

EEO PUBLIC FILE REPORT

2009 FCC EEO Public File Report for *Suddenlink Communications* Lincoln Parish, LA - FCC EEO # 11991 (Ruston, Bastrop)

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

Total Number of Full-Time Vacancies Filled During This Period: 7

Total Number of People Interviewed For Full-Time Vacancies During This Period: 35

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	3	2 Employee Referrals/1 CareerBuilder	SL Website & CareerBuilder	4 Employee Referrals/4 CareerBuilder/1 Other/3 Internet Job Board/1 Staffing Agency	13
2	Field System Manager	1	Internal	SL Website & CareerBuilder	2 Internal/1 CareerBuilder	3
3	Quality Assurance Inspector	1	Internal	SL Website & CareerBuilder	4 Internal	4
4	Customer Care Rep	1	CareerBuilder	SL Website & CareerBuilder	8 CareerBuilder/1 Newspaper/1 LA Workforce/3 Other	13
5	Dispatcher	1	Employee Referral	SL Website & CareerBuilder	1 Internet Job Board/1 Employee Referral	2

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
LA Tech	Ruston, LA	Jan Grigsby	318-257-4336	No	0
Suddenlink Communications	700 Exchange Avenue Conway, AR 72032	Vickie Summar	501-269-8751	No	0
CareerBuilder	200 N. LaSalle St. Suite 110 Chicago, Il 60601	N/A	800-638-4212	No	13
LA Workforce	Alexandria, LA	Tracy Johnston	318-413-0958	No	1