

FULL CHANNEL, INC.
EEO PUBLIC FILE REPORT
September 1, 2016-August 31, 2017

Reporting period	September 1, 2016-August 31, 2017
Number of new full time employees	0
Small Market Exemption:	Yes

During the Reporting Period, a total of 0 full-time positions were filled. The information required by FCC Rule 73.2080(c)(6) is provided in the information that follows.

OUTREACH INITIATIVES

The employment unit engaged in the following outreach initiatives in accordance with various elements of FCC Rule 73.2080(c)(2):

Establishment of training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions

Members of technical, field management and network operations staff were provided with the opportunity to participate in OSHA 10 and 30 training. With this training, staff have improved their knowledge and skills to qualify for a higher level of competency.

Installer and service technicians were also given an opportunity to train with line technicians making them eligible to expand their rolls in the department.

Provision of training to management level personnel as to the methods of ensuring equal employment and preventing discrimination

All Full Channel managers participate in the annual EEO Policy training meeting. State and Federal EEO Policies are reviewed and discussed in regards to new hires and promoting current employees. The managers discuss how to ensure the workplace and interview process are free from unlawful discrimination and harassment.

Full Channel's Employment Interview Guidelines document was reviewed and improved by the company attorney.

In a dedicated meeting, the updated document was presented to, reviewed and discussed by the entire management team.

Federal Communications Commission Washington, D.C. 20554	OMB 3060-1033 September 2003	FOR FCC USE ONLY
FCC 396-C		
Multi-Channel Video Program Distributor EEO Program Annual Report		FOR COMMISSION USE ONLY FILE NO. - 20171013AAC
Read INSTRUCTIONS Before Filling Out Form		

SECTION I IDENTIFYING INFORMATION		
A. Name of Operator: FULL CHANNEL, INC.		
MSO Name:		
B. Employment Unit's Mailing Address 57 EVERETT STREET		
City WARREN	State RI	Zip Code 02885-
FCC Registration Number: 0003596293		
Emp. Unit ID # 7861		
Application Purpose New Program Report Amendment to Program Report		
Supplemental Investigation Sheet (SIS) Attached		
C. County and State in which unit's employment office is located BRISTOL, RI		
D. Category of Respondent (check applicable box)		
<input type="checkbox"/> Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V		
<input type="checkbox"/> Six (6) or more full-time employees during the selected payroll period: Complete ALL sections of the Form 396-C and the Supplemental Investigation Sheet, if attached		
E. Pay Period Covered by this Report (inclusive dates) 09/01/2016-08/31/2017		
F. Attachments: (See "Exhibit" buttons, below.)		

SECTION II COMMUNITY INFORMATION			
System Communities Comprising Local Employment Unit			
Ident No.	Name of Community	Location (State)	Type
Review the list of communities served on the previous year's submission and attach as Exhibit A any additions or deletions, using the format noted above. NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS. [Exhibit 1]			

SECTION III EEO POLICY AND PROGRAM REQUIREMENTS

Check YES or NO to each of the following questions. If answer to any question below is NO, attach as Exhibit B an explanation. [Exhibit 2]

1.	Have you complied with the outreach provisions of the FCC's MPVD Equal Employment Opportunity Rule, 47 C.F.R. Section 76.75(b), during the twelve month period prior to filing this form?	Yes No
2.	Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business?	Yes No

3.	Do you contact organizations, media, educational institutions, and other potential sources of applicants for referrals whenever job vacancies are available in your organization?	Yes No
4.	Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?	Yes No
5.	To the extent possible, do you seek out entrepreneurs in a nondiscriminatory manner and encourage them to conduct business with all parts of your organization?	Yes No
6.	Do you analyze the results of your efforts to recruit, hire, promote, and use services in a nondiscriminatory manner and use these results to evaluate and improve your EEO program?	Yes No
7.	Do you define the responsibility of each level of management to ensure a positive application and vigorous enforcement of your policy of equal employment opportunity and maintain a procedure to review and control managerial and supervisory performance?	Yes No
8.	Do you conduct a continuing program to exclude every form of prejudice or discrimination based upon race, color, religion, national origin, age, or sex from your personnel policies and practices and working conditions?	Yes No
9.	Do you conduct a continuing review of job structure and employment practices and maintain positive recruitment training, job design, and other measures needed to ensure genuine equality of opportunity to participate fully in all organizational units, occupations, and levels of responsibility?	Yes No

SECTION IV ADDITIONAL INFORMATION

You may provide as Exhibit C any additional information that you believe might be useful in evaluating your efforts to comply with the Commission's EEO provisions. There is no requirement to provide additional data or information.
[Exhibit 3]

SECTION V CERTIFICATION

This report must be certified as follows:

- A. By the individual owning the reporting system if individually owned;
- B. By a partner, if a partnership; or
- C. By an officer, if a corporation or association.

I certify that to the best of my knowledge, information and belief, all statements contained in this report are true and correct.

Signed	Title ACCOUNTING/HUMAN RESOURCE MANAGER
Date 10/13/2017	Name of Respondent JANET ANN UNANGST
Telephone No. (include area code) 4012472250	

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).

FORM FCC 396-C - SUPPLEMENTAL INVESTIGATION SHEET

Part I Employee Job Descriptions

Give brief job descriptions for employees in the job categories specified below. The number specified in the box indicates the number of different job descriptions that are to be submitted for each category. Job descriptions should include the position title and a brief description of the major duties and responsibilities of the individual(s) in the position.

- 1. Officials and Managers [Exhibit 4]
- 2. Professionals [Exhibit 5]
- 3. Technicians [Exhibit 6]

4. Sales Workers	1	[Exhibit 7]
5. Office and Clerical		[Exhibit 8]
6. Craft Workers (skilled)		[Exhibit 9]
7. Operatives (semi-skilled)		[Exhibit 10]
8. Laborers (unskilled)		[Exhibit 11]
9. Service Workers		[Exhibit 12]

Part II Inquiries Concerning EEO Program and Practices

Submit responses to the inquiries indicated by a "check" Responses should be brief, but must provide sufficient information to describe the employment unit's activity and efforts in the area of inquiry.

1. Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75(b). [Exhibit 13]
2. Describe the employment unit's efforts to disseminate widely its equal employment opportunity program to job applicants, employees, and those with whom it regularly does business. [Exhibit 14]
3. Name the organizations, media, educational institutions, and other recruitment sources used to attract applicants whenever job vacancies become available. [Exhibit 15]
4. Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility. [Exhibit 16]
5. Describe the employment unit's efforts to encourage entrepreneurs to conduct business in a nondiscriminatory manner with all parts of its operation and provide an analysis of the results of those efforts. [Exhibit 17]
6. Report the findings of the employment unit's analysis of its efforts to recruit, hire and promote in a nondiscriminatory manner and explain any difficulties encountered in implementing its EEO program. [Exhibit 18]
7. Describe the responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO policy and explain the procedure for review and control of managerial and supervisory performance. [Exhibit 19]
8. Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices. [Exhibit 20]
9. Other Inquiries: [Exhibit 21]

Part III EEO Public File Report

Attach a copy of the EEO public file report from the previous year. Cable entities are required to place annually such information as is required by 47 C.F.R. Section 76.1702 in their public files. [Exhibit 22]

EMP UNIT ID: 7861	MSO NAME:
	OPR NAME: FULL CHANNEL, INC.

Approved by OMB
3060-1033

Exhibits

Attachment 7

Description
EXHIBIT 7

Exhibit 13

Description: EXHIBIT 13

Attachment 13

Description
EXHIBIT 7

EXHIBIT 16
EXHIBIT 19
EXHIBIT 13

Exhibit 16
Description: EXHIBIT 16

Attachment 16

Description
EXHIBIT 16

Exhibit 19
Description: EXHIBIT 19

Attachment 19

Description
EXHIBIT 19

Exhibit 22
Description: EXHIBIT 22

Attachment 22

Description
EXHIBIT 22

Exhibit 7

Sales Workers Job Description

SUMMARY: Responsible for ensuring customer satisfaction by responding to incoming calls and making outbound call for sales and service related issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

- Ensures customer satisfaction by providing superior service to current and potential customers
- Inbound and outbound sales and service calls are a vital part of this position
- Maintains ongoing SSR log for each call including recording and detailing overview of call outcome, as well as detailing in the customer account
- Communicates with customers in a helpful, courteous manner, displaying company values of respect for people and customer focus
- Other duties as assigned

EXHIBIT 13

Describe the employment unit's efforts to comply with the outreach provisions of 47.C.F.R Section 76.75(b)

Under Section 76.75(b)(viii) Establishment of training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions.

Members of technical, field management and network operations staff were provided with the opportunity to participate in OSHA 10 and OSHA 30 training. With this training, staff have improved their knowledge and skills to qualify for a higher level of competency.

Installer and service technicians were also given an opportunity to train with line technicians making them eligible to expand their rolls in the department.

EXHIBIT 16

Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility.

Promotions to positions of greater responsibility within the company come from members of the management team. All Full Channel managers participate in the annual EEO Policy training meeting. State and Federal EEO Policies are reviewed and discussed in regards to new hires and promoting current employees.

The managers discuss how to ensure the workplace and interview process are free from unlawful discrimination and harassment.

Full Channel's Employment Interview Guidelines document was reviewed and improved by the company attorney.

In a dedicated meeting, the updated document was presented to, reviewed and discussed by the entire management team.

EXHIBIT 19

Describe the responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO policy and explain the procedure for review and control of managerial and supervisory performance.

All Full Channel managers are responsible for the enforcement of the company's EEO policy. Full Channel's EEO policy page is part of the employment application that all prospective employees must complete. The completed application and signed EEO policy are given to the manager conducting the interview. Once a new employee is hired the EEO policy is again reviewed at time of hire with the Human Resources Manager. The EEO policy is included in the employee handbook which is distributed to all new hires, posted in the employee break room, on the company website and in the intranet employee daily access site

The review and control of managerial and supervisory performance is integrated in daily operations and on as needed basis.