

## EEO PUBLIC FILE REPORT

### 2009 FCC EEO Public File Report for *Suddenlink Communications* *Smith County, TX - FCC EEO #12215*

(Tyler, TX Call Centers)  
 -Texoma, CC and CAO Combined-

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

**Total Number of Full-Time Vacancies Filled During This Period: 320**

**Total Number of People Interviewed For Full-Time Vacancies During This Period: 878**

*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	Retention Specialist	2	Suddenlink Site CareerBuilder Tyler Morning Telegraph	Employee Referral Newspaper	2 2	4
2	CCR 1-Account Services	14	Suddenlink Site Career Builder Work in Texas.com Tyler Morning Telegraph	Employee Referral Newspaper Rehire Internet Job Board	8 1 1 16	26
3	CC Technology Specialist	1	Suddenlink Site Career Builder Workintexas.com	Internal Internet Job Board	1 1	2
4	CSR Lead-Call Center	3	Suddenlink Site Career Builder	Internal Internet Job Board	3 5	8

5	CSR 1- Technical Support	19	Suddenlink Site Career Builder Tyler Morning Telegraph Internal Job Fair Workintexas.com	Employee Referral Newspaper Internet Job Board Job Fair	4 7 47 6	64
6	Business Analyst	1	Suddenlink Site Career Builder Workintexas.com	Internal Internet Job Board	1 4	5
7	Business Analyst	2	Suddenlink Site Career Builder	Internal Internal	2	2
8	Command Center Agent	1	Suddenlink Site Career Builder	Internal Internet Job Board	1 1	2
9	Administrati ve Coordinator II	1	Suddenlink Site Career Builder	Internet Job Board	8	8
10	CSR Lead- Call Center	1	Suddenlink Site Career Builder	Internal Internet Job Board	1 5	6
11	CCR 1- Sales	5	Suddenlink Site Career Builder Tyler Morning Telegraph Internal Job Fair	Newspaper Employee Referral Job Fair Internet Job Board	2 2 1 7	12
12	CCR 1- Account Services	10	Suddenlink Site Career Builder Tyler Morning Telegraph Internal Job Fair East Texas Workforce Job Fair	Newspaper Internet Job Board Employee Referral Job Fair Staffing Agency	1 13 3 2 1	20
13	Director Sales	1	Suddenlink Site Career Builder LinkedIn.com Salejobs.com	Staffing Agency Internet Job Board	1 13	14

14	CSR Lead- Call Center	2	Suddenlink Site Career Builder WorkinTexas.com	Internal Internet Job Board	2 7	9
15	CCR 1- Technical Support	11	Suddenlink Site Career Builder East Texas Workforce Job Fair Texas College Visit Tyler Junior College Visit University of Texas at Tyler Visit	Internet Job Board Employee Referral College recruiting	15 1 3	19
16	Communicati on Specialist	1	Suddenlink Site Career Builder	Internal Internet Job Board	1 1	2
17	I-Care Specialist	1	Suddenlink Site Career Builder	Internal Internet Job Board	1 2	3
18	Sales Marketing Manager	1	Suddenlink Site Career Builder	Internal Internet Job Board	1 10	11
19	Customer Care Supervisor	1	Suddenlink Site Career Builder	Internal Internet Job Board	1 10	11
20	Customer Care Manager	1	Suddenlink Site Career Builder Tyler Morning Telegraph	Internal Internet Job Board Newspaper	3 19 2	24
21	Quality Auditor	1	Suddenlink Site Career Builder	Internal Internet Job Board	1 6	7
22	Customer Care Supervisor	1	Suddenlink Site Career Builder	Internal Internet Job Board	3 4	7
23	Director Training Development	1	Suddenlink Site Career Builder Workintexas.com	Internet Job Board	5	5
24	CCR 1-Sales	4	Suddenlink Site Career Builder Craigslis.com Workintexas.com	Internal Employee referral Internet Job Board	1 2 20	23

25	CCR 1- Account Services	12	Suddenlink Site Career Builder Craigslst.com East Texas Workforce Job Fair Workintexas.com	Employee referral Newspaper Internet Job Board	7 3 40	50
26	CCR 1- Technical Support	27	Suddenlink Site Career Builder Craigslst.com Workintexas.com Internal Job Fair East Texas Workforce Job Fair Tyler Morning Telegraph	Employee referral Internet Job Board Job Fair Newspaper Staffing Agency Rehire	6 19 4 2 1 1	33
27	I-Care Specialist	3	Suddenlink Site Career Builder	Internal Internet Job Board	3 3	6
28	Customer Care Supervisor	12	Suddenlink Site Career Builder Workintexas.com Tyler Morning Telegraph Craigslst.com	Internal Internet Job Board Newspaper	19 28 6	53
29	CCR 1- Account Services	11	Suddenlink Site Career Builder Workintexas.com Internal Job Fair East Texas Workforce Job Fair Tyler Morning Telegraph	Employee referral Internet Job Board Job Fair	6 9 1	16
30	CCR 1- Technical Support	26	Suddenlink Site Career Builder Tyler Morning Telegraph East Texas Workforce Job Fair Craigslst.com	Internet Job Board Job Fair Employee Referral Newspaper College	43 11 6 1 1	62
31	CCR 1- Sales	3	Suddenlink Site Career Builder Craigslst.com Tyler Morning Telegraph	Employee Referral Internet Job Board	3 16	19

32	Voice Operations Rep	1	Suddenlink Site Career Builder	Internal Internet Job board	1 9	10
33	Business Analyst	3	Suddenlink Site Career Builder	Internet Job Board Employee Referral Internal	12 1 1	14
34	Command Center Agent	1	Suddenlink Site Career Builder	Employee Referral Internet job Board	1 3	4
35	Retention Specialist	5	Suddenlink Site Career Builder	Employee Referral Internal Internet Job Board	1 4 6	11
36	CCR 1- Account Services	12	Suddenlink Site Career Builder Craigslis.com Flyers sent to Texas College Flyers sent to Tyler Junior College	Employee referral Internet Job Board College	7 8 1	16
37	CCR 1- Sales	13	Suddenlink Site Career Builder Craigslis.com Tyler Morning Telegraph	Employee referral Internet Job Board	10 19	29
38	CCR 1- Technical Support	31	Suddenlink Site Career Builder Craigslis.com Tyler Morning Telegraph Texas Star Classified Flyers sent to Tyler Junior College Flyers sent to Texas College Easttexashelpwanted.com Internal Job Fair	Employee referral Job Fair Newspaper Staffing Agency Internet Job Board College	5 19 4 3 13 2	46
39	I-Care Specialist	1	Suddenlink Site Career Builder	Employee referral Internal	1 2	3
40	Customer Care Manager	1	Suddenlink Site Career Builder Linked In	Internet Job Board	5	5

41	Voice Operations Rep	5	Suddenlink Site Career Builder	Internal Internet Job Board	5 13	18
42	CCR 1- Technical Support	31	Suddenlink Site Career Builder Tyler Morning Telegraph East Texas Workforce Job Fair Craigslis.com Texas College Visit Tyler Junior College Visit	Employee referral Internet Job Board Newspaper College Rehire Job Fair	11 21 3 1 1 4	41
43	CCR 1- Account Services	10	Suddenlink Site Career Builder Craigslis Tyler Morning Telegraph	Employee Referral Internet Job Board Newspaper Staffing Agency	3 17 1 1	22
44	Customer Care Supervisor	1	Suddenlink Site Career Builder	Internal Internet Job Board	5 8	13
45	Facility Tech I	1	Suddenlink Site Career Builder Workintexas.com	Internal	1	1
46	Data Analyst II	1	Internal	Internal Work in Texas Suddenlink.com	4 0 0	4
47	Voice Ops Rep	2	Internal	Internal Work in Texas Suddenlink.com	2 0 0	2
48	CCR I	2	Internal	Internal Work in Texas Suddenlink.com	2 0 0	2
49	Facilities Tech I	1	Referral	Referral Suddenlink.com Work in Texas	4 2 0	6
50	CCR I Generalist	1	Agency	Agency Internal Work in Texas	1 1 0	2

51	Admin Coordinator	1	Internal	Internal Agency Work in Texas Suddenlink.com	2 1 0 0	3
52	Collection Agent	1	Agency	Agency Work in Texas Suddenlink.com	1 0 0	1
53	Voice Ops Rep	1	Internal	Internal Work in Texas Suddenlink.com	1 0 0	1
54	National Audit Supervisor	1	Internal	www.work4suddenlink.com Suddenlink commercials	2 0	2 0
55	CCR III – Tech Support	1	Employee Referral	www.work4suddenlink.com Suddenlink commercials	7 0	7
56	Sales Support Representative	4	Internal	www.work4suddenlink.com Suddenlink commercials	8 0	8
57	Collections Specialist I	1	Internal – Temp to Hire	<u>www.work4suddenlink.com</u> Suddenlink commercials	1 0	1
58	Account Executive	4	Internal Employee Referral Re-Hire Internet Job Board	www.work4suddenlink.com Suddenlink commercials <u>www.careerbuilder.com</u>	4 0 2	6
59	Inside Sales Representative	1	Employee Referral	www.work4suddenlink.com Suddenlink commercials	5 0	5
60	Technical Support Supervisor	1	Internal	www.work4suddenlink.com Suddenlink commercials www.careerbuilder.com	9 0 4	13
61	Operations Technican	1	Internal	www.work4suddenlink.com Suddenlink commercials <u>www.careerbuilder.com</u>	4 1 2	7
62	CCR II – Generalist	3	Internal	www.work4suddenlink.com Suddenlink commercials	13 0	13

63	Local Sales Manager	2	Employee Referral	www.work4suddenlink.com Suddenlink commercials	2	2
64	CCR I – Technical Support	1	Re-Hire	www.work4suddenlink.com Suddenlink commercials	6 0	6
65	CCR II – Technical Support	1	Internal	www.work4suddenlink.com Suddenlink commercials	6 0	6
66	Marketing Manager	1	Recruiting Agency	www.work4suddenlink.com Suddenlink commercials Culver Careers <a href="http://www.careerbuilder.com">www.careerbuilder.com</a>	0 0 4 4	8
67	Administrative Coordinator	1	Internet Job Board	www.work4suddenlink.com Suddenlink commercials DallasHR.org <a href="http://www.careerbuilder.com">www.careerbuilder.com</a>	1 0 0 6	7

### Supplemental Recruitment Initiatives

East Texas Workforce Commission Job Fairs- 9/25/08 10/23/08 11/06/09 1/29/09 3/26/09 5/07/09 2/04/09 6/04/09	4100 Troup Hwy Tyler, TX 75703
Internal Job Fairs 9/24/08 10/01/08 10/28/08 2/11/09 2/19/09 6/27/09	1820 SSW Loop 323, Tyler, TX

7/07/09	
Visited Texas College 6/01/09	2404 North Grand Avenue, Tyler, TX 75712
Store closing of Circuit City Job Fair 2/07/09	4910 S Broadway Ave Tyler, TX 75703
Radio Ad- the Blaze  5/07/09 6/01/09 6/30/09	212 Grande Blvd, Suite B100, Tyler, TX 75703
Radio Ad- The Breeze 2/18/09 2/19/09 6/17/09	481 East Loop, Longview, TX 75605
Job Fair	Congressman Louie Gohmert's East Texas Job Fair held in Lufkin, TX
Job Fair	Congressman Louie Gohmert's East Texas Job Fair held in Longview, TX
Attended Women in Cable Television (WICT) Conference	
Attended NAMIC Conference (National Association for Multi-Ethnicity in Communications)	
Employee Referral Program	To enlist current employees to assist with recruiting efforts

### Recruitment Source List

<b>Name of Recruitment Source</b>	<b>Address</b>	<b>Contact Person</b>	<b>Telephone Number</b>	<b>Entitled to Notification</b>	<b>Total Number of Referrals</b>
Dallas Morning News	admax@dallasnews.com	N/A	(214) 745-8123	No	6
Yahoojobs.com	Yahoojobs.com	N/A		No	
Radio Ad- La Invasora (spanish radio) 96.7 3/31/09 6/18/09	East TX Radio Group, 210 S Broadway	N/A	(903-581-9966	No	
Employee Referral Bonus \$50- \$200	Internal	N/A	Internal	No	96
Suddenlink Communications	3015 SSE Loop 323 Tyler, TX 75701	Nicole Durham	9032664815	No	2
Work in Texas	www.twc.state.tx.us	Sandy Scott	903-561-8131	No	
Tyler Morning Telegraph	<a href="http://www.tylerpaper.com">www.tylerpaper.com</a>	Leslie Sanford	(903) 596-6324	No	26
Career Builder	<a href="http://www.careerbuilder.com">www.careerbuilder.com</a>	N/A	N/A	No	17
Craigslist	Craigslist.com	N/A	N/A	No	16
Express Personnel (Agency)	4603 Troup Hwy 110, Tyler, TX 75701	Jamie Bay	903-592-9999	No	3
Culver Careers	21031 Ventura Blvd, #920 Woodland Hills, CA 91364	Anna Anderson	818-593-4960	No	4
Dallas HR	4100 Spring Valley Road Ste 300 Dallas, Texas 75244	On-Line	214-631-8775	No	0