

**SERVICE AREA 5 CABLE LLC  
EEO PUBLIC FILE REPORT  
September 1, 2023-August 31, 2024**

Reporting period September 1, 2023-August 31, 2024

Number of new fulltime employees 0

Small Market Exemption: Yes

During the Reporting Period, 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 initiated a broadband reclamation project in 2024. The first phase of this project included removing all digital equipment from the customer's home and ended with the elimination of all standard definition simulcast channels. The goal was to have only High-Definition equipment in customer's homes, providing better picture quality, and to increase broadband capacity for a better internet experience. The Customer Service Representatives (CSR) were tasked with reaching out to all customers, scheduling equipment swaps, either through technician or self-install. With all self-installations, our CSR's, over the phone, walked the customer through the installation, step by step. Also, as part of this process, our CSR's were trained over a two week period on the talking points, verifying customer account information, opportunities for customer savings including new promotional offers and upgrade opportunities based on customer needs assessment.

The upgrade discussion provided the CSR opportunity to discuss new products and services that the customers may not have been aware of and increase commission potential. This also provides management with insight into our top performers for advancement potential and those who need additional training to get to that level.

The company also launched a new internet service with a much faster speed. This new service gives both the CSR and field technicians the opportunity to earn additional commissions.

Provision of training to management Human resources started monthly workshops for all managers.

Personnel as to the methods of ensuring Equal employment and preventing Discrimination

Monthly, managers receive training on various topics. During the Recruiting and Onboarding workshop, all managers were trained on the guidelines for interviews free from discrimination. The Federal and State EEO policies about new hires and promoting from within were addressed as well as a manager's responsibility to provide a workplace free of unlawful discrimination and harassment.