

## EEO PUBLIC FILE REPORT

### 2009 FCC EEO Public File Report for *Suddenlink Communications* *Rapides Parish, LA - FCC EEO #11990 (Alexandria, Winnfield, Natchitoches, Leesville, Many)*

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

**Total Number of Full-Time Vacancies Fill During This Period: 42**

**Total Number of People Interviewed For Full-Time Vacancies During This Period: 147**

*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	33	11 Other/4 CareerBuilder/7 Employee Referrals/2 TV/3 Internet Job Board/4 LA Workforce/1 SL Website/1 Military Job Center	SL Website & CareerBuilder	21 Employee Referrals/23 CareerBuilder/7 SL Website/30 Other/2 TV/18 LA Workforce/15 Internet Job Board/2 Internal/2 Newspaper/2 Military Job Center/1 Army Job Fair	123
2	Dispatch	3	1 Employee Referral/1 CareerBuilder/1 Rehire	SL Website & CareerBuilder	1 Employee Referral/2 Other/2 LA Workforce/1 Internal/1 CareerBuilder/1 Rehire	8

3	Customer Care Rep	3	1 Internal/1 Employee Referral/1 CareerBuilder	SL Website & CareerBuilder	3 CareerBuilder/1 LA Workforce/1 Other/1 Staffing Agency/1 Internal/3 Employee Referrals/1 Internet Job Board	11
4	Customer Care Lead	1	Internal	SL Website & CareerBuilder	1 Internal	1
5	Dispatch Supervisor	1	Internal	SL Website & CareerBuilder	3 Internal	3
6	Quality Control Tech	1	Employee Referral	SL Website & CareerBuilder	1 Employee Referral	1

**Supplemental Recruitment Initiatives**

- LA National Guard Job Fair/Alexandria
- 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

<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>
LA National Guard	Alexandria, LA	Philip White	318-641-5331	no	1
LA Tech College	Alexandria, LA	Sandra Powell	spowell@ltc.edu	no	0
LA College	Pineville, LA	Ms. Elliott	belliott@lacollege.edu	no	0
NW State University	Natchitoches, LA	Ms. LaBom	labomt@nsula.edu	no	0
Lamar Salter Tech College	Leesville, LA	Mike Kay	337-537-3135	no	0
Suddenlink Communications	700 Exchange Avenue Conway, AR 72032	Vickie Summar	501-269-8751	No	7
CareerBuilder	200 N. LaSalle St. Suite 110 Chicago, IL 60601	Na	800-638-4212	No	27
LA Workforce	Alexandria, LA	Tracy Johnston	318-413-0958	No	21