. C	Bethlehem	PA	18017	610-419-2722	Bryan Jung@astound.com
Contractors	7250 Airport Road	Bath	PA	18015	610-443-2910	Rick Geho
DCTMA Employment and Career Expo	102 West Front Street	Media	PA	19063	484-445-2077	Lauren Amway Fink
Delaware County Workforce Development Board Job F	194 Sprout Road	Springfield	PA	19064	484-848-6620	Allison Francis Barksdale
Professional Referrals	2124 Ave. C.	Bethlehem	PA	18017	610-419-2722	Bryan Jung
RCN - Job openings filter - Customer lobby	2124 Avenue C	Bethlehem	PA	18017	610-419-2722	Bryan Jung
Indeed.com Job Postings (via Buyer Advertising)					781-635-9398	Matthew Nugent
College Central Network Job Postings					610-419-2722	Bryan Jung
ZipRecruiter Job Postings (via Buyer Advertising)					781-635-9398	Matthew Nugent
Jobs2Careers Job Postings (via Buyer Advertising)					781-635-9398	Matthew Nugent
Monster Job Postings (via Buyer Advertising)					781-635-9398	Matthew Nugent
Appcast Xcelerate (via Buyer Advertising)					610-443-2868	Kimberly Helwig
Facebook/Twitter/Instagram					610-443-2868	Kimberly Helwig
TV Commercials					610-419-2722	Bryan Jung
AfricanAmericanHires.com (via Circa)					610-419-2722	Bryan Jung
AALLGBTJobs.com (via Circa)					610-419-2722	Bryan Jung
AsianHires.com (via Circa)					610-419-2722	Bryan Jung
VeteranJobs.net (via Circa)					610-419-2722	Bryan Jung
DisabilityJobs.net (via Circa)					610-419-2722	Bryan Jung
LatinoJobs.org (via Circa)					610-419-2722	Bryan Jung
OverFiftyJobs.com (via Circa)					610-419-2722	Bryan Jung
NativeJobs.org (via Circa)					610-419-2722	Bryan Jung
WeHireWomen.com (via Circa)					610-419-2722	Bryan Jung
DiversityJobs.com (via Circa)					610-419-2722	Bryan Jung

RCN Corporation			
Location			
July 15, 2021 through July 14, 2022			
FCC General Recruitment Report - 76.1702(b)(3)			
Outreach Efforts	Sponsor	Date	Description
RCN Channel 4 / Channel 8	RCN	Ongoing	Run an advertisement on RCN Channel 4 in Lehigh Valley and Channel 8 in Delaware County sharing open positions and general advertisement to have candidates go to RCN.com - careers and apply for open positions of interest
Employee Referral Program	RCN	Ongoing	RCN Employee Referral Program to incent employees to help identify candidates and support diversity in hiring
Technical Training	RCN	Ongoing	SCITE 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	RCN	Ongoing	SCITE 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	RCN	Ongoing	Defensive Driver Course - Defensive driver training – 5 classes – 8 hours for the National Safety Council DDC
Technical Training (assigned)	RCN	Jun-20	Office Safety
		21-Jul	Back to School- Drivers Safety
		21-Aug	Basic First Aid
		21-Sep	2021 Basic Fire Prevention
		21-Oct	Fall Back into Safe Driving Habits
		21-Nov	Preparing for Winter Weather-2021
		21-Dec	Electrical Safety
		22-Feb	Situational Awareness
		22-Mar	Bloodborne Pathogens
		22-Apr	Severe Weather
		22-May	Heat Illness Awareness and Prevention
		22-Jun	Animal Awareness
		22-Jul	5G & 5G Home Internet
		22-Jul	Affordable Connectivity Program (ACP) Update
		22-Aug	Disney-ESPN Contract Dispute
		21-Oct	Eero Pro 6
		22-Jun	Facility Visitor Policy 6.3.22
		21-Jul	Google 2-Step Verification
		22-Jun	PCI Breach - What Should You Do? 6.3.22
		22-Jun	PCI Employee Computer Usage Policy 6.3.22
		22-Jun	PCI Security Awareness Training and 6 Policy Review
		22-Jun	PCI Training Policy 6.3.22
		21-Sep	Phishing Prevention 2021
		21-Sep	Rate Event Fall 2021
		22-Jun	Tips for Creating a Strong Password 6.3.22

Leadership Training (assigned)	RCN	Ongoing	GROW Your Employees
Employee Training (optional)	RCN	Ongoing	2021 Halftime Meeting
		Ongoing	Rate Event Fall 2021
		Ongoing	Astound TV+ DSRs Customer Training with Q&A
		Ongoing	2022 Kick Off All Hands Meeting
		Ongoing	Introducing HBO Max
		Ongoing	HBO Max FAQ
		Ongoing	Snapshot: Rate Event 2021
		Ongoing	Astound TV+ DSRs Customer Training FAQ Document Only
		Ongoing	Astound TV+ DSRs Customer Training FAQ Document Only
		Ongoing	Astound TV+ for IPTV-Technical
		Ongoing	WorkAssure Mobile Updates
		Ongoing	Wellbeing and Resilience Workshop
		Ongoing	Netgear XR1000 Gaming Router-Technical
		Ongoing	Conflict Resolution Styles
		Ongoing	ICOMS - Data User (DU) Screen
		Ongoing	ICOMS - Look Up an Account (Dispatch)
		Ongoing	ICOMS - Cable & Data Installation
		Ongoing	DSR Onboarding Checklist (Example)
		Ongoing	2021 RCN/Grande Benefits Link
		Ongoing	Astound TV+ DSRs Customer Training with Q&A
		Ongoing	Micro Lesson: Being Intentional
		Ongoing	COVID Assistance Program Update FYI
		Ongoing	Influencer Foundations: Critical Thinking & Problem Solving
		Ongoing	Social Networks
		Ongoing	You Are the Shield
		Ongoing	Rules of Engagement v1.4
		Ongoing	Active Listening: A Practical Approach
		Ongoing	Business Solutions: Rules of Engagement
		Ongoing	Rules of Engagement Update
		Ongoing	Business Solutions: SMB UCaas (Hosted Voice)
		Ongoing	ICOMS - Taking a Cash Payment
		Ongoing	Great Managers Help People Hone Their Strengths
		Ongoing	TVo Stream 4K and Sling TV
		Ongoing	AskLexi: Create a Quiz
		Ongoing	ReLogic: Logging in and submitting an expense report
		Ongoing	Work Orders and Quota
		Ongoing	Bring Your Own Modern (BYOM)
		Ongoing	ServiceNow Overview
		Ongoing	UKG Pro Employee Record
		Ongoing	Attendance Policy - RCN
		Ongoing	Benefits Enrollment Receipt & Acknowledgment
		Ongoing	CPNI (Course and Quiz)
		Ongoing	Drug and Alcohol Acknowledgment Form
		Ongoing	Drug and Alcohol Policy
		Ongoing	Employee Handbook
		Ongoing	Employee Passport
		Ongoing	Federal Tax Form (W4)
New Hire Training (assigned)			

		Ongoing	1-9
		Ongoing	New Employee Passport Survey: First Week
		Ongoing	New Hire Demographics Form
		Ongoing	PA Market - COBRA Policy
		Ongoing	PA Market - Driving Check and Release from Liability
		Ongoing	PA Market - Fleet Vehicle Safety Policy
		Ongoing	PA Market - HIPPA Policy
		Ongoing	PA Market - RCN Vehicle Policy
		Ongoing	PA Market - Workers Compensation Notice
		Ongoing	PA Market: New Hire Orientation 2022
		Ongoing	Sexual Harassment and Other Forms of Harassment Document
		Ongoing	Slamming/Cramming

Havertown Employment Unit 11834

FCC Applicant Source Report - 76.1702(b)(4) July 15, 2021 through July 14, 2022

Job Titles of Positions Filled with External Hires									
Req	Staffing Agencies	RCN Employee Referral Program	RCN Internal Job Posting	CareerBuilder .com	Monster.com	RCN.com	Job Fairs/College Career Fair/College Recruiter	Radio/TV Advertising	Former Empic
DIREC04849	Direct Sales Representative	0	0	0	0	0	0	0	1
DIREC005977	Direct Sales Representative - Part Time	0	0	0	0	0	0	0	1
DIREC04552	Direct Sales Representative	0	0	0	0	2	0	0	0
SEASO05165	Seasonal Direct Sales Representative	0	0	0	0	0	0	0	1
SEASO05164	Seasonal Direct Sales Representative	0	0	0	0	0	0	0	1
Totals	0	0	0	0	0	2	0	0	4

FCC Annual Report
Havertown
Source Recruitment Evaluation - 76.1702(b)(4)
July 15, 2021 through July 14, 2022

Referral Type	# of Applicants	# of Interviewees	# of Hires
Staffing Agencies	0	0	0
RCN Employee Referral Program	0	0	0
RCN Internal Job Posting	0	0	0
CareerBuilder .com	0	0	0
Monster.com	0	0	0
RCN.com	2	0	0
Job Fairs/College Career Fair/College Recruiter	1	0	0
Radio/TV Advertising	0	0	0
Former RCN Employees	4	4	4
Window Banners (Payment Center)	0	0	0
Appcast	7	0	0
Indeed.com	35	3	0
Word of Mouth	0	0	0
Billboard	0	0	0
ZipRecruiter	1	1	0
LinkedIn	3	1	1
Channel 4	0	0	0
Social Media (Facebook, Twitter, Instagram)	0	0	0
Professional Job Board	0	0	0
Professional/Business Referral	0	0	0
Veterans Job Board	0	0	0
Newspaper	0	0	0
Post Card Mailer	0	0	0
State Job Board	0	0	0
Glassdoor	0	0	0
TOTAL	53	9	5