

**SERVICE AREA 5 CABLE LLC
EEO PUBLIC FILE REPORT
September 1, 2019-August 31, 2020**

Reporting period September 1, 2019-August 31, 2020

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

The company's phone service offering, previously managed by a third party provider, was brought in-house. This change required 2.5 months of training for both the customer service and technical departments. This included training for new order entry and provisioning software as well as learning new trouble shooting and technical field procedures. The benefit to in-house operations allows the company to control the entire process from order entry to install completion. Customer service representatives are now able to complete orders and schedule installs within a shorter window, providing faster response times for potential customers.

Technical and customer service departments trained on new customer wireless equipment that the company recently deployed. This equipment will provide better range in the home for customer's internal wireless network. This equipment, used by many providers, gives the employees increased industry knowledge and assists in increased sales and customer satisfaction.

The customer service department continued to have weekly meetings. During these meetings we discussed new sales promotions and new customer retention initiatives. We honored the FCC "Keep Americans Connected Pledge" during the pandemic. The customer service department received training on the changes in our collections policies.

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

All of the managers attended a training session dedicated to EEO Policies. Federal and State EEO policies about new hires and promoting from within were discussed, along with the managers responsibilities to provide a work place that is free from unlawful discrimination and harassment. Guidelines for interviews free from discrimination were discussed.

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. - 20200916AAR
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-
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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)

Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V
 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) 09/01/2019-08/31/2020

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

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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?	<input checked="" type="radio"/> Yes <input type="radio"/> No
2.	Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business?	<input checked="" type="radio"/> Yes <input type="radio"/> 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?	<input checked="" type="radio"/> Yes <input type="radio"/> No
4.	Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?	<input checked="" type="radio"/> Yes <input type="radio"/> 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?	<input checked="" type="radio"/> Yes <input type="radio"/> 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?	<input checked="" type="radio"/> Yes <input type="radio"/> 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?	<input checked="" type="radio"/> Yes <input type="radio"/> 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?	<input checked="" type="radio"/> Yes <input type="radio"/> 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?	<input checked="" type="radio"/> Yes <input type="radio"/> 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

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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 CONTROLLER
Date 9/15/2020	Name of Respondent JANET ANN UNANGST
Telephone No. (include area code) 4013100110	

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).

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