

RCN Telecom Services (Lehigh) LLC, dba. Astound Broadband
EEO Public File Report
Wilkes-Barre Customer Care Employment Unit ID # 11837
FCC Year July 15, 2023 through July 14, 2024

Total # of Full-Time Vacancies Filled During Period: 49
Total # People Interviewed for Full-Time Vacancies During Period: 274

Requisition Number	Posting Title	Source	# Of Interviews	# of Hires
NETWO007481	Network Support Technician I, II or III	3rd Party Agency	0	0
		Employee Referral	3	0
		LinkedIn	1	1
		Professional Job Board	0	0
		Veteran's job boards	0	0
		ZipRecruiter	0	0
		Indeed	1	0
		Appcast	1	0
		Astound Broadband Website - Careers Page	1	0
		Astound Broadband Internal Posting	1	0
CUSTO008095* *Bulk hiring class. This is the parent requisition, consolidating all hires and interviews for the following list of requisitions: CUSTO008096 CUSTO008132 CUSTO008134 CUSTO008136	Customer Care Specialist (Remote)	3rd Party Agency	0	0
		Billboard	0	0
		Careerbuilder	0	0
		College Website	0	0
		Employee Referral	9	4
		Former Employee	1	0
		Jobfair	0	0
		LinkedIn	1	0
		Professional Job Board	0	0
		Professional/Business Referral	1	0
		State Job Board	0	0
		TV Advertising	0	0
		Veteran's job boards	0	0
		Word of Mouth	0	0
		Glassdoor	0	0
		ZipRecruiter	3	1
		Social Media (Twitter, Facebook, Instagram)	0	0
		WorkInTexas	0	0
		Facebook	0	0
		Indeed	2	0
		Monster	0	0
		RecruitUSA	0	0
		Astound Broadband Website - Careers Page	1	0
		Astound Broadband Internal Posting	1	0
		Jobs2Careers	0	0
		Diversity Website	0	0
		Snag	0	0
JobGet	0	0		
Company Vehicle Advertisement	0	0		
My Bill	0	0		
CUSTO007521	Customer Care Advocate - Remote	LinkedIn	1	1
		ZipRecruiter	1	0
CUSTO007629* *Bulk hiring class. This is the parent requisition, consolidating all hires and interviews for the following list of requisitions: CUSTO007630 CUSTO007631 CUSTO007632 CUSTO007633 CUSTO007634 CUSTO007635 CUSTO007636 CUSTO007719	Customer Care Advocate - Remote	3rd Party Agency	1	0
		Billboard	3	1
		Careerbuilder	0	0
		Employee Referral	2	1
		Jobfair	0	0
		LinkedIn	0	0
		Newspaper Ad	0	0
		Payment Center	0	0
		Professional Job Board	0	0
		Professional/Business Referral	0	0
		State Job Board	2	1
		Word of Mouth	1	0
		Glassdoor	0	0
		Craigslist	0	0
		ZipRecruiter	0	0
		Social Media (Twitter, Facebook, Instagram)	0	0
		Facebook	1	0
		Indeed	25	5
		Monster	0	0
Monster/	0	0		
Appcast	8	1		

		Astound Broadband Website - Careers Page	0	0
		Astound Broadband Internal Posting	0	0
		Snag	0	0
CUSTO007968*	Customer Care Specialist (Remote)	3rd Party Agency	0	0
*Bulk hiring class. This is the parent requisition, consolidating all hires and interviews for the following list of requisitions:		Billboard	1	0
CUSTO007967		Careerbuilder	0	0
CUSTO007969		Channel 4	0	0
CUSTO007970		College Website	0	0
CUSTO008040		Employee Referral	5	2
CUSTO008041		Former Employee	0	0
		Jobfair	0	0
		LinkedIn	0	0
		Professional Job Board	0	0
		State Job Board	0	0
		Word of Mouth	3	1
		Glassdoor	0	0
		ZipRecruiter	0	0
		Social Media (Twitter, Facebook, Instagram)	0	0
		WorkInTexas	0	0
		Facebook	0	0
		Indeed	18	3
		Monster	0	0
		RecruitUSA	0	0
		Astound Broadband Website - Careers Page	0	0
		Astound Broadband Internal Posting	0	0
		Jobcase	0	0
		Jobs2Careers	0	0
		Snag	1	0
CUSTO007880*	Customer Care Specialist (Remote)	3rd Party Agency	0	0
*Bulk hiring class. This is the parent requisition, consolidating all hires and interviews for the following list of requisitions:		Billboard	1	0
CUSTO007881		Careerbuilder	0	0
		College Website	0	0
		Employee Referral	11	0
		Former Employee	0	0
		Jobfair	1	0
		LinkedIn	1	0
		Professional Job Board	0	0
		State Job Board	1	0
		Word of Mouth	2	0
		Glassdoor	0	0
		ZipRecruiter	1	0
		Social Media (Twitter, Facebook, Instagram)	0	0
		Facebook	0	0
		Indeed	12	0
		Monster	0	0
		Astound Broadband Website - Careers Page	0	0
		Astound Broadband Internal Posting	0	0
		Talent.com	2	1
		Jobs2Careers	1	1
		Snag	0	0
		Company Vehicle Advertisement	0	0
CUSTO007364*	Customer Care Advocate - Remote	3rd Party Agency	1	0
*Bulk hiring class. This is the parent requisition, consolidating all hires and interviews for the following list of requisitions:		Billboard	0	0
CUSTO007400		Careerbuilder	1	0
CUSTO007401		Channel 4	0	0
CUSTO007402		College Career Fair	0	0
CUSTO007403		College Website	0	0
CUSTO007499		Employee Referral	6	2
CUSTO007500		Former Employee	1	0
CUSTO007501		Jobfair	0	0
CUSTO007502		LinkedIn	0	0
CUSTO007503		Payment Center	0	0
CUSTO007519		Professional Job Board	0	0
CUSTO007520		Professional/Business Referral	0	0
CUSTO007522		State Job Board	1	0
		Veteran's job boards	0	0
		Word of Mouth	1	1
		Glassdoor	0	0
		Craigslist	0	0
		ZipRecruiter	4	1
		Social Media (Twitter, Facebook, Instagram)	0	0

		WorkInTexas	0	0
		Facebook	0	0
		Indeed	46	8
		Monster	1	0
		Appcast	10	1
		Astound Broadband Website - Careers Page	2	0
		Astound Broadband Internal Posting	1	0
		Jobcase	0	0
		CollegeRecruiter	0	0
		Talent.com	0	0
		LinkUp	0	0
		Jobs2Careers	0	0
		Snag	0	0
CUSTO007714*	Customer Care Advocate - Remote	3rd Party Agency	1	0
*Bulk hiring class. This is the parent requisition, consolidating all hires and interviews for the following list of requisitions:		Billboard	1	0
CUSTO007767		Careerbuilder	0	0
CUSTO007768		College Website	0	0
CUSTO007769		Employee Referral	7	1
CUSTO007770		Former Employee	1	1
CUSTO007771		Jobfair	0	0
CUSTO007772		LinkedIn	1	0
		Professional Job Board	0	0
		Professional/Business Referral	0	0
		State Job Board	1	0
		Veteran's job boards	0	0
		Word of Mouth	1	1
		Glassdoor	0	0
		Professional Diversity Network	0	0
		Craigslist	0	0
		ZipRecruiter	0	0
		Facebook	1	0
		Indeed	25	3
		Monster	0	0
		Monster/	0	0
		Appcast	3	0
		Astound Broadband Website - Careers Page	1	1
		Astound Broadband Internal Posting	1	0
		Jobcase	0	0
		Adzuna	0	0
		Jobs2Careers	0	0
		Diversity Website	0	0
		Snag	0	0
		JobGet	0	0
CUSTO007828*	Customer Care Specialist (Remote)	3rd Party Agency	3	0
*Bulk hiring class. This is the parent requisition, consolidating all hires and interviews for the following list of requisitions:		Billboard	0	0
CUSTO007875		Careerbuilder	0	0
CUSTO007876		College Career Fair	0	0
CUSTO007877		College Website	0	0
CUSTO007879		Employee Referral	5	1
		Former Employee	1	1
		LinkedIn	0	0
		Professional Job Board	0	0
		State Job Board	0	0
		Veteran's job boards	0	0
		Word of Mouth	0	0
		Glassdoor	0	0
		ZipRecruiter	0	0
		Social Media (Twitter, Facebook, Instagram)	0	0
		WorkInTexas	0	0
		Facebook	0	0
		Indeed	13	3
		Monster	0	0
		RecruitUSA	0	0
		Appcast	0	0
		Astound Broadband Website - Careers Page	0	0
		Astound Broadband Internal Posting	0	0
		CollegeRecruiter	0	0
		LinkUp	0	0
		Jobs2Careers	0	0
		Diversity Website	0	0
		Snag	0	0
Grand Total			274	49

RCN Telecom Services (Lehigh) LLC, dba. Astound Broadband
FCC Annual Report
Wilkes-Barre Customer Care Employment Unit ID # 11837
Recruitment Sources Utilized for Vacancies Filled - 76.1702(b)(2)
July 15, 2023 - July 14, 2024

Source	Contact and Email	Address	Telephone	Entitled to Notifications
Astound Website - Careers Page	Tracy Brucher tracy.brucher@astound.com	650 College Road East, Suite 3100 Princeton, NJ 08540	609-681-2189	No
Astound Employee Referral Program	Maureen Hornlein maureen.hornlein@astound.com	100 Baltimore Drive Wilkes-Barre, PA 18703	570-270-1217	No
Astound Internal Job Posting - Internal Candidates	Tracy Brucher tracy.brucher@astound.com	650 College Road East, Suite 3100 Princeton, NJ 08540	609-681-2189	No
Astound - Astound TV Network - CCA Recruitment Commercial & Generic Recruiting Commercial	Loana Mendez-Solano loana.mendez-solano@astound.com	2124 Avenue C Bethlehem, PA 18017	484 554-9095	No
Indeed.com	Kyle Murphy Kylmurphy@indeed.com	7501 N. Capital of Texas Hwy Austin, TX 78731	512-485-1899	No
PA Career Link Luzerne County	Christine Jensen www.cwds.state.pa.us	32 East Union Street Wilkes-Barre, PA 18702	570-822-1101	No
Great Outdoor Ads - Billboard	Michelle Luksh Michelle.Luksh@greatoutdoorads.com	PO Box 3206 Scranton, PA 18505	570-690-3181	No
Handshake	https://joinhandshake.com	2601 Mission Street San Francisco, CA 94110		No
King's College	Theresa Kinney theresakinney@kings.edu	133 N. River Street Wilkes-Barre, PA 18711	570-208-5874	No
Luzerne County Community College	Ursula Uhrin uuhrin@luzerne.edu	521 Trailblazer Drive Nanticoke, PA 18634	570-740-0456	No
LinkedIn/Facebook/Twitter/Instagram	Rebecca Hornak rebecca.hornak@astound.com	online Falls Church, VA 22046	571-369-1524	No
Astound - Job openings flier - Pittston Payment Center	Elizabeth Kindall elizabeth.kindall@astound.com	2124 Avenue C Bethlehem, PA 18017	610-360-4166	No
Times Leader Career Expo - Mohegan Sun Arena - October 3, 2023	Linda Byrnes lbyrnes@timesleader.com	90 East Market Street Wilkes-Barre, PA 18701	570-704-3975	No
Times Leader - Best Places to Work	Linda Byrnes lbyrnes@timesleader.com	90 East Market Street Wilkes-Barre, PA 18701	570-704-3975	No
PA Career Link Luzerne County Annual Veterans Event @ Kingston VFW Post 283 - 11/4/24	David Broadwell dbroadwell@pa.gov	757 Wyoming Avenue Kingston, PA 18704	570-822-1101	No
LinkedIn Post for Veterans Event @ Kingston VFW Post 283	Elizabeth Revit elizabeth.revit@astound.com	100 Baltimore Drive Wilkes-Barre, PA 18702	570-270-1219	No
PA CareerLink Luzerne County - Hazleton	Lori Kane lkane@careerlinkluzerne.org	75 N. Laurel St. Hazleton, PA 18201	570-459-3854	No
Job Fair at PA CareerLink Luzerne County - Hazleton on 1/30/24	Lori Kane lkane@careerlinkluzerne.org	75 N. Laurel St. Hazleton, PA 18201	570-459-3854	No
Times Leader Career Expo @ Mohegan Arena - April 9, 2024	Linda Byrnes lbyrnes@timesleader.com	90 East Market Street Wilkes-Barre, PA 18701	570-704-3975	No
Times Leader Career Expo @ Mohegan Casino Hotel - May 1, 2024	Linda Byrnes lbyrnes@timesleader.com	90 East Market Street Wilkes-Barre, PA 18701	570-704-3975	No
Buyer	Colleen Kelly ckelly@buyerads.com	175 Highland Ave, Needham, MA 02494	857-404-0891	No
Zip Recruiter	Colleen Kelly ckelly@buyerads.com	175 Highland Ave, Needham, MA 02494	857-404-0891	No
Appcast	Colleen Kelly ckelly@buyerads.com	175 Highland Ave, Needham, MA 02494	857-404-0891	No
Monster	Colleen Kelly ckelly@buyerads.com	175 Highland Ave, Needham, MA 02494	857-404-0891	No
Talent	Colleen Kelly ckelly@buyerads.com	175 Highland Ave, Needham, MA 02494	857-404-0891	No
Adzuna	Colleen Kelly ckelly@buyerads.com	175 Highland Ave, Needham, MA 02494	857-404-0891	No
Talroo	Colleen Kelly ckelly@buyerads.com	175 Highland Ave, Needham, MA 02494	857-404-0891	No
Circa Mitratech*	Tyler Kaplan tyler.kaplan@mitratech.com	1000 N Water St Suite 1200, Milwaukee, WI 53202	800-984-3775	No

*All Astound vacancies are distributed by our external partner, Circa, on the following diverse job boards: AfricanAmericanHires.com, AILGBTJobs.com, AsianHires.com, VeteranJobs.net, DisabilityJobs.net, LatinoJobs.org, OverFiftyJobs.com, NativeJobs.org, WeHireWomen.com, and DiversityJobs.com. Circa also posts all vacancies on all of their In-Network state diversity job boards, and distributes all job opportunities to local organizations that support a diverse set of community members.

RCN Telecom Services (Lehigh) LLC, dba. Astound Broadband
Employment Unit ID # 11837
FCC General Recruitment Report - 76.1702(b)(3)
July 15, 2023 through July 14, 2024

Outreach Efforts	Participants	Date	Description
Toys for Tots	Astound Employees	12/01/2023 - 12/30/2023	This program allows us to provide disadvantaged children in the area with Christmas gifts, and it allows us to build good will with the families in our community.
Astound Summer Internship Program	Astound Recruiters, DEI Team and students from higher education institutions across the U.S.	05/01/2024 - 08/01/2024	Astound Intern program focused on providing college students intern opportunities in the MVPD industry.
Times Leader Career Expo - Mohegan Sun Arena	Recruiters and Recruiting Manager	10/3/2023	This job fair gives us an opportunity to connect with candidates and to educate them about Astound's employment opportunities.
PA Career Link Luzerne County Annual Veterans Event	Recruiters and Recruiting Manager	11/4/2024	This job fair gives us an opportunity to connect with Veterans in the community and to educate them about Astound's employment opportunities.
Job Fair at PA CareerLink Luzerne County - Hazleton	Recruiters and Recruiting Manager	1/30/2024	This job fair gives us an opportunity to connect with minorities in the Hazleton, PA area and to educate them about Astound's employment opportunities.
Times Leader Career Expo @ Mohegan Arena	Recruiters and Recruiting Manager	4/9/2024	This job fair gives us an opportunity to connect with candidates and to educate them about Astound's employment opportunities.
Times Leader Career Expo @ Mohegan Casino Hotel	Recruiters and Recruiting Manager	5/1/2024	This job fair gives us an opportunity to connect with candidates and to educate them about Astound's employment opportunities.
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	1.3 Building Work Relationships
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	1.4 Leading Others
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	4.2 Developing Employee Skills
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	A Systematic Approach to Troubleshooting
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Active Listening: A Practical Approach
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Assertiveness and Self-Confidence
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Astound Mobile - Updates from Training
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Astound TV+ DSR's Customer Training with Q&A
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Astound TV+ for IPTV-Technical
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Benefits of Diversity for Everyone
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Bystander Intervention - DEI Microlearning
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Bystander Intervention - IL/IN People Managers Training
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Coaching Training Assessment
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Communicate as a Team
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Communication Strategies
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Delivering Performance Reviews
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Emotional Intelligence
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Harassment Prevention (Non-Supervisor, US)
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Harassment Prevention (People Managers, IL)
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Harassment Prevention (People Managers, US)
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Harassment Prevention (People-Managers, NY)
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Leadership and Influence
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Maintaining a Respectful Workplace (Course + Quiz)
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Management The Astound Way
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Strengthening Employee Engagement Through Diversity of Thought
Employee Training	Astound Employees	07/15/2023 - 07/14/2024	Supervising Others