

FCC Unit ID #	Description	Job Title	Vacancies
11832	Maryland	Broadband Network Technician I	1
11832	Maryland	Direct Sales Representative	1
11832	Maryland	Direct Sales Representative	1
11832	Maryland	Direct Sales Representative	1
11832	Maryland	Direct Sales Representative	1
11832	Maryland	Direct Sales Representative	1
11832	Maryland	Direct Sales Representative	1
11832	Maryland	Network Support Technician I	1
11832	Maryland	Strategic Account Executive	1
Total			9

FCC Annual Report
Employment Unit ID 11832 MD
Recruitment Sources Utilized for Vacancies Filled - 76.1702(b)(2)
July 15, 2022 - July 14, 2023

Name of Source	Address	City	State	Zip	Phone	email	Contact Name
AfricanAmericanHires.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI		53202 800.984.3775	jo.e.irizarry@mitratech.com	Joe Irizarry
AllGBTJobs.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI		53202 800.984.3775	jo.e.irizarry@mitratech.com	Joe Irizarry
AsianHires.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI		53202 800.984.3775	jo.e.irizarry@mitratech.com	Joe Irizarry
VeteranJobs.net (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI		53202 800.984.3775	jo.e.irizarry@mitratech.com	Joe Irizarry
DisabilityJobs.net (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI		53202 800.984.3775	jo.e.irizarry@mitratech.com	Joe Irizarry
LatinoJobs.org (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI		53202 800.984.3775	jo.e.irizarry@mitratech.com	Joe Irizarry
OverFiftyJobs.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI		53202 800.984.3775	jo.e.irizarry@mitratech.com	Joe Irizarry
NativeJobs.org (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI		53202 800.984.3775	jo.e.irizarry@mitratech.com	Joe Irizarry
WeHireWomen.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI		53202 800.984.3775	jo.e.irizarry@mitratech.com	Joe Irizarry
DiversityJobs.com (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI		53202 800.984.3775	jo.e.irizarry@mitratech.com	Joe Irizarry
WorkSource WA (via CIRCA)	1000 N Water St Suite 1200	Milwaukee	WI		53202 800.984.3775	jo.e.irizarry@mitratech.com	Joe Irizarry
Indeed.com	7501 N. Capitol of Texas Hwy	Austin	TX		78731 800-642-5842	lrappaport@indeed.com	Louis Rappaport
CIRCA: Various Diversity Web Postings	1000 N Water St Suite 1200	Milwaukee	WI		53202 800.984.3775	jo.e.irizarry@mitratech.com	Joe Irizarry
ZipRecruiter via Buyer Advertising	175 Highland Avenue	Needham	MA		02494 781.635.9398	mnugent@buyerads.com	Matthew Nugent
Indeed via Buyer Advertising	175 Highland Avenue	Needham	MA		02494 781.635.9398	mnugent@buyerads.com	Matthew Nugent
Appcast via Buyer Advertising	175 Highland Avenue	Needham	MA		02494 781.635.9398	mnugent@buyerads.com	Matthew Nugent
Monster via Buyer Advertising	175 Highland Avenue	Needham	MA		02494 781.635.9398	mnugent@buyerads.com	Matthew Nugent
Neuvoo via Buyer Advertising	175 Highland Avenue	Needham	MA		02494 781.635.9398	mnugent@buyerads.com	Matthew Nugent
Adzuna via Buyer Advertising	175 Highland Avenue	Needham	MA		02494 781.635.9398	mnugent@buyerads.com	Matthew Nugent
Jobs2Careers via Buyer Advertising	175 Highland Avenue	Needham	MA		02494 781.635.9398	mnugent@buyerads.com	Matthew Nugent
Jobcase via Buyer Advertising	175 Highland Avenue	Needham	MA		02494 781.635.9398	mnugent@buyerads.com	Matthew Nugent
PeopleSolved (3rd Party Agency)	180 John Street, Suite 401	Toronto	Ontario	M5T1X5	416-347-8052	thalia.marquez@peoplesolved.com	Thalia Marquez
Astound Employee Referral Program	650 College Road East	Princeton	NJ		08540 425-217-4200	tracy.brutcher@astound.com	Tracy Brutcher
Astound TV Commercials - Career Opportunities	650 College Road East	Princeton	NJ		08540 609-452-2543	vanessa.perry@astound.com	Vanessa Perry
Astound Career Board	2124 Avenue C	Bethlehem	PA		18017 610.360.4166	elizabeth.kindall@astound.com	Liz Kindall
Astound Channel 8	10000 Derekwood Lane	Lanham	MD		20706 202-631-0376	hope.lee@astound.com	Hope Lee
Astound Payment Centers	10000 Derekwood Lane	Lanham	MD		20706 301-531-2900	debora.lewis@astound.com	Debora Lewis
Astound Vehicle Wrap Signage - Careers	10000 Derekwood Lane	Lanham	MD		20706 301-531-2900	debora.lewis@astound.com	Debora Lewis

FCC Annual Report
Employment Unit ID 11832 MD
FCC General Recruitment Report - 76.1702(b)(3)
July 15, 2022 through July 14, 2023

Outreach Efforts	Sponsor	Date	Description
Career Fair	Lincoln Technical College	4/12/2023	Job Fair
Resource Fair	D.C. Housing Authority	4/22/2023	Job Fair and Community Outreach Event
Employee Referral Program	Astound Broadband	Ongoing	Astound Employee Referral Program to incnet employees to help identify candidates and SCTE Training to covers the knowledge needed to install and troubleshoot triple play services (voice, video, and data) for residential cable telecommunications customers. It includes customer service, troubleshooting, test equipment, measurements and service restoration related to industry-wide standards and practices, as well as instruction in the latest technologies, such as MoCA, IPv6, and digital home technology.
Technical Training	Astound Broadband	Ongoing	SCTE Training to certify proficiency in the subject matter related to the RF distribution of signals. All aspects of the network from the optical node to the distribution tap are included in the certification curriculum.
Technical Training	Astound Broadband	Summer 2023	National internship program focusing on positions across a wide range of departments within the telecommunications industry
Astound DEI Internship Program	Astound Broadband	23-Jul	06.23 Poisonous Plants
Safety Training (assigned)	Astound Broadband	23-Feb	10 Steps to Safe Backing and Parking
Safety Training (assigned)	Astound Broadband	23-Mar	Active Violence Prevention, Preparedness, and Response Overview
Safety Training (assigned)	Astound Broadband	23-Jul	Animal Awareness
Safety Training (assigned)	Astound Broadband	22-Aug	Back to School- Driver's Safety
Safety Training (assigned)	Astound Broadband	22-Oct	Basic Fire Prevention and Response
Safety Training (assigned)	Astound Broadband	23-Mar	Circle of Safety
Safety Training (assigned)	Astound Broadband	19-Oct	Civility in the Workplace
Safety Training (assigned)	Astound Broadband	23-Feb	Electrical Safety
Safety Training (assigned)	Astound Broadband	22-Aug	Fall Back into Safe Driving Habits
Safety Training (assigned)	Astound Broadband	22-Nov	Fall Time Change and Autumn Driving
Safety Training (assigned)	Astound Broadband	23-Jan	Following Too Close
Safety Training (assigned)	Astound Broadband	23-May	Heat Illness and Injury Plan
Safety Training (assigned)	Astound Broadband	23-May	Heat Illness Awareness and Prevention
Safety Training (assigned)	Astound Broadband	23-May	Heat Illness Awareness and Prevention Training
Safety Training (assigned)	Astound Broadband	23-Feb	Important Tips for Driving in the City
Safety Training (assigned)	Astound Broadband	23-Mar	Intersection Safety and Camera Awareness
Safety Training (assigned)	Astound Broadband	22-Sep	Office Safety
Safety Training (assigned)	Astound Broadband	23-Jun	Poisonous Plants
Safety Training (assigned)	Astound Broadband	22-Dec	Preparing for Winter Weather
Safety Training (assigned)	Astound Broadband	22-Oct	Preventing Exposure to Illness During Face-to-Face Contact and Equipment Handling
Safety Training (assigned)	Astound Broadband	23-Mar	Severe Weather
Safety Training (assigned)	Astound Broadband	22-Nov	Situational Awareness
Safety Training (assigned)	Astound Broadband	23-Jun	Wildfire Smoke, Air Quality Index, and Respirator Training
Safety Training (assigned)	Astound Broadband	23-Apr	Work Safety Around Stinging Insects

Employee Training (assigned)	Astound Broadband	22-Jul 1.2G Speeds Launch August 2022	Ongoing	Astound Mobile - Billing Course
Employee Training (assigned)	Astound Broadband	22-Aug 1.2Gb Internet Speeds Launch-Technical	Ongoing	Anne Arundel Broadband OPs App Overview
Employee Training (assigned)	Astound Broadband	22-Aug 5G & 5G Home Internet	Ongoing	Astound Mobile - Billing Course
Employee Training (assigned)	Astound Broadband		Ongoing	Astound Mobile DSR Training
Employee Training (assigned)	Astound Broadband		Ongoing	Astound Mobile ICOMS Orders
Employee Training (assigned)	Astound Broadband		Ongoing	Astound Mobile Introduction
Employee Training (assigned)	Astound Broadband		Ongoing	Astound Mobile Overview
Employee Training (assigned)	Astound Broadband		Ongoing	Astound Mobile Payment Center and OES Training
Employee Training (assigned)	Astound Broadband		Ongoing	Astound Mobile ShopNow Demo
Employee Training (assigned)	Astound Broadband		Ongoing	Astound TV+
Employee Training (assigned)	Astound Broadband		Ongoing	Astound TV+ for IPTV-Technical
Employee Training (assigned)	Astound Broadband		Ongoing	Attendance Policy - RCN
Employee Training (assigned)	Astound Broadband		Ongoing	Benefits Enrollment Receipt & Acknowledgment
Employee Training (assigned)	Astound Broadband		Ongoing	Broadstripe
Employee Training (assigned)	Astound Broadband		Ongoing	Browsing Safely
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions Finance and Accounting Guidelines - CAR Submissions
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: Business Router & Wireless Internet Backup (Overview)
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: Business Router with Wireless Internet Backup - Technical Training Update
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: Business TV
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: Business Wi-Fi
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: Call Recording (Hosted Voice)
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: Cloud Contact Center Overview & Sales
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: Create GeoResults List in NIMS (Sugar/ICOMS)
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: Custom Wi-Fi (ICB Only)
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: Dark Fiber Review and Approval Process
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: Data Center Internet Access (DC-IA)
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: ICB Process v2.1
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: Logging Activity in Sugar
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: National SMB HSI Structure (High Speed Internet)
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: New Data Center Order - Sales Form Only
Employee Training (assigned)	Astound Broadband		Ongoing	Business Solutions: NIMS OSP Viewer
Employee Training (assigned)	Astound Broadband		Ongoing	Code of Business Conduct (Course & Quiz)
Employee Training (assigned)	Astound Broadband		Ongoing	Competitive Internet Pricing
Employee Training (assigned)	Astound Broadband		Ongoing	Coronavirus Telework Policy
Employee Training (assigned)	Astound Broadband		Ongoing	Corporate Safety Manual
Employee Training (assigned)	Astound Broadband		Ongoing	CPNI (Course and Quiz)
Employee Training (assigned)	Astound Broadband		Ongoing	Credential Harvesting Attack - Vishing Awareness
Employee Training (assigned)	Astound Broadband		Ongoing	Credential Harvesting Attack (Vishing 2)
Employee Training (assigned)	Astound Broadband		Ongoing	CSG Field Service Management
Employee Training (assigned)	Astound Broadband		Ongoing	CSG TechNet
Employee Training (assigned)	Astound Broadband	23-Jan Cyber Security Training 2023	Ongoing	Cyber Security Training 2023
Employee Training (assigned)	Astound Broadband		Ongoing	Drug and Alcohol Acknowledgment Form
Employee Training (assigned)	Astound Broadband		Ongoing	Drug and Alcohol Policy

Employee Training (assigned)	Astound Broadband	22-Dec	eeero Overview (2022)	Ongoing	eeero Overview (2022)
Employee Training (assigned)	Astound Broadband		Eero Pro 6	Ongoing	
Employee Training (assigned)	Astound Broadband		Email and Phishing	Ongoing	
Employee Training (assigned)	Astound Broadband		Employee Handbook	Ongoing	
Employee Training (assigned)	Astound Broadband		Employee Passport	Ongoing	
Employee Training (assigned)	Astound Broadband		Employee Passport - California	Ongoing	
Employee Training (assigned)	Astound Broadband		Employee Passport (Botheil Call Center)	Ongoing	
Employee Training (assigned)	Astound Broadband		Employee Passport Onboarding (RCN only)	Ongoing	
Employee Training (assigned)	Astound Broadband		Equipment look up in Merflin using Account ID	Ongoing	
Employee Training (assigned)	Astound Broadband		Events and Status Refresher	Ongoing	
Employee Training (assigned)	Astound Broadband		22-Oct Harassment Prevention (Non-Supervisor, CA)	Ongoing	
Employee Training (assigned)	Astound Broadband		How to Add, Remove, Swap and Hit Equipment	Ongoing	
Employee Training (assigned)	Astound Broadband		How to Place a Work Order into a Held-Not Done Status	Ongoing	
Employee Training (assigned)	Astound Broadband		HR Macro Attack - Vishing Awareness	Ongoing	
Employee Training (assigned)	Astound Broadband		HR Macro Attack (Vishing 3)	Ongoing	
Employee Training (assigned)	Astound Broadband		IPTV - Installation Process SEI	Ongoing	
Employee Training (assigned)	Astound Broadband		IPTV - Product Overview - SEI	Ongoing	
Employee Training (assigned)	Astound Broadband		IPTV Features-Demo	Ongoing	
Employee Training (assigned)	Astound Broadband		IPTV Roll Out for Technical Staff	Ongoing	
Employee Training (assigned)	Astound Broadband		IPTV Technician Troubleshooting-SEI	Ongoing	
Employee Training (assigned)	Astound Broadband		IT Attack - Vishing Attack Scenario	Ongoing	
Employee Training (assigned)	Astound Broadband		IT Attack (Vishing 1)	Ongoing	
Employee Training (assigned)	Astound Broadband		IT Security Training	Ongoing	
Employee Training (assigned)	Astound Broadband		Let's sell: 5 Fundamental Tips for Knocking	Ongoing	
Employee Training (assigned)	Astound Broadband		Let's sell: 7 Strategies Every D2D Salesperson Should Know	Ongoing	
Employee Training (assigned)	Astound Broadband		Let's Sell: Assessment and Evaluation Forms	Ongoing	
Employee Training (assigned)	Astound Broadband		Let's Sell: Direct Sales Fundamentals	Ongoing	
Employee Training (assigned)	Astound Broadband		Let's Sell: Powering the Connected Home (Residential Product)	Ongoing	
Employee Training (assigned)	Astound Broadband		Let's Sell: The Marketing & Sales Funnel	Ongoing	
Employee Training (assigned)	Astound Broadband		Let's Sell: The Six Components of a Sale (Commercial)	Ongoing	
Employee Training (assigned)	Astound Broadband		Logging a Call in Sugar	Ongoing	
Employee Training (assigned)	Astound Broadband		Logging an Email in Sugar	Ongoing	
Employee Training (assigned)	Astound Broadband		Maintaining a Respectful Workplace (Course + Quiz)	Ongoing	
Employee Training (assigned)	Astound Broadband		Maintaining a Respectful Workplace (Course)	Ongoing	
Employee Training (assigned)	Astound Broadband		Maintaining Respectful Workplace Quiz	Ongoing	
Employee Training (assigned)	Astound Broadband		Micro Video Social Engineering - Types of Attacks	Ongoing	
Employee Training (assigned)	Astound Broadband		Micro Video Targeted Attacks - Spear Phishing	Ongoing	
Employee Training (assigned)	Astound Broadband		Microaggression Video	Ongoing	
Employee Training (assigned)	Astound Broadband		Mind the Generational Gap	Ongoing	
Employee Training (assigned)	Astound Broadband		Netgear Nighthawk Pro Gaming Wi-Fi Overview	Ongoing	
Employee Training (assigned)	Astound Broadband		Netgear XR1000 Gaming Router-Technical	Ongoing	
Employee Training (assigned)	Astound Broadband		Notice to Employee and Worker's Comp Acknowledgement	Ongoing	
Employee Training (assigned)	Astound Broadband		Overcoming Objections: How Our Internet Competes with Mobile Fixed Wireless Access (FWA)	Ongoing	
Employee Training (assigned)	Astound Broadband		PAVDC- CSG TechNet- Q&A/Demo	Ongoing	
Employee Training (assigned)	Astound Broadband		PCI Security Awareness 2023	Ongoing	
Employee Training (assigned)	Astound Broadband		Phishing Awareness	Ongoing	
Employee Training (assigned)	Astound Broadband		Phishing Awareness Module	Ongoing	

Employee Training (assigned)	Astound Broadband	Ongoing	RT5 FAQ's
Employee Training (assigned)	Astound Broadband	Ongoing	RT5 FAQ's and Intro Video
Employee Training (assigned)	Astound Broadband	Ongoing	RT5 Intro Video
Employee Training (assigned)	Astound Broadband	Ongoing	Rules of Engagement v1.5
Employee Training (assigned)	Astound Broadband	Ongoing	Sales Grab-N-Go (20)
Employee Training (assigned)	Astound Broadband	Ongoing	Seasonal Automation
Employee Training (assigned)	Astound Broadband	Ongoing	Sexual Harassment and Other Forms of Harassment Document
Employee Training (assigned)	Astound Broadband	Ongoing	Slamming/Cramming
Employee Training (assigned)	Astound Broadband	Ongoing	Social Engineering
Employee Training (assigned)	Astound Broadband	Ongoing	Social Engineering (2023)
Employee Training (assigned)	Astound Broadband	Ongoing	Social Engineering Red Flags
Employee Training (assigned)	Astound Broadband	Ongoing	Social Networks
Employee Training (assigned)	Astound Broadband	Ongoing	Tips for Creating a Strong Password 4.24.23
Employee Training (assigned)	Astound Broadband	Ongoing	TiVo Stream 4K
Employee Training (assigned)	Astound Broadband	Ongoing	Turning Location Services Off in TechNet
Employee Training (assigned)	Astound Broadband	Ongoing	Video Tier FAQ
Employee Training (assigned)	Astound Broadband	Ongoing	Video Tier Update
Employee Training (assigned)	Astound Broadband	Ongoing	Vishing Awareness
Employee Training (assigned)	Astound Broadband	Ongoing	WFA Mobile
Employee Training (assigned)	Astound Broadband	Ongoing	WFA Mobile Equipment Swapping
Management Training (assigned)	Astound Broadband	23-Jun	Building an Inclusive and Collaborative Team
Management Training (assigned)	Astound Broadband	23-May	Conversation Starters - Microaggression
Management Training (assigned)	Astound Broadband	Ongoing	CSG Supervisor Module
Management Training (assigned)	Astound Broadband	22-Oct	Harassment Prevention (People Managers, CA)
Management Training (assigned)	Astound Broadband	22-Oct	Harassment Prevention (people managers, US)
Management Training (assigned)	Astound Broadband	22-Oct	Having Critical Conversations Week 3 - Understanding Your Side and Adapting to Theirs
Management Training (assigned)	Astound Broadband	22-Oct	Having Critical Conversations Week 4 - Working with Emotions
Management Training (assigned)	Astound Broadband	22-Oct	Influencer Foundations: Deliver Balanced Feedback
Management Training (assigned)	Astound Broadband	23-Jan	Kardia Inclusive Leadership
Management Training (assigned)	Astound Broadband	22-Oct	Living up to the Hype: Perspectives on Diversity, Equity and Inclusion at Astound
Management Training (assigned)	Astound Broadband	22-Jun	Management Essentials
Management Training (assigned)	Astound Broadband	23-May	Microaggression Conversation Starter.
Management Training (assigned)	Astound Broadband	22-Oct	Modeling Inclusive Leadership
Management Training (assigned)	Astound Broadband	22-Oct	Modeling Inclusive Leadership Part 1*
Management Training (assigned)	Astound Broadband	22-Oct	Modeling Inclusive Leadership Part 2*
Employee Training (assigned)	Astound Broadband	Ongoing	Astound Broadband Group Health Plan? HIPAA Privacy Training Course
Employee Training (assigned)	Astound Broadband	Ongoing	Astound Broadband Group Health Plan? HIPAA Privacy Training Doc
Employee Training (assigned)	Astound Broadband	Ongoing	Logging a Meeting in Sugar
Employee Training (assigned)	Astound Broadband	Ongoing	01.01 Employers, Workers, and OSHA
Employee Training (assigned)	Astound Broadband	Ongoing	04.14 Drive Defensively
Employee Training (assigned)	Astound Broadband	Ongoing	1.2 Communicating Effectively (Management Essentials Interactive Manual)
Employee Training (assigned)	Astound Broadband	Ongoing	1.3 Building Work Relationships (Management Essentials Interactive Manual)
Employee Training (assigned)	Astound Broadband	Ongoing	1.4: Leading Others (Management Essentials Interactive Manual)

Employee Training (assigned)	Astound Broadband	Ongoing	10.41 Accident Prevention
Employee Training (assigned)	Astound Broadband	Ongoing	11.47 Highway Traffic Safety
Employee Training (assigned)	Astound Broadband	Ongoing	2.1: Setting the Stage for Excellent Performance (Management Essentials Interactive Manual)
Employee Training (assigned)	Astound Broadband	Ongoing	2022 All Hands Meeting Halftime Q&A
Employee Training (assigned)	Astound Broadband	Ongoing	2022 All-Hands Meeting Halftime Meeting
Employee Training (assigned)	Astound Broadband	Ongoing	2022 Business Solutions All Hands Meeting
Employee Training (assigned)	Astound Broadband	Ongoing	3 Second Rule
Employee Training (assigned)	Astound Broadband	Ongoing	4.2: Developing Employee Skills (Management Essentials Interactive Manual)
Employee Training (assigned)	Astound Broadband	Ongoing	Accessing GeoResults Data in NIMS
Employee Training (assigned)	Astound Broadband	Ongoing	Alvaria Overview
Employee Training (assigned)	Astound Broadband	Ongoing	Affordable Connectivity Program (ACP) Update
Employee Training (assigned)	Astound Broadband	Ongoing	Alvaria Phone System
Employee Training (assigned)	Astound Broadband	Ongoing	Analiti Internet Reporting
Employee Training (assigned)	Astound Broadband	Ongoing	Analiti Internet Testing
Employee Training (assigned)	Astound Broadband	Ongoing	Astound Market Areas
Employee Training (assigned)	Astound Broadband	Ongoing	Astound TV (IPTV)
Employee Training (assigned)	Astound Broadband	Ongoing	Astound TV+ DSR's Customer Training FAQ Document Only
Employee Training (assigned)	Astound Broadband	Ongoing	Astound TV+ DSR's Customer Training with Q&A
Employee Training (assigned)	Astound Broadband	Ongoing	Balancing Nodes and Actives
Employee Training (assigned)	Astound Broadband	Ongoing	Basic First Aid
Employee Training (assigned)	Astound Broadband	Ongoing	Black History Cultural Conversation
Employee Training (assigned)	Astound Broadband	Ongoing	Bloodborne Pathogens
Employee Training (assigned)	Astound Broadband	Ongoing	BOLT Case Updates
Employee Training (assigned)	Astound Broadband	Ongoing	BOLT Enhancement SMS Notifications
Employee Training (assigned)	Astound Broadband	Ongoing	BOLT Overview Webinar - RSRs
Employee Training (assigned)	Astound Broadband	Ongoing	BOLT RT: Moving a case from one queue to another
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions Contacts in BOLT
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: Account Manager ICOMS Audit
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: AWS Direct Connect
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: Enterprise and GEMS Accounts Ownership Guidelines
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: Enterprise Hosted Voice UCaaS Alignment
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: Essential Questions Guide
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: Ethernet Overview
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: Hosted Voice Overview
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: Internet Overview
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: LinkedIn Navigator Overview
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: MACD Process
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: Marketing Overview
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: Poly Edge E & B Phones
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: Product Overview
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: SD-WAN Overview
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: SE Manager Review and Escalation Process
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: SMB UCaaS (Hosted Voice)
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: Video Transport Service (VTS)
Employee Training (assigned)	Astound Broadband	Ongoing	Business Solutions: Wavelength Overview
Employee Training (assigned)	Astound Broadband	Ongoing	CA Central Coast
Employee Training (assigned)	Astound Broadband	Ongoing	Calix 4227 and 1100x

Employee Training (assigned)	Astound Broadband	Ongoing	Call Control
Employee Training (assigned)	Astound Broadband	Ongoing	Call Escalations
Employee Training (assigned)	Astound Broadband	Ongoing	CCA - ICOMS Basics
Employee Training (assigned)	Astound Broadband	Ongoing	CFRA Return to Work Rights
Employee Training (assigned)	Astound Broadband	Ongoing	Clear and Concise Emails
Employee Training (assigned)	Astound Broadband	Ongoing	Cloud Contact Center - SE Training: Portal Overview
Employee Training (assigned)	Astound Broadband	Ongoing	Cloud Contact Center - SE Training: Training Deck
Employee Training (assigned)	Astound Broadband	Ongoing	Counter Sales
Employee Training (assigned)	Astound Broadband	Ongoing	Creating Goals using the Franklin Covey Method
Employee Training (assigned)	Astound Broadband	Ongoing	CSI Troubleshooting
Employee Training (assigned)	Astound Broadband	Ongoing	Data Warehouse Report Library
Employee Training (assigned)	Astound Broadband	Ongoing	Data Warehouse Viewer
Employee Training (assigned)	Astound Broadband	Ongoing	Data Warehouse Viewer: Pulling Equipment Report
Employee Training (assigned)	Astound Broadband	Ongoing	Day 1 Checklist: Gmail, Calendar, and Contacts
Employee Training (assigned)	Astound Broadband	Ongoing	DIA Burstable Service Product Bulletin ? Q2/22
Employee Training (assigned)	Astound Broadband	Ongoing	Disability Insurance Provisions
Employee Training (assigned)	Astound Broadband	Ongoing	Disconnect Service Reasons
Employee Training (assigned)	Astound Broadband	Ongoing	Discussing and Selling: Whole Home WiFi powered by eero and eero Plus
Employee Training (assigned)	Astound Broadband	Ongoing	Dr. Troubleshooting
Employee Training (assigned)	Astound Broadband	Ongoing	DSR Sales Process ? Use the CARE Consultative Sales Flow
Employee Training (assigned)	Astound Broadband	Ongoing	E-Verify (4/2022)
Employee Training (assigned)	Astound Broadband	Ongoing	Excel Essentials Guide
Employee Training (assigned)	Astound Broadband	Ongoing	Fair Chance Ordinance - San Francisco
Employee Training (assigned)	Astound Broadband	Ongoing	FAQ National Campaign
Employee Training (assigned)	Astound Broadband	Ongoing	Former WOW Markets Rate Event 2023
Employee Training (assigned)	Astound Broadband	Ongoing	Getting Started: Gmail Guide
Employee Training (assigned)	Astound Broadband	Ongoing	Getting Started: Google Calendar Guide
Employee Training (assigned)	Astound Broadband	Ongoing	Getting Started: Google Drive
Employee Training (assigned)	Astound Broadband	Ongoing	Google Workspace FAQs
Employee Training (assigned)	Astound Broadband	Ongoing	Handling Difficult Customers Webinar Recording
Employee Training (assigned)	Astound Broadband	Ongoing	How it Works: GPON (Fiber to the x)
Employee Training (assigned)	Astound Broadband	Ongoing	How it Works: Wi-Fi Overview
Employee Training (assigned)	Astound Broadband	Ongoing	How to Complete Your Self Evaluation
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Batch Corrections (Document)
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Data User (DU) Screen
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Add Customer CPNI Information
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Adjustments and Credits
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Assign and Remove Equipment to a Tech
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Cable & Data Installation
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Change an Existing Work Order
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Create a Trouble Call Work Order
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Credit Check
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Customer Owned Modem
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Find an Account
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - GL Screen
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Identify Tech Progress
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Logging Into ICOMS

Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Look Up an Account (Dispatch)
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Open & Close Quota in the Pool
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Open a New Batch & Close a Batch
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Phone Installation (Video)
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Ported Phone Installation
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Pull Up Equipment in Detail Screen
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Q Codes
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Remove Equipment From an Acct. & Return to a Tech Acct.
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Taking a Cash Payment
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS - Transfer an Account to a New Address
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS Full Training Manual-Grande
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS Genius Cards
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS Installation
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS Manual
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS Occurrences
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS Order Entry Guide for WAVE
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS Prerequisites
Employee Training (assigned)	Astound Broadband	Ongoing	ICOMS -Take a Payment & Close a Batch
Employee Training (assigned)	Astound Broadband	Ongoing	Identify the Status of All Assignments on AskLexi
Employee Training (assigned)	Astound Broadband	Ongoing	Interpreting Default Equipment Types using WorkAssure
Employee Training (assigned)	Astound Broadband	Ongoing	Introducing the OTDR
Employee Training (assigned)	Astound Broadband	Ongoing	Introduction to BOLT
Employee Training (assigned)	Astound Broadband	Ongoing	Introduction to ICOMS and BOLT
Employee Training (assigned)	Astound Broadband	Ongoing	Invention and Confidentiality Agreement
Employee Training (assigned)	Astound Broadband	Ongoing	IPTV Tab-Merlin
Employee Training (assigned)	Astound Broadband	Ongoing	Juneteenth Cultural Conversation
Employee Training (assigned)	Astound Broadband	Ongoing	Keep It Clean! Housekeeping, Hygiene & Safety at Work
Employee Training (assigned)	Astound Broadband	Ongoing	LinkedIn Navigator Presentation
Employee Training (assigned)	Astound Broadband	Ongoing	Merlin Feature Overview
Employee Training (assigned)	Astound Broadband	Ongoing	Merlin Update for IPTV
Employee Training (assigned)	Astound Broadband	Ongoing	Microsoft Excel: VLOOKUP
Employee Training (assigned)	Astound Broadband	Ongoing	Mobile Phones
Employee Training (assigned)	Astound Broadband	Ongoing	Modem Provisioning Bulletin
Employee Training (assigned)	Astound Broadband	Ongoing	MyAstound
Employee Training (assigned)	Astound Broadband	Ongoing	MyAstound - Add Services
Employee Training (assigned)	Astound Broadband	Ongoing	MyAstound - Make a Payment
Employee Training (assigned)	Astound Broadband	Ongoing	MyAstound - Paperless Billing
Employee Training (assigned)	Astound Broadband	Ongoing	MyAstound - Setting Up Autopay
Employee Training (assigned)	Astound Broadband	Ongoing	MyAstound - Toggle SMS Notifications
Employee Training (assigned)	Astound Broadband	Ongoing	Navigating AskLexi
Employee Training (assigned)	Astound Broadband	Ongoing	Netgear Nighthawk XR1000 Gaming Router Technical Job Aid
Employee Training (assigned)	Astound Broadband	Ongoing	Ni2 Overview
Employee Training (assigned)	Astound Broadband	Ongoing	NIMS Introduction (Interview)
Employee Training (assigned)	Astound Broadband	Ongoing	Payment Center/Front Counter/Retail - Systems Overview
Employee Training (assigned)	Astound Broadband	Ongoing	Performance Management Tips: Beginning the Conversation During the Performance Review Meeting
Employee Training (assigned)	Astound Broadband	Ongoing	Preventing Harassment and Discrimination (Alternative): Non-Supervisors
Employee Training (assigned)	Astound Broadband	Ongoing	Pricing Disclosures

Employee Training (assigned)	Astound Broadband	Ongoing	Pride Month's Cultural Conversation
Employee Training (assigned)	Astound Broadband	Ongoing	Product Focus: eero
Employee Training (assigned)	Astound Broadband	Ongoing	Product Focus: eero Secure+
Employee Training (assigned)	Astound Broadband	Ongoing	Rate Event 2022
Employee Training (assigned)	Astound Broadband	Ongoing	Reqlogic Instructions Sheet
Employee Training (assigned)	Astound Broadband	Ongoing	ReQlogic: Logging in and submitting an expense report
Employee Training (assigned)	Astound Broadband	Ongoing	Resetting Passwords on AskLexi (Admins only)
Employee Training (assigned)	Astound Broadband	Ongoing	Residential Sales Product Training
Employee Training (assigned)	Astound Broadband	Ongoing	Retention 101
Employee Training (assigned)	Astound Broadband	Ongoing	Retention Part 1: Saving the Day
Employee Training (assigned)	Astound Broadband	Ongoing	Retention Part 2: Say Yes to the BEST
Employee Training (assigned)	Astound Broadband	Ongoing	Retention Practice Training
Employee Training (assigned)	Astound Broadband	Ongoing	Retirement Plan Overview (401k/ROTH)
Employee Training (assigned)	Astound Broadband	Ongoing	Sales Conversations
Employee Training (assigned)	Astound Broadband	Ongoing	Sales Eng Product Spotlight - Business TV
Employee Training (assigned)	Astound Broadband	Ongoing	Sales Eng Product Spotlight - UC&C: MSTeams Direct Routing & Solutions: SDWAN Case Studies
Employee Training (assigned)	Astound Broadband	Ongoing	Sales Eng Training - Solutions: SD-WAN
Employee Training (assigned)	Astound Broadband	Ongoing	Sales Eng Training: AWS/Azure
Employee Training (assigned)	Astound Broadband	Ongoing	Sales Eng Training: Business Router + Wireless Internet Backup
Employee Training (assigned)	Astound Broadband	Ongoing	Sales Eng Training: Connectivity - Wavelengths & Dark Fiber
Employee Training (assigned)	Astound Broadband	Ongoing	Sales Eng Training: DIA vs BCI vs HSI
Employee Training (assigned)	Astound Broadband	Ongoing	Sales Eng Training: UC&C: Lines & Trunks (PRI, SIP & Analog lines)
Employee Training (assigned)	Astound Broadband	Ongoing	Sales Eng Training: UC&C: UCaas w/ CC
Employee Training (assigned)	Astound Broadband	Ongoing	Sales Engineering Survey Responsibilities
Employee Training (assigned)	Astound Broadband	Ongoing	Sonos - Whole Home Audio Solution
Employee Training (assigned)	Astound Broadband	Ongoing	Sugar Assessment
Employee Training (assigned)	Astound Broadband	Ongoing	Sugar Job Aid ? Sales Engineering Role
Employee Training (assigned)	Astound Broadband	Ongoing	Survey Entry Field Changes for 2022
Employee Training (assigned)	Astound Broadband	Ongoing	Swapping, Picking Up, and Shipping Equipment
Employee Training (assigned)	Astound Broadband	Ongoing	Switching to Docs from Microsoft Word
Employee Training (assigned)	Astound Broadband	Ongoing	Tidbits from Tori - End of Year Update
Employee Training (assigned)	Astound Broadband	Ongoing	Tidbits from Tori - Retention Priority
Employee Training (assigned)	Astound Broadband	Ongoing	Tidbits from Tori - Retention Strategy
Employee Training (assigned)	Astound Broadband	Ongoing	Tidbits from Tori Security Update
Employee Training (assigned)	Astound Broadband	Ongoing	Time Management Tips for the Workplace
Employee Training (assigned)	Astound Broadband	Ongoing	UKG Pro Training for Employees
Employee Training (assigned)	Astound Broadband	Ongoing	UTA - Request Time Off
Employee Training (assigned)	Astound Broadband	Ongoing	Value Proposition - Residential Buyer Persona
Employee Training (assigned)	Astound Broadband	Ongoing	Welcome to Google Workspace
Employee Training (assigned)	Astound Broadband	Ongoing	Wellbeing and Resilience Workshop
Employee Training (assigned)	Astound Broadband	Ongoing	What is Quiet Quitting?
Employee Training (assigned)	Astound Broadband	Ongoing	Women's History Month Cultural Conversation with Jackie Heitman
Employee Training (assigned)	Astound Broadband	Ongoing	WOW Update and Review
Employee Training (assigned)	Astound Broadband	Ongoing	You Are the Shield

**FCC Applicant Source Report - 76.1702(b)(4)
July 15, 2022 through July 14, 2023**

**MD Employment Unit
11832**

Requisition	3rd Party Agency	Appcast	Astound Broadband Internal Posting	Astound Broadband Website - Careers Page	Billboard	Careerbuilder	Employee Referral	Former Employee	Indeed	Jobcase
	A I #	A I #	A I #	A I #	A I #	A I #	A I #	A I #	A I #	A I #
BROAD006873	0	56	3	7	0	0	4	0	23	0
DIREC006605	0	73	0	1	0	0	0	0	0	0
DIREC006606	0	5	0	0	0	0	0	0	0	0
DIREC006609	0	0	0	1	0	0	0	0	0	0
DIREC007203	0	18	0	0	0	0	0	0	0	0
DIREC007217	0	15	2	1	0	0	0	0	0	0
DIREC05162	0	41	0	1	0	0	0	0	0	0
NETW0006207	0	30	5	5	0	0	0	0	14	0
STRAT006582	1	0	0	0	0	0	0	0	0	0
	1	238	11	16	1	1	5	1	37	1
	1	5	1	2	0	0	0	0	3	0

BROAD006873 Broadband Network Technician I
 DIREC006605 Direct Sales Representative
 DIREC006606 Direct Sales Representative
 DIREC006609 Direct Sales Representative
 DIREC007203 Direct Sales Representative
 DIREC007217 Direct Sales Representative
 DIREC05162 Direct Sales Representative
 NETW0006207 Network Support Technician I
 STRAT006582 Strategic Account Executive

	Word of Mouth	LinkedIn	TV/Radio Advertising	ZipRecruiter	Glassdoor/Monster/Dice/Adzuna/Snag/Lenza	Payment Center	Professional Job Board	College Website/Career Fair	Postcard Mailer	Newspaper Ad	Jobs2Careers	State Job Board	Social Media	Job Fc
#	0	4	0	0	0	0	0	0	0	0	0	0	0	0
o	0	1	0	0	0	0	0	0	0	0	0	0	0	0
f	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H	0	0	0	0	0	0	0	0	0	0	0	0	0	0
i	0	0	0	0	0	0	0	0	0	0	0	0	0	0
r	0	0	0	0	0	0	0	0	0	0	0	0	0	0
e	1	0	0	13	0	0	0	0	0	0	0	0	1	0
s	0	3	0	0	1	0	0	0	0	0	0	0	0	0
s	1	0	0	0	0	0	0	0	0	0	0	0	0	0
s	0	0	0	0	0	0	0	0	0	0	0	0	0	0
s	2	8	0	17	2	0	0	0	0	0	0	0	1	0

		Channel 4		Diversity Website		LinkUp		Craigslist		WorkInTexas		Totals		
Air	# of Interviews	Air	# of Interviews	Air	# of Interviews	Air	# of Interviews	Air	# of Interviews	Air	# of Interviews	Air	# of Interviews	
0	0	0	0	0	0	0	0	0	0	0	0	97	9	
0	0	0	0	0	0	0	0	0	0	0	0	75	9	
0	0	0	0	0	0	0	0	0	0	0	0	5	1	
0	0	0	0	0	0	0	0	0	0	0	0	1	1	
0	0	0	0	0	0	0	0	0	0	0	0	21	1	
0	0	0	0	0	0	0	0	0	0	0	0	34	4	
0	0	0	0	0	0	0	0	0	0	0	0	44	7	
0	0	0	0	0	0	0	0	0	0	0	0	67	3	
0	0	0	0	0	0	0	0	0	0	0	0	2	1	
0	0	0	0	0	0	0	0	0	0	0	0	346	36	

FCC Annual Report
 Maryland
 Source Recruitment Evaluation -
 76.1702(b)(4)
 July 15, 2022 through July 14, 2023

Referral Type	# of Applicants	# of Interviewees	# of Hires
3rd Party Agency	1	1	1
Appcast	238	21	5
Astound Broadband Internal Posting	11	1	1
Astound Broadband Website - Careers Page	16	3	2
Billboard	1	0	0
Careerbuilder	1	1	0
Employee Referral	5	0	0
Former Employee	1	0	0
Indeed	37	3	0
Jobcase	1	0	0
Word of Mouth	2	0	0
LinkedIn	8	3	0
TV/Radio Advertising	0	0	0
ZipRecruiter	17	2	0
Glassdoor/Monster/Dice/Adzuna/Snag/Lenza	2	0	0
Payment Center	0	0	0
Professional Job Board	0	0	0
College Website/Career Fair	0	0	0
Postcard Mailer	0	0	0
Newspaper Ad	0	0	0
Jobs2Careers	0	0	0
State Job Board	4	0	0
Social Media	1	1	0
Job Fair	0	0	0
Channel 4	0	0	0
Diversity Website	0	0	0
LinkUp	0	0	0
Craigslist	0	0	0
WorkInTexas	0	0	0
Total	346	36	9

EUID has been updated successfully. ✕

The record has now been updated ✕

Amend

Print



EEO Form 396-C

Reference Copy
OMB Control
No. 3060-1033

File No.: CBL0010559

Filing Status: **Ready for Review**

11832

General Information

FCC Registration Number (FRN)
0019669563

Filing Year
2023

Employment Unit ID (EUID)
11832

Section I - Identifying Information

Has the identifying information associated with this EUID changed?
No

Operator Legal Name
RCN TELECOM SERVICES, LLC

Operator Address 1
650 College Road East, Suite 3100, Princeton NJ
08540

Operator City
Princeton

Operator state
NJ

Operator Zip Code
08540

State of Employment Office
MD

County of Employment Office
Prince George's

Application Purpose
New Program Report

Supplemental Investigation Sheet (SIS) Required
false

Category of Respondent
Six (6) or more full-time employees during the selected reporting period

Reporting Period Start Date
2022-07-15

Reporting Period End Date
2023-07-14

Section II - Community Information

PSID
003217, 020191

Communities
MD0060, VA0620, MD0452, VA0631

Section III - EEO Policy and Program Requirements

Complied with outreach provisions

Yes

Disseminated widely EEO Program

Yes

Contacted multiple sources of applicants

Yes

Offered promotions in nondiscriminatory manner

Yes

Sought out entrepreneurs in a nondiscriminatory manner

Yes

Analyzed the results of efforts to recruit hire promote and use services

Yes

Defined responsibility of management

Yes

Conducted continuing program to exclude prejudice

Yes

Conducted continuing review of job structure

Yes

Section IV - Additional Information

FCC FORM 396-C -- Supplemental Investigation Sheet PART I - PART I - Employee Job Descriptions

PART II - Inquiries Concerning EEO Program and Practices

PART III - EEO Public File Report

Exhibits

Certifications

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

Certifier Information

Certifying Official Name and Signature

Tracy Brutcher

Certifying Official Title

SVP, Human Resources

Certifying Official Phone

609-681-2189

Certifying Official Email

tracy.brutcher@astound.com

Certifying Date Signed

2023-10-01