

SERVICE AREA 5 CABLE LLC
EEO PUBLIC FILE REPORT
September 1, 2018-August 31, 2019

Reporting period September 1, 2018-August 31, 2019

Number of new full time employees 3

Small Market Exemption: Yes

During the Reporting Period, a total of 3 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

The company upgraded to the latest internet platform, Docsis 3.1. All technical staff were trained on the new technology and were issued and trained on new equipment to analyze and trouble shoot. This training will improve technician's efficiency, reducing time spent per job and improving the customer experience. This increased skill level provides added knowledge for the technicians and increases their opportunities with the company and the industry as a whole.

The company continued its cable plant training program with installers and service technicians. The purpose of this program is to train technicians on cable plant operations. How to 1) troubleshoot plant issues, 2) repair distribution lines, 3) replace or repair equipment, etc. This job requires a higher skill set and the training program affords the technicians the opportunity to learn and advance in the technical department.

The customer service department meets on a weekly basis. These meetings consist of training programs that include sales, retention, education on new product launches, troubleshooting techniques, dealing with difficult customers and improving the overall customer experience. Most recently, the department participated in Docsis 3.1 training. By improving their overall skills, this will lead to potential higher level positions within the company.

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

Annually, the managers of the company participate in EEO policy training which provides an understanding of the responsibilities of manager and supervisors, awareness of the state and federal EEO policies to insure that the work place is free from unlawful discrimination and harassment.

The company interview guidelines and EEO policy for applications were also reviewed and updated.

VACANCY LIST

Vacancies Filed	Recruitment Sources (RS) Used to Fill Vacancy	Interviewed	Hired
Job Title: Residential Sales Supervisor Date Opened: April 12, 2019 Date Filled: April 29, 2019	Full Channel Career site Job Board - Indeed Referral (employee referral) Advertisement-newspaper	0 5 0 0	0 1 0 0
Job Title: Service Technician Date Opened: Date Filled:	Full Channel Career site Referral (employee referral) Advertisement-newspaper RI Department of Labor & Training	1 0 2 5	1 0 0 0
Job Title: Business Account Manager Date Opened: Date Filled:	Full Channel Career site Job Board - Indeed Referral (employee referral) Advertisement-newspaper	0 8 0 0	0 1 0 0