

EEO PUBLIC FILE REPORT

2009 FCC EEO Public File Report for *Suddenlink Communications* *Bossier Parish, LA - FCC EEO # 11992 (Bossier City, Minden)*

This Report covers September 1, 2008-August 31, 2009.

Total Number of Full-Time Vacancies Filled During This Period: 16

Total Number of People Interviewed For Full-Time Vacancies During This Period: 99

Please see attached recruitment source list for recruitment source contact information.

Full-Time Positions Filled

#	Position Title	Number Hired	Recruitment Source of Successful Applicant(s)	Recruitment Source(s) Used to Fill the Vacancy	Number of Interviewees Referred by Each Recruitment Source	Total Number Interviewed
1	Dispatchers	5	1 Other/3 CareerBuilder/1 Internet Job Board	SL Website & CareerBuilder	23 CareerBuilder/3 SL Website/1 TV/2 LA Workforce/1 Shreveport Times/4 Other/3 Internet Job Board/1 Employee Referral	38
2	Broadband Tech	6	1 Employee Referral/2 CareerBuilder/2 Other/1 Internet Job Board	SL Website & CareerBuilder	2 Newspaper/10 CareerBuilder/2 SL Website/4 Employee Referrals/1 College/5 Internet Job Board/1 TV/ 4 Other/1 LA Workforce	30

3	Customer Care Rep	2	SL Website/Other	SL Website & CareerBuilder	3 LA Workforce/5 CareerBuilder/1 Staffing Agency/2 SL Website/1 Internet Job Board/1 Internal/1 Employee Referral/2 Other	16
4	Dispatch Supervisor	1	Internal	SL Website	1 Internal	1
5	Quality Control Tech	1	Internal	SL Website & CareerBuilder	3 SL Website	3
6	System Manager	1	Internet Job Board	SL Website & CareerBuilder	4 SL Website/1 Employee Referral/3 Internal/1 CareerBuilder/2 Internet Job Board	11

Supplemental Recruitment Initiatives

- Suddenlink has developed and implemented a training and certification program designed to assist unit personnel in acquiring the skills & certificates necessary to qualify for promoting into higher level positions. Specifically, the unit pays for and facilitates attendance at NCTI training courses for its' technician employees.
- This unit has satisfied its supplemental recruitment initiative requirement by establishing tools and resources to educate and promote qualified employees.
- We also post job openings on Employee Bulletin Boards and have developed a new Employee Referral policy.
- Suddenlink also offers many online courses through the Smartlink website and offers various instructor led training.
- Supervisors participate in various supervisory training including Your Role as Supervisor, Managing Within The Law, Coaching Training, Behavioral Interviewing, Positive Employee Relations which covers their EEO responsibilities.

Recruitment Source List

Name of Recruitment Source	Address	Contact Person	Telephone Number	Entitled to Notification	Total Number of Referrals
Remington College	Shreveport, LA	Becky Currier	318-671-4021	no	0
Suddenlink Communications	700 Exchange Avenue Conway, AR 72032	Vickie Summar	501-269-8751	No	14
CareerBuilder	200 N. LaSalle St. Suite 110 Chicago, IL 60601	n/a	800-638-4212	No	39
LA Workforce	Alexandria, LA	Tracy Johnston	318-413-0958	No	6