

EEO PUBLIC FILE REPORT

2009 FCC EEO Public File Report for *Suddenlink Communications* *Craighead County, AR - FCC EEO # 11986 (Jonesboro, Newport, Pocahontas)*

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

Total Number of Full-Time Vacancies Filled During This Period: 12

Total Number of People Interviewed For Full-Time Vacancies During This Period: 50

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	Broadband Tech	6	4 Employee Referrals/1 TV/ 1 Internet Job Board	SL Website & CareerBuilder	8 Employee Referrals/6 SL Website/1 Internet Job Board/3 TV/3 AR Job Link/2 Internal/1 Family	24
2	Dispatcher	1	Employee Referral	SL Website & CareerBuilder	1 Internet Job Board/2 Employee Referrals/1 SL Website	4
3	CCR	1	CareerBuilder	SL Website & CareerBuilder	3 CareerBuilder/1 AR Job Link	4
4	Admin Coord	1	Internal	SL Website	1 SL Website	1
5	Sales Manager	1	Internal	www.work4suddenlink.com Suddenlink commercials	3 0	3
6	Account Executive	2	Employee Referral Internet Job Board	www.work4suddenlink.com Suddenlink commercials JonesboroHelpWanted.com www.careerbuilder.com	12 0 1 1	14

Supplemental Recruitment Initiatives

ASU Job Fair Jonesboro

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.

Attended Women in Cable Telecommunications (WICT) and NAAMIC conferences.

Established an internship program designed to assist members of the community in acquiring needed skills.

Recruitment Source List

Name of Recruitment Source	Address	Contact Person	Telephone Number	Entitled to Notification	Total Number of Referrals
Jonesboro Sun Newspaper	Jonesboro, AR	NA	800-237-5341	No	0
ASU Jonesboro	Jonesboro, AR	NA	870-972-2318	No	0
Suddenlink Communications	700 Exchange Avenue Conway, AR 72032	Vickie Summar	501-269-8751	No	8
CareerBuilder	200 N. LaSalle St. Suite 110 Chicago, IL 60601	Na	800-638-4212	No	3
AR JobLink	Rex.platt@arkansas.gov	Rex Platt	501-682-1544	No	4
JonesboroHelp Wanted.com	9100 East Panorama Dr. Ste. 250 Engelwood, CO 80112	Elise Commerford	800-365-8630 Ext. 406	No	1