

RCN Telecom Services, LLC. dba Astound Broadband
EEO Public File Report
Employment Unit # 11835
FCC Year July 15, 2023 through July 14, 2024

Total # of Full-Time Vacancies Filled During Period: 42
Total # People Interviewed for Full-Time Vacancies During Period: 381

Requisition Number	Posting Title	Application Source	# Of Interviews	# of Hires
WAREH008039	Warehouse Technician I	Employee Referral	1	0
		LinkedIn	0	0
		Indeed	5	1
		Appcast	2	0
		Astound Broadband Website - Careers Page	1	0
CUSTO007516* *Bulk hiring class. This is the parent requisition, consolidating all hires and interviews for the following list of requisitions: CUSTO007576 CUSTO007577 CUSTO007578	Customer Care Advocate - Remote	3rd Party Agency	0	0
		Billboard	0	0
		Careerbuilder	0	0
		Employee Referral	3	0
		Former Employee	0	0
		Jobfair	0	0
		LinkedIn	1	0
		Payment Center	0	0
		Professional Job Board	0	0
		Professional/Business Referral	0	0
		State Job Board	0	0
		TV Advertising	0	0
		Word of Mouth	0	0
		Glassdoor	0	0
		ZipRecruiter	0	0
		Social Media (Twitter, Facebook, Instagram)	0	0
		Facebook	0	0
		Indeed	46	4
		Monster	0	0
		Monster/	0	0
		Appcast	3	0
		Astound Broadband Website - Careers Page	2	0
		Astound Broadband Internal Posting	0	0
Jobs2Careers	0	0		
Snag	0	0		
NETW008107	Network Support Technician I, II or III	Careerbuilder	0	0
		LinkedIn	0	0
		Professional Job Board	0	0
		ZipRecruiter	0	0
		WorkInTexas	0	0
		Indeed	0	0
		Dice	0	0
		Appcast	0	0
		Astound Broadband Website - Careers Page	0	0
		Astound Broadband Internal Posting	3	1
CUSTO007907* *Bulk hiring class. This is the parent requisition, consolidating all hires and interviews for the following list of requisitions: CUSTO007963 CUSTO007964 CUSTO007965 CUSTO007996 CUSTO007998	Customer Care Specialist (Remote)	3rd Party Agency	0	0
		Billboard	0	0
		Careerbuilder	1	1
		College Website	0	0
		Employee Referral	1	0
		Former Employee	0	0
		Jobfair	0	0
		LinkedIn	2	0
		Professional Job Board	0	0
		Professional/Business Referral	0	0
		State Job Board	0	0
		TV Advertising	0	0
		Word of Mouth	0	0
		Glassdoor	1	0
		Craigslist	0	0
		ZipRecruiter	2	0
		Social Media (Twitter, Facebook, Instagram)	0	0
		Facebook	4	1
		Indeed	23	3
		Monster	0	0
		Dice	0	0
RecruitUSA	1	0		
Monster/	0	0		
Astound Broadband Website - Careers Page	4	1		
Astound Broadband Internal Posting	0	0		
Jobcase	0	0		
Jobs2Careers	0	0		

		Diversity Website	0	0
		JobGet	0	0
BUSIN007410	Business Account Executive	3rd Party Agency	2	0
		Careerbuilder	1	0
		LinkedIn	0	0
		Glassdoor	0	0
		Indeed	0	0
		Appcast	2	0
		Astound Broadband Website - Careers Page	1	1
		Diversity Website	0	0
WAREH007250	Warehouse Technician I	3rd Party Agency	1	0
		Billboard	0	0
		Careerbuilder	0	0
		College Website	1	1
		Employee Referral	1	0
		LinkedIn	0	0
		State Job Board	0	0
		Word of Mouth	0	0
		ZipRecruiter	0	0
		Facebook	0	0
		Indeed	7	0
		Monster	1	0
		Appcast	16	0
		Astound Broadband Website - Careers Page	4	0
		Astound Broadband Internal Posting	2	0
		Lensa	0	0
		Snag	0	0
DIREC007548	Direct Sales Representative	Billboard	0	0
		Careerbuilder	0	0
		College Career Fair	0	0
		Employee Referral	0	0
		LinkedIn	0	0
		Word of Mouth	1	0
		Indeed	0	0
		Appcast	2	0
		Astound Broadband Website - Careers Page	1	1
DIREC007330	Direct Sales Representative	Billboard	0	0
		Careerbuilder	0	0
		Employee Referral	0	0
		LinkedIn	0	0
		State Job Board	0	0
		Word of Mouth	1	0
		ZipRecruiter	1	0
		Indeed	1	0
		Monster	1	0
		Appcast	5	1
		Astound Broadband Website - Careers Page	1	0
		Astound Broadband Internal Posting	0	0
		Snag	0	0
MARKE007378	Market Support Specialist	Employee Referral	1	1
		LinkedIn	0	0
		Word of Mouth	0	0
		Indeed	7	0
		Appcast	6	0
		Astound Broadband Website - Careers Page	3	0
		Astound Broadband Internal Posting	2	0
MARKE007945	Marketing Coordinator	3rd Party Agency	0	0
		Careerbuilder	0	0
		Employee Referral	0	0
		LinkedIn	3	0
		Professional Job Board	0	0
		Glassdoor	1	0
		Indeed	8	1
		Astound Broadband Website - Careers Page	0	0
BUSIN007980	Sales Enablement Specialist (Remote)	3rd Party Agency	2	0
		Billboard	0	0
		Employee Referral	0	0
		LinkedIn	3	0
		Word of Mouth	0	0
		ZipRecruiter	2	1
		WorkInTexas	0	0
		Indeed	4	0
		Astound Broadband Website - Careers Page	1	0
		Astound Broadband Internal Posting	1	0
		Jobs2Careers	0	0
		Snag	0	0
		JobGet	0	0
DIREC007728	Direct Sales Representative	3rd Party Agency	0	0
		Careerbuilder	0	0
		Social Media (Twitter, Facebook, Instagram)	0	0
		Facebook	0	0
		Indeed	0	0

		Appcast	3	0
		Astound Broadband Website - Careers Page	1	1
		Astound Broadband Internal Posting	0	0
		Snag	0	0
CUSTO007966*	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	0	0
CUSTO007999		Careerbuilder	1	0
CUSTO008049		Channel 4	0	0
CUSTO008050		Employee Referral	7	1
CUSTO008051		Former Employee	0	0
CUSTO008052		Jobfair	0	0
CUSTO008053		LinkedIn	2	1
		Payment Center	0	0
		Professional Job Board	2	1
		State Job Board	0	0
		Word of Mouth	0	0
		Glassdoor	1	0
		ZipRecruiter	1	0
		Social Media (Twitter, Facebook, Instagram)	0	0
		Facebook	1	1
		Indeed	22	3
		Monster	1	0
		Dice	0	0
		Appcast	0	0
		Astound Broadband Website - Careers Page	1	0
		Astound Broadband Internal Posting	1	0
		Jobcase	0	0
		Adzuna	0	0
		LinkUp	0	0
		Jobs2Careers	0	0
		JobGet	0	0
		WICT	0	0
		My Bill	0	0
NOCTE006958	NOC Technician I, II or III - 3rd Shift	Employee Referral	4	1
		Former Employee	0	0
		LinkedIn	0	0
		State Job Board	0	0
		Professional Diversity Network	0	0
		ZipRecruiter	1	0
		Indeed	2	0
		Dice	1	0
		Appcast	9	0
		Astound Broadband Website - Careers Page	1	0
		Astound Broadband Internal Posting	0	0
CUSTO007829*	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	2	0
CUSTO007902		Careerbuilder	0	0
CUSTO007903		Employee Referral	6	1
CUSTO007905		Former Employee	0	0
CUSTO007906		Jobfair	0	0
		LinkedIn	3	0
		Payment Center	0	0
		Professional Job Board	0	0
		State Job Board	0	0
		Word of Mouth	0	0
		Glassdoor	0	0
		ZipRecruiter	1	0
		Social Media (Twitter, Facebook, Instagram)	0	0
		Facebook	0	0
		Indeed	44	3
		Monster	0	0
		Astound Broadband Website - Careers Page	3	1
		Astound Broadband Internal Posting	0	0
		Jobcase	0	0
		CollegeRecruiter	0	0
		Jobs2Careers	0	0
		Snag	0	0
GISSP007668	GIS Specialist	3rd Party Agency	1	0
		LinkedIn	1	1
		Indeed	0	0

		Astound Broadband Website - Careers Page	0	0
ENTER007646	Enterprise Account Executive	3rd Party Agency	1	0
		LinkedIn	0	0
		Word of Mouth	1	1
		Indeed	0	0
		Appcast	0	0
DIREC007729	Direct Sales Representative	Careerbuilder	0	0
		Employee Referral	2	1
		Former Employee	0	0
		Newspaper Ad	0	0
		Word of Mouth	0	0
		Facebook	0	0
		Indeed	1	0
		Appcast	6	0
		Astound Broadband Website - Careers Page	0	0
		Astound Broadband Internal Posting	0	0
STRAT007280	Strategic Account Executive - GEMS	3rd Party Agency	1	1
		Employee Referral	0	0
		LinkedIn	1	0
		Professional Diversity Network	0	0
		Indeed	0	0
		Astound Broadband Website - Careers Page	1	0
		Astound Broadband Internal Posting	0	0
NOCTE007607	NOC Technician I, II or III - 3rd Shift	3rd Party Agency	1	0
		Billboard	0	0
		Careerbuilder	0	0
		College Career Fair	0	0
		Employee Referral	0	0
		LinkedIn	1	0
		Word of Mouth	0	0
		Indeed	2	1
		Appcast	2	0
		Astound Broadband Website - Careers Page	0	0
		Astound Broadband Internal Posting	0	0
		CollegeRecruiter	0	0
DIREC007334	Direct Sales Representative	3rd Party Agency	0	0
		Billboard	0	0
		Careerbuilder	0	0
		Employee Referral	0	0
		LinkedIn	0	0
		Professional Job Board	0	0
		Word of Mouth	0	0
		Craigslist	0	0
		ZipRecruiter	0	0
		Indeed	0	0
		Appcast	22	1
		Astound Broadband Website - Careers Page	1	0
		Astound Broadband Internal Posting	0	0
		Jobs2Careers	0	0
OVERN007611	Change Management Coordinator - 2nd Shift	LinkedIn	0	0
		Professional Job Board	0	0
		Indeed	0	0
		Astound Broadband Website - Careers Page	1	0
		Astound Broadband Internal Posting	1	1
NOCTE007479	NOC Technician I, II or III - 3rd Shift	3rd Party Agency	1	1
		Employee Referral	0	0
		LinkedIn	0	0
		Indeed	1	0
		Appcast	0	0
		Astound Broadband Website - Careers Page	0	0
		Astound Broadband Internal Posting	0	0
ENTER007556	Enterprise Account Executive	3rd Party Agency	3	1
		Billboard	0	0
		Employee Referral	0	0
		LinkedIn	1	0
		Word of Mouth	1	0
		Indeed	0	0
		Appcast	0	0
		Astound Broadband Website - Careers Page	0	0

	Astound Broadband Internal Posting	0	0
Grand Total		378	42

RCN Telecom Services, LLC. dba Astound Broadband
FCC Annual Report
Employment Unit ID # 11835
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/RCN Employee Referral Program	Tracy Brutcher tracy.brutcher@astound.com	650 College Rd E Princeton, NJ 08540	425.217.4200	No
Indeed.com	Kyle Murphy kylemurphy@indeed.com	7501 N. Capital of Texas Hwy Austin, TX 78731	512.485.1899	No
Astound Career Board	Liz Kindall elizabeth.kindall@astound.com	2124 Avenue C Bethlehem, PA 18017	610.360.4166	No
PeopleSolved (3rd Party Agency)	Thalia Marquez thalia.marquez@peoplesolved.com	180 John Street, Suite 401 Toronto, Ontario M5T1X5	416.347.8052	No
Astound Cross-Channel Ads	Vanessa Perry vanessa.perry@astound.com	650 College Rd East Princeton, NJ 08540	609.452.2543	No
Payment Center Advertisement	Liz Kindall elizabeth.kindall@astound.com	2124 Avenue C Bethlehem, PA 18017	610.360.4166	No
LCCC Cougar Claw (Symplicity) Job Posting	LCCC Career Development careerservices@lccc.edu	4525 Education Park Dr Schnecksville, PA 18078	610.799.1090	No
Astound -ATVN Bulletin Board	Loana Mendez-Solano loana.mendez-solano@astound.com	2124 Ave C Bethlehem, PA 18017	484.554.39095	No
Astound - Astound TV Network - CCA Recruitment Commercial & Generic Recruiting Commercial	Loana Mendez-Solano loana.mendez-solano@astound.com	2124 Ave C Bethlehem, PA 18017	484.554.39095	No
Various Digital Billboards in Lehigh Valley	Loana Mendez-Solano loana.mendez-solano@astound.com	2124 Ave C Bethlehem, PA 18017	484.554.39095	No
PA Career Link Lehigh at Allentown	Jessica Wise ddopkin@pa.gov	555 Union Blvd Allentown, PA 18109	610.437.5627	No
LinkedIn/Facebook/Twitter/Instagram	Rebecca Hornak rebecca.hornak@astound.com	100 N Washington St Falls Church, VA 22046	571.369.1524	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 Mitraretech*	Tyler Kaplan tyler.kaplan@mitraretech.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, AllGBTJobs.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, LLC. dba Astound Broadband
Employment Unit ID # 11835
FCC General Recruitment Report - 76.1702(b)(3)
July 15, 2023 through July 14, 2024

Outreach Efforts	Participants	Date	Description
NCC Lineworker Trainee Program Employer Day	Astound Recruiter Liz Kindall	10/12/2023	Career coaching, Panel Discussion and job fair
Lehigh-Carbon Community College Career Fair	Astound Recruiter Liz Kindall	11/02/2023	Job Fair
Northampton Community College Career Fair	Astound Recruiter Liz Kindall	10/05/2023	Job Fair
Bangor Area High School Career Fair	Astound Recruiter Liz Kindall	11/03/2023	College and Career Fair
Resume Writing Workshop-Bangor Area High School	Astound Recruiter Liz Kindall	11/07/2023	An employee presented a workshop of advice and tips on writing resume to a class at Bangor Area High School
Career Day	Astound HR	03/07/2024	Several Lehigh Valley employees took part in Career Day at the Boys & Girls Club of Bethlehem on March 7. They spoke to kids and teens about a "day in the life of" various positions at Astound, educating them on the variety of career paths they could take
NCC Lineworker Trainee Program Employer Day	Astound Recruiter Liz Kindall	05/02/2024	Career coaching, Panel Discussion and job fair
Employee Referral Program	Astound Employees	07/15/2023-07/14/2024	Astound Employee Referral Program to incent employees to help identify candidates and support diversity in hiring
Technical Training	Astound Employees	07/15/2023-07/14/2024	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. 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 Employees	07/15/2023-07/14/2024	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
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.
Cipriani Meet & Greet Networking Event	T-Howard Foundation and Astound DEI Team	04/10/2024	Participated in the Cipriani Meet & Greet Networking Event. The event provided students the opportunity to meet with Astound's DEI team members, network and learn about jobs at Astound.
Astound Virtual Career Fair	Astound Recruiters	06/19/2024	Virtual Job Fair which provided employers the opportunity to discuss job opportunities.
Harassment Prevention and Respectful Workplace	All Astound Employees	10/23/2023-11/13/2023	Online training on Harassment Prevention and Maintaining a Respectful Workplace for all employees
Discrimination Prevention	All Astound Employees	10/23/2023-11/13/2023	Training on preventing discrimination in the workplace
Management Training Program	Astound Managers	07/15/2023-07/14/2024	Modeling inclusive Leadership for all managers
Management Training Program	Astound Managers	07/15/2023-07/14/2024	Online training on benefits of diversity for all managers
Astound Careers TV Commercials	Astound Marketing Team	07/15/2023-07/14/2024	TV Commercials promoting MVPD careers in our communities
Diversity, Equity and Inclusion	Astound Employees	07/15/2023-07/14/2024	Inclusive Leadership 3 Part Series, Live Cultural Conversations + recordings, ready-to-go Eearnings throughout the year
The Leadership Challenge Program	Astound Managers	09/01/2023-12/01/2023	Training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions
Management the Astound Way Program	Astound Managers and Above	03/02/2024-07/14/2024	Training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions
Employee Development Training	Astound Employees	07/15/2023-07/14/2024	Ongoing training all year in combination of Live training and ready-to-go eLearning
Management Development Training	Astound Managers	07/15/2023-07/14/2024	Ongoing training all year in combination of Live training and ready-to-go eLearning
Employee Training	Astound Managers	07/15/2023-07/14/2024	RSM Management Coaching
Employee Training	Astound Managers	07/15/2023-07/14/2024	Meeting Managerial Responsibilities
Employee Training	Astound Employees	07/15/2023-07/14/2024	Communicating Effectively
Employee Training	Astound Managers	07/15/2023-07/14/2024	Leading Others
Employee Training	Astound Employees	07/15/2023-07/14/2024	2024 Women's ERG Launch - Women's History Month
Employee Training	Astound Employees	07/15/2023-07/14/2024	Managing Time and Priorities
Employee Training	Astound Managers	07/15/2023-07/14/2024	Developing Employee Skills
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	Asian American Pacific Islander-Cultural Conversation Replay
Employee Training	Astound Employees	07/15/2023-07/14/2024	Astound Broadband Progression Program
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	Black History Cultural Conversation (recording)
Employee Training	Astound Employees	07/15/2023-07/14/2024	Bucket Truck Certification - Practical Observation
Employee Training	Astound Managers	07/15/2023-07/14/2024	Building an Inclusive and Collaborative Team
Employee Training	Astound Employees	07/15/2023-07/14/2024	Building Inclusion: Exploring Your Role 2024-Replay
Employee Training	Astound Employees	07/15/2023-07/14/2024	Bystander Intervention - DEI Microlearning
Employee Training	Astound Managers	07/15/2023-07/14/2024	Bystander Intervention - IL/N People Managers Training
Employee Training	Astound Employees	07/15/2023-07/14/2024	Celebrating Pride Month-CC 2024 Replay
Employee Training	Astound Employees	07/15/2023-07/14/2024	Communicate as a Team
Employee Training	Astound Employees	07/15/2023-07/14/2024	Conflict Resolution
Employee Training	Astound Employees	07/15/2023-07/14/2024	Conversation Starters - Microaggression
Employee Training	Astound Employees	07/15/2023-07/14/2024	Cultivating a Growth Mindset
Employee Training	Astound Employees	07/15/2023-07/14/2024	Employee Resource Groups (ERGs) -Cultural Conversation-Replay
Employee Training	Astound Employees	07/15/2023-07/14/2024	Harassment Prevention (Non-Supervisor, US)
Employee Training	Astound Managers	07/15/2023-07/14/2024	Harassment Prevention (People Managers, US)
Employee Training	Astound Employees	07/15/2023-07/14/2024	Hispanic Heritage Month-Cultural Conversation
Employee Training	Astound Employees	07/15/2023-07/14/2024	Improving Self Awareness
Employee Training	Astound Employees	07/15/2023-07/14/2024	Juneteenth & Astound's Next ERG Launch-2024
Employee Training	Astound Employees	07/15/2023-07/14/2024	Ladder Certification - Complete Course
Employee Training	Astound Employees	07/15/2023-07/14/2024	Ladder Certification - Practical Observation
Employee Training	Astound Employees	07/15/2023-07/14/2024	Living up to the Hype: Perspectives on Diversity, Equity and Inclusion at Astound
Employee Training	Astound Managers	07/15/2023-07/14/2024	Management: The Astound Way
Employee Training	Astound Employees	07/15/2023-07/14/2024	Microaggression Video
Employee Training	Astound Employees	07/15/2023-07/14/2024	Microlearning-Implicit Bias
Employee Training	Astound Employees	07/15/2023-07/14/2024	National Disability Employment Awareness Month- Cultural Conversation
Employee Training	Astound Employees	07/15/2023-07/14/2024	Pride Month Cultural Conversation-2024
Employee Training	Astound Managers	07/15/2023-07/14/2024	Strengthening Employee Engagement Through Diversity of Thought
Employee Training	Astound Employees	07/15/2023-07/14/2024	Veterans Day-Cultural Conversation
Employee Training	Astound Employees	07/15/2023-07/14/2024	Women's ERG Launch Event-Cultural Conversation
Employee Training	Astound Employees	07/15/2023-07/14/2024	Women's History Month Cultural Conversation with Jackie Heitman (recording)