

**2009 FCC EEO PUBLIC FILE REPORT for SUDDENLINK COMMUNICATIONS**  
**Pitt County, NC - FCC EEO #12013**

October 1, 2008 - September 30, 2009

Total Number of full-Time Vacancies Filled During This Period: 125  
 Total Number of People Interviewed For Full-Time Vacancies During This Period: 368

#	POSITION TITLE	RECRUITMENT SOURCES	# INTVW	# HIRED
1	Broadband Technician III	Internal - company email Job Board - Suddenlink Career TV - Public Service Announcement	1 1	1
2	Direct Sales Rep	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Suddenlink Career JobLink Career Centers - All Counties TV - Public Service Announcement TV - Suddenlink Commercial	3	3
3	System Support Specialist II	Internal - company email Job Board - Suddenlink Career	1	1
4	Broadband Technician I	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Community College Job Board - Suddenlink Career JobLink Career Centers - All Counties Newspaper - local Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	2 3 1 5 1 2	1 5 1
5	Broadband Technician I	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	1 1	1 1
6	Broadband Technician I	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	3 2 5 1 3 1	1 3 1

7	CC - Account Services	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Community College Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	1 3 1	3 1
8	CC - Sales	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Community College Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	1 2 1	1
9	CC - Technical Support Rep	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	1 1 4 3	1 3 1
10	Marketing Sales Assistant	Employee Referral Internal - company email Job Board - East Carolina University Job Board - Suddenlink Career Staffing Agency TV - Public Service Announcement TV - Suddenlink Commercial	1	1
11	Marketing Intern	Employee Referral Internal - company email Job Board - East Carolina University TV - Public Service Announcement TV - Suddenlink Commercial	2	1
12	Dispatcher I	Internal - company email Job Board - Suddenlink Career	2	1
13	CC - Cust. Satisfaction Analyst	Employee Referral Internal - company email Job Board - Suddenlink Career	7	1

14	CC - Voice Operations Specialist	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	3 1	1
15	Quality Control Technician	Internal - company email Job Board - Suddenlink Career	3	1
16	CC - Account Services	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Community College Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	2 1 1 7 1	2
17	CC - Technical Support Rep	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Community College Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	4 9	2 5
18	CC - Sales	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	7	1
19	Broadband Technician I	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Suddenlink Career JobLink Career Centers - All Counties Newspaper - local Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	4 3 15 2 4	3 1 3 1 1
20	Broadband Technician I	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Better Greenville Jobs Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	1 1	1 1

21	Broadband Technician I	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	2  1	1
22	Broadband Technician II	Internal - company email Job Board - Suddenlink Career	3	3
23	Marketing Intern	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - East Carolina University Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	1  2	1
24	Customer Retention Field Specialist	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Suddenlink Career JobLink Career Centers - All Counties TV - Public Service Announcement TV - Suddenlink Commercial	1	1
25	Broadband Technician I	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	1  1 1	1 1 1
26	Direct Sales Rep	Employee Referral Internal - company email Job Board - Suddenlink Career Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	4 4	1
27	CC - Sales Rep	Employee Referral Internal - company email Job Board - Better Greenville Jobs Job Board - Suddenlink Career Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	6  4 1	2

28	CC - Account Services	Employee Referral Internal - company email Job Board - Better Greenville Jobs Job Board - Suddenlink Career Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	3 2 5 1	2 2
29	CC - Technical Support Rep	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Better Greenville Jobs Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	4 5 1	3 1
30	Technical Trainer I	Internal - company email Job Board - Suddenlink Career	4	1
31	Broadband Technician III	Internal - company email Job Board - Suddenlink Career	2 5	1
32	Broadband Technician I	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Board - Community College Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	3 6 2	1 1
33	Broadband Technician I	Employee Referral Internal - company email Job Board - Suddenlink Career Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	8 4	6
34	System Support Engineering II	Internal - company email Job Board - Suddenlink Career	2	1
35	Broadband Technician III	Internal - company email Job Board - Suddenlink Career	1	1
36	Field Systems Supervisor	Internal - company email Job Board - Suddenlink Career	2	1
37	Broadband Technician I	Employee Referral Internal - company email Job Board - Better Greenville jobs Job Board - Suddenlink Career Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	4 6 5 3 1	3

38	CC - Account Services	Employee Referral Internal - company email Job Board - Suddenlink Career Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	4 10 2	1 4
39	Broadband Technician I	Employee Referral Employment Securities Commission - All Counties Internal - company email Job Fair Job Board - Community College Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	2 5 5 3 5	1 2 2
40	CC - Retail	Internal - company email Job Board - Community College	6	1
41	CC - Sales	Employee Referral Internal - company email Job Board - Suddenlink Career Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	6 12 4	1
42	Direct Sales Rep	Employee Referral Internal - company email Job Board - Suddenlink Career TV - Public Service Announcement TV - Suddenlink Commercial	1	1
43	Financial Analyst	Employee Referral Internal - company email Job Board - Career Builder Job Board - Suddenlink Career TV - Public Service Announcement TV - Suddenlink Commercial	1 4 1	1
44	Marketing Intern	Job Board - East Carolina University Job Board - Suddenlink Career Job Board - East Carolina University - College of Business TV - Public Service Announcement TV - Suddenlink Commercial	2	1
45	Broadband Technician I	Internal - company email Job Board - Suddenlink Career TV - Public Service Announcement TV - Suddenlink Commercial	1	1
46	Broadband Technician III	Internal - company email Job Board - Suddenlink Career	2	1
47	CC - Voice Operations Specialist	Internal - company email Job Board - Suddenlink Career	9	1

48	Marketing Intern	Employee Referral Internal - company email Job Board - Better Greenville Jobs Job Board - East Carolina University Job Board - East Carolina University, College of Business Job Board - Suddenlink Career	2	1
49	Broadband Technician I	Employee Referral Internal - company email Job Board - Better Greenville Jobs Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	2	1
50	Broadband Technician I	Employee Referral Internal - company email Job Board - Better Greenville Jobs Job Board - Suddenlink Career Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	5 3 2	3 2
51	Broadband Technician I	Employee Referral Internal - company email Job Board - Better Greenville Jobs Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	3 1	1
52	Broadband Technician I	Employee Referral Internal - company email Job Board - Better Greenville Jobs Job Board - Suddenlink Career JobLink Career Centers - All Counties Suddenlink Local Retail Offices TV - Public Service Announcement TV - Suddenlink Commercial	5 9 3	2 2 2
53	CC - Sales	Employee Referral Internal - company email Job Board - Suddenlink Career TV - Public Service Announcement TV - Suddenlink Commercial	1	1

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**RECRUITMENT SOURCE LIST  
October 1, 2008 - September 30, 2009**

SOURCE	ADDRESS	CONTACT #	CONTACT NAME	ENTITLED NOTIFICATION
Community Colleges - Greenville, Rocky Mount, Kinston, New Bern, Washington, Williamston, Wilson	Community Colleges; Independent Community Centers	Various	Career Services	No
Employee Referrals	--	HR Dept.	HR Dept.	No
Employment Securities Commission (all counties) - Beaufort, Craven, Edgecombe, Lenoir, Martin, Nash, Pitt	Local offices	Various	Various	<b>Yes</b>
Job Board - Better Greenville Jobs	Online	800.225.1372	Jennifer Long	No
Job Board - Broadband Careers	Online	Website	--	No
Job Board - Career Builder	Online	Website	--	No
Job Board - East Carolina University - Career Center	Greenville, NC	252.328.6050	Career Services	No
Job Board - East Carolina University - College of Business	Greenville, NC	ECU	Career Services	No
Job Board - Suddenlink Career	Online	Website	--	No
JobLink Career Centers (all counties) - Beaufort, Craven, Edgecombe, Lenoir, Martin, Nash, Pitt	Local offices	Community Colleges	JobLink Center	No
Newspaper - Greenville Daily Reflector	Greenville, NC	252.329.9537	Stacey Lowery	No
Newspaper - Kinston Free Press	Kinston, NC	888.937.8343	--	No
Newspaper - New Bern Sun Journal	New Bern, NC	888.328.8261	--	No
Newspaper - Rocky Mount Telegram	Rocky Mount, NC	252.407.9916	--	No
Placement Agency - Optimal Resources	--	Raleigh	Marlon Kiel	No
Seymour-Johnson Air Force Base	Goldsboro, NC	919.722.1123	Community Readiness	No
Spaulding Community Center	Spring Hope, NC	252.478.7656	Ms. Richardson	No
Suddenlink Internal Email - NC region	--	HR Dept.	HR Dept.	Yes
Suddenlink Local Retail - All Offices	Post at retail counter.	HR Dept.	HR Dept.	No
TV - Commercial	Local	Suddenlink Media	In-house	No
TV - Public Service Announcement	New Bern & Kinston, NC	252.527.8845	Adnet Tutt Productions	No
TV - Public Service Announcement	Rocky Mount, NC	252.451.6303	Suddenlink	No
TV - Public Service Announcement	Williamston/Washington, NC	252.757.2241	Suddenlink	No
TV - Public Service Announcement - Greenville	Local	252.355.8822	Cable 7	No

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**Prong 3 Longer-Term Recruitment Initiatives Implemented During Previous Year  
October 1, 2008 - September 30, 2009**

No.	Date	Initiative	Description	Scope of Involvement	Personnel Involved
1	5-Nov-08	Career Fair	Seymour-Johnson Air Force Base	Interact with potential candidates	HR; Field Operations Management.
2	9-Mar-09	Career Fair	Lenoir Community College - Kinston, NC	Interact with potential candidates	HR; Field Operations Management.
3	10-Mar-09	Career Fair	Wilson Community College - Wilson, NC	Interact with potential candidates	HR; Field Operations & Network Management
4	1-Apr-09	Career Fair	Nash Community College - Rocky Mount, NC	Interact with potential candidates	HR; Field Operations & Network Management
5	28-Apr-09	Career Fair	Spaulding Family Resource Center - Spring Hope, NC	Interact with potential candidates	HR; Field Operations Management.
6	30-Apr-09	Career Fair	Edgecombe Community College - Tarboro, NC	Interact with potential candidates	HR; Field Operations & Network Management
7	On-going	Local advertising	Signage at each retail location with business cards of career site.	Notification of employment opportunities.	NA
8	On-going	Local advertising	Public Service Announcements - various local channels.	Notification of employment opportunities.	NA
9	On-going	Employee Referral Program	Reward employees for hired referrals.	Corporate and regional initiative.	NA
10	On-going	Internship Program	Provide work experience within a corporate environment, consistent with career goals and education.	Corporate and regional initiative.	NA
11	On-going	Technical Training Program	Training program designed for field technicians to develop additional skills and acquire certifications, which enable employees to advance their careers.	Company funded program for employees to take online, classroom, field and/or self-study courses to acquire certifications for career advancements.	All system field technicians.
13	On-going	Mentoring Program	Call Center specific program.	Established representatives mentor new employees.	Call Center representatives and leaders.
14	On-going	Management training.	Training provided as to methods of ensuring equal opportunity and preventing discrimination.	Training conducted by HR to leadership with substantial responsibility in hiring decisions.	Call Center and Field System management.