

EEO PUBLIC FILE REPORT

2009 FCC EEO Public File Report for Suddenlink Communications

AUBURN/ BISHOP /TRUCKEE/MARINA

Truckee = Nevada County, CA

Auburn = Placer County, CA

Bishop = Inyo County, CA

Marina = Monterey County, CA

FCC EEO # 12197

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

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

Total Number of People Interviewed For Full-Time Vacancies During This Period: 114

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	(200) CCR I 1. Darla Haskins 2. Janel Kammerer	2	1. Newspaper-Sierra Sun 2. Internal/Employment Agency-Tahoe Staff	www.work4suddenlink.com EDD-Cal Jobs Craigslist.com RenoTahoeJobs.com Sierra Sun Internal Recruitment TV Commercials Tahoe Staff "Now Hiring" Vehicle Magnets	2-Newspaper-Sierra Sun 1-Employee Referral 1-Newspaper-Unknown 1-Internet-Craigslist.com 1-Internal/Employment Agency-Tahoe Staff	6

2	(201) DISPATCHER I 1. Matt Wood 2. Stacie Acosta	2	1. Internet-Craigslist.com 2. Internet-Website Unknown	www.work4suddenlink.com EDD-Cal Jobs Craigslist.com RenoTahoeJobs.com Sierra Sun Internal Recruitment TV Commercials “Now Hiring” Vehicle Magnets	1-Newspaper-Sierra Sun 1-Internet-Craigslist.com 2-Internet-Website Unknown 1-Walk In 1-Recruitment Ad- Unknown	6
3	(223) BBT I 1. Casey Denton	1	1. Other-Friend	www.work4Suddenlink.com EDD-Cal Jobs Craigslist.com Newspaper-Grass Valley Union Internal Recruitment Freed Center For Independent Living Department of Rehabilitation Golden Sierra Job Training Agency Experience Works Business Advantage Network Area 4 Agency on Aging Heald College Sierra College Native TANF Program “Now Hiring” Vehicle Magnets	1-Internet-Craigslist 6-Newspaper-Grass Valley Union 1-Internet-Cal Jobs 2-Newspaper-Unknown 4-Employee Referral 1-Internet-Monster Jobs 1-Employment Agency- Career Center 1-Internet- CareerBuilder.com	17
4	(298) CCR I 1. Danielle Ones	1	1. Internal/Employment Agency-Sierra Employment Services	www.work4suddenlink.com EDD-Cal Jobs Newspaper-Inyo Register KIBS Radio Newspaper-Mammoth Times Internal Recruitment	1- Internal/Employment Agency-Sierra Employment Services	1

5	(312) BBT I 1. John Blake 2. Zach Trauty	2	1. Internet-CareerBuilder.com 2. Internal Recruitment	www.work4suddenlink.com EDD-Cal Jobs Craigslis.com RenoTahoeJobs.com Sierra Sun Internal Recruitment “Now Hiring” Vehicle Magnets	1-Newspaper-Sierra Sun 1-Internet-Careerbuilder.com 1-Internet-Careers 1-Internal Recruitment 1-Employee Referral 4-Internet-RenoTahoeJobs 1-Other-Sister 1-Newspaper-Bonaza	11
6	(398) BBT I 1. Richard Passmore	1	1. Newspaper-Monterey Herald	www.work4suddenlink.com EDD-Cal Jobs Craigslis.com The Monterey County Herald Internal Recruitment “Now Hiring” Vehicle Magnets	3-Newspaper-Monterey Herald 1-Internet-Unknown 1-Internet-Caljobs.com 1-Internet-Hotjobs.com	6
7	(408) CCR I 1. Caroline Nott	1	1. Newspaper-Inyo Register	www.work4suddenlink.com EDD-Cal Jobs Newspaper-Inyo Register KIBS Radio Newspaper-Mammoth Times Internal Recruitment	1- Newspaper-Unknown 2-Newspaper-Inyo Register 1-Other-Mom 1-Other-Radio 1-Employee Referral	6
8	(456) CCR I 1. Jenna Colburn	1	1. Employee Referral-Neal Mock	www.work4suddenlink.com EDD-Cal Jobs Craigslis.com Internal Recruitment “Now Hiring” Vehicle Magnets	2-Employee Referral 6-Internet-Craigslis.com 1-Internet-Work4suddenlink.com	9
9	(524) BBT I 1. Eric Maxwell	1	1. Newspaper-Inyo Register	www.work4suddenlink.com EDD-Cal Jobs Newspaper-Inyo Register KIBS Radio Newspaper-Mammoth Times Internal Recruitment “Now Hiring” Vehicle Magnets	1- Newspaper-Unknown 5-Newspaper-Inyo Register 1-Internet-CalJobs 1-Other-Radio	8

10	(640) BBT I 1. Robert Sundeen	1	1. Internet-Craigslist.com	www.work4suddenlink.com EDD-Cal Jobs Craigslist.com RenoTahoeJobs.com Sierra Sun Sierra Sun-Online Career Fair Internal Recruitment “Now Hiring” Vehicle Magnets	3-Newspaper-Sierra Sun 5-Internet-Craigslist.com 1-Internet-Work4Suddenlink.com 1-Internal-Unknown 1-Employee Referral 1-Internet-RenoTahoeJobs 1-Newspaper-Nevada Appeal	13
11	(848) BBT I 1. Jessica Blume	1	1. Newspaper-Inyo Register	www.work4suddenlink.com EDD-Cal Jobs Newspaper-Inyo Register KIBS Radio Newspaper-Mammoth Times Internal Recruitment “Now Hiring” Vehicle Magnets Employee Referral Program	5- Newspaper-Unknown 8-Newspaper-Inyo Register 1-Employee Referral	14
12	(917) BBT I 1. David Kipp	1	1. Staffing Agency-One Stop in Grass Valley	www.work4Suddenlink.com EDD-Cal Jobs Craigslist.com Newspaper-Grass Valley Union Internal Recruitment Freed Center For Independent Living Department of Rehabilitation Golden Sierra Job Training Agency Experience Works Business Advantage Network Area 4 Agency on Aging Heald College Sierra College Native TANF Program “Now Hiring” Vehicle Magnets Employee Referral Program	6-Internet-Craigslist 2-Newspaper-Grass Valley Union 3-Internet-TheUnion.com 1-College-Heald 1-Employee Referral 1-Internet-Indeed.com 1-Staffing Agency-One Stop in Grass Valley 1-Internet-Work4Suddenlink.com	16

13	(927) CCR I 1. Tabitha Cullen	1	1. Rehire	www.work4suddenlink.com EDD-Cal Jobs Craigslis.com RenoTahoeJobs.com Internal Recruitment “Now Hiring” Vehicle Magnets	1-Rehire	1
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Supplemental Recruitment Initiatives

Name of Employment Unit: Auburn, CA

NAME OF INITIATIVE: Careerlink (Broadband Technician Career Progression)

DATE(S) OF INITIATIVE: Ongoing

DESCRIPTION OF INITIATIVE: Training program designed to enable unit personnel (Broadband Technicians) to acquire skills that could qualify them for higher level positions

SCOPE OF EMPLOYMENT UNIT’S PARTICIPATION: This unit provides advanced training for employees. Specifically, the unit pays for and facilitates attendance of online Jones/NCTI training courses for its technician employees as well as pays for SCTE certifications. Suddenlink also offers online BBT training courses through the Smartlink website.

NAMES AND TITLES OF PARTICIPATING EMPLOYMENT UNIT PERSONNEL: 7 BBTs and the BBT Supervisor in Auburn have participated in this training program.

NAME OF INITIATIVE: Smartlink

DATE(S) OF INITIATIVE: Ongoing

DESCRIPTION OF INITIATIVE: Training program designed to enable unit personnel to acquire skills that could qualify them for higher level positions

SCOPE OF EMPLOYMENT UNIT'S PARTICIPATION: A variety of online courses are available through the Smartlink website to all employees so they have the ability to learn new skills, which could qualify them for higher level positions

NAMES AND TITLES OF PARTICIPATING EMPLOYMENT UNIT PERSONNEL: Varies by system

NAME OF INITIATIVE: Douglas Faust Memorial Scholarship Fund

DATE(S) OF INITIATIVE: Launched 8/18/09 ~ Ongoing

DESCRIPTION OF INITIATIVE: Scholarship program designed to assist students interested in pursuing a career in multichannel video programming communications

SCOPE OF EMPLOYMENT UNIT'S PARTICIPATION: Suddenlink Communications established a scholarship program to help finance higher education for employees or children of its employees. Awards are \$1,500 each with a total of three (3) scholarships awarded annually. Scholarship recipients are selected based on academic achievement, leadership and participation in school and community activities, honors, work experience, and statement of educational and career goals.

NAMES AND TITLES OF PARTICIPATING EMPLOYMENT UNIT PERSONNEL: Varies by system

Name of Employment Unit: Bishop, CA

NAME OF INITIATIVE: Careerlink (Broadband Technician Career Progression)

DATE(S) OF INITIATIVE: Ongoing

DESCRIPTION OF INITIATIVE: Training program designed to enable unit personnel (Broadband Technicians) to acquire skills that could qualify them for higher level positions

SCOPE OF EMPLOYMENT UNIT'S PARTICIPATION: This unit provides advanced training for employees. Specifically, the unit pays for and facilitates attendance of online Jones/NCTI training courses for its technician employees as well as pays for SCTE certifications. Suddenlink also offers online BBT training courses through the Smartlink website.

NAMES AND TITLES OF PARTICIPATING EMPLOYMENT UNIT PERSONNEL: 7 BBTs and the BBT Supervisor in Bishop have participated in this training program.

NAME OF INITIATIVE: Smartlink

DATE(S) OF INITIATIVE: Ongoing

DESCRIPTION OF INITIATIVE: Training program designed to enable unit personnel to acquire skills that could qualify them for higher level positions

SCOPE OF EMPLOYMENT UNIT'S PARTICIPATION: A variety of online courses are available through the Smartlink website to all employees so they have the ability to learn new skills, which could qualify them for higher level positions

NAMES AND TITLES OF PARTICIPATING EMPLOYMENT UNIT PERSONNEL: Varies by system

NAME OF INITIATIVE: Douglas Faust Memorial Scholarship Fund

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SCOPE OF EMPLOYMENT UNIT'S PARTICIPATION: Suddenlink Communications established a scholarship program to help finance higher education for employees or children of its employees. Awards are \$1,500 each with a total of three (3) scholarships awarded annually. Scholarship recipients are selected based on academic achievement, leadership and participation in school and community activities, honors, work experience, and statement of educational and career goals.

NAMES AND TITLES OF PARTICIPATING EMPLOYMENT UNIT PERSONNEL: Varies by system

Name of Employment Unit: Marina, CA

NAME OF INITIATIVE: Careerlink (Broadband Technician Career Progression)

DATE(S) OF INITIATIVE: Ongoing

DESCRIPTION OF INITIATIVE: Training program designed to enable unit personnel (Broadband Technicians) to acquire skills that could qualify them for higher level positions

SCOPE OF EMPLOYMENT UNIT'S PARTICIPATION: This unit provides advanced training for employees. Specifically, the unit pays for and facilitates attendance of online Jones/NCTI training courses for its technician employees as well as pays for SCTE certifications. Suddenlink also offers online BBT training courses through the Smartlink website.

NAMES AND TITLES OF PARTICIPATING EMPLOYMENT UNIT PERSONNEL: 1 BBT in Marina participated in this training program.

NAME OF INITIATIVE: Smartlink

DATE(S) OF INITIATIVE: Ongoing

DESCRIPTION OF INITIATIVE: Training program designed to enable unit personnel to acquire skills that could qualify them for higher level positions

SCOPE OF EMPLOYMENT UNIT'S PARTICIPATION: A variety of online courses are available through the Smartlink website to all employees so they have the ability to learn new skills, which could qualify them for higher level positions

NAMES AND TITLES OF PARTICIPATING EMPLOYMENT UNIT PERSONNEL: Varies by system

NAME OF INITIATIVE: Douglas Faust Memorial Scholarship Fund

DATE(S) OF INITIATIVE: Launched 8/18/09 ~ Ongoing

DESCRIPTION OF INITIATIVE: Scholarship program designed to assist students interested in pursuing a career in multichannel video programming communications

SCOPE OF EMPLOYMENT UNIT'S PARTICIPATION: Suddenlink Communications established a scholarship program to help finance higher education for employees or children of its employees. Awards are \$1,500 each with a total of three (3) scholarships awarded annually. Scholarship recipients are selected based on academic achievement, leadership and participation in school and community activities, honors, work experience, and statement of educational and career goals.

NAMES AND TITLES OF PARTICIPATING EMPLOYMENT UNIT PERSONNEL: Varies by system

Name of Employment Unit: Truckee, CA

NAME OF INITIATIVE: Truckee Donner Chamber of Commerce 17th Annual Business Expo

DATE(S) OF INITIATIVE: April 30, 2009

DESCRIPTION OF INITIATIVE: Event in which businesses can showcase their business to the community, meet new customers/clients/applicants, network with other members, and share job openings/application processes.

SCOPE OF EMPLOYMENT UNIT'S PARTICIPATION: Suddenlink Truckee had a booth containing general information about Suddenlink's career website and our benefits package. The booth also included information regarding our products/services, internet safety, and e-waste recycling campaign.

NAMES AND TITLES OF PARTICIPATING EMPLOYMENT UNIT PERSONNEL: Jason Oelkers, System Manager

NAME OF INITIATIVE: Careerlink (Broadband Technician Career Progression)

DATE(S) OF INITIATIVE: Ongoing

DESCRIPTION OF INITIATIVE: Training program designed to enable unit personnel (Broadband Technicians) to acquire skills that could qualify them for higher level positions

SCOPE OF EMPLOYMENT UNIT'S PARTICIPATION: This unit provides advanced training for employees. Specifically, the unit pays for and facilitates attendance of online Jones/NCTI training courses for its technician employees as well as pays for SCTE certifications. Suddenlink also offers online BBT training courses through the Smartlink website.

NAMES AND TITLES OF PARTICIPATING EMPLOYMENT UNIT PERSONNEL: 10 BBTs and 3 BBT/Construction Supervisors in Truckee have participated in this training program.

NAME OF INITIATIVE: Smartlink

DATE(S) OF INITIATIVE: Ongoing

DESCRIPTION OF INITIATIVE: Training program designed to enable unit personnel to acquire skills that could qualify them for higher level positions

SCOPE OF EMPLOYMENT UNIT'S PARTICIPATION: A variety of online courses are available through the Smartlink website to all employees so they have the ability to learn new skills, which could qualify them for higher level positions

NAMES AND TITLES OF PARTICIPATING EMPLOYMENT UNIT PERSONNEL: Varies by system

NAME OF INITIATIVE: Douglas Faust Memorial Scholarship Fund

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NAMES AND TITLES OF PARTICIPATING EMPLOYMENT UNIT PERSONNEL: Varies by system

Recruitment Source List

Name of Recruitment Source	Address	Contact Person	Telephone Number	Entitled to Notification	Total Number of Referrals
EDD-Cal Jobs.com	409 K Street, Eureka, CA 95501	Shannon Gallant	707-441-5707	No	3
Craigslist.com	Unknown	NA	NA	No	20
Internal Recruitment	Notification sent out to all Pacific employees via email	Kendra O'Brien	707-268-5314	NA	1
"Now Hiring" Vehicle Magnets on system Suddenlink vehicles	Varies per system	Varies per system	Varies per system	No	
www.work4suddenlink.com Company Recruiting Website	911 W Wabash, Eureka, CA 95501	Kendra O'Brien	707-268-5314	No	3
Employee Referrals	Notification of opening sent out to Pacific employees via email	Kendra O'Brien	707-268-5314	No	12
TV Commercials (played across 40 assorted/diverse networks)	12444 Powers Court Drive, Ste 450 St. Louis, MO 63131	Daron Corbin	806-771-6123	NA	
Newspaper-Grass Valley Union	464 Sutton Way Grass Valley, CA 95945	Debbie Sutton	530-477-4225	No	11
Freed Center for Independent Living	900 East Main Street, Ste 201, Grass Valley, CA 95945	Tim Hues	(530) 272-1732	No	
Department of Rehabilitation	380 Sierra College Drive, Ste 220, Grass Valley, CA 95946	Nancy Jones	530-477-2600	No	
Golden Sierra Job Training Agency	11548 E Avenue, Auburn, CA 95603	Jan Paul	530-823-4631	No	
Experience Works	1880 Sierra Gardens Drive, Ste 100, Roseville, CA 95661	Kay McGovern	916-774-4037	No	
Business Advantage Network	175 Fulweiler Avenue, Auburn, CA 95603	Marcy Schmidt	916-784-6140	No	
Area 4 Agency On Aging	2260 Park Towne Circle, Sacramento, CA 95825	Tanja Poley	916-486-1876	No	
Heald College-Career	7 Sierra Gate Plaza, Roseville,	Sanju Prasad	(916) 780-4428	No	1

Services Center	CA 95678				
Sierra College	250 Sierra College Drive, Grass Valley, CA 95945	Career Connections	1800-242-4004 Ext 2424	No	
Native Tanf Program	11730 Interprise Drive, Auburn, CA 95603	Laura Larson	530-886-3220	No	
Inyo Register	450 E Line Street, Bishop, CA 93514	Cynthia	760-873-3535	No	15
Mammoth Times	450 E Line Street, Bishop, CA 93514	Cynthia	760-873-3535	No	
Sierra Employment Services	308 W. Line #15, Bishop, CA 93514	Varies	760.873.8599	Yes	1
KIBS Radio	South Hwy 395, Bishop, CA 93514	Gary	760-873-6324	No	2
The Monterey County Herald	8 Upper Ragsdale, Monterey, CA 93940	Danielle Landaker	(831) 646-4386	No	3
Newspaper-Sierra Sun	12315 Deerfield Drive Truckee, Calif., 96161	Lorain Orosco	(530) 550-9696	No	7
RenoTahoeJobs.com	2255 Green Vista Drive Suite 402 Sparks, NV 89431	Karon Mandeville/ Jennifer Long	800-225-1372	No	5
Tahoe Staff	12313 Soaring Way, Suite 1F Truckee, CA 96161	Varies	(530) 550-5282	Yes	1