

## EEO PUBLIC FILE REPORT

### 2009 FCC EEO Public File Report for *Suddenlink Communications* *Wood County, WV - FCC EEO # 12053* (Wood C., WV Mason Co., WV & Wetzel Co., WV)

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

**Total Number of Full-Time Vacancies Fill During This Period: 47**

**Total Number of People Interviewed For Full-Time Vacancies During This Period: 228**

#### 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 Repair Rep	13	www.work4suddenlink.com / Newspaper Ads / Employee Referrals / Other / midohiovalleyjobs.com	Internal Posting	0	47
				www.work4suddenlink.com	3	
				State Job Service – Workforce WV & Ohio Job Service	2	
				Newspaper Ads (Parkersburg News & Sentinel and Marietta Times )	2	
				indeed.com	14	
				Employee Referral	11	
				Other (TV, Friend, Internet, Website)	0	
				wtap.com	0	
				Monster	1	
				ohiomeansjobs.com	1	
				midohiovalleyjobs.com	0	
				Internet Job Board	0	
				Walk In	1	
Television Ad						

2	Broadband Customer Care Supervisor	2	Internal Posting	Internal Posting	7		7
				www.work4suddenlink.com	0		
3	Technical Supervisor	1	Internal Posting	Internal Posting	7		9
				www.work4suddenlink.com	2		
				State Job Service – Workforce WV	0		
				College Recruitment (Washington State Community College, Adult Technical Training, Roane-Jackson Technical Center)	0		
				Parkersburg News (Did not place Ad)	0		
				Other / Daughter	0		
				Employee Referral	0		
				Marietta Times (Did not place Ad)	0		
				Walk In	0		
				Other / Unknown	0		
4	Voice Operations Supervisor	1	Internal Posting	Internal Posting	4		4
				www.work4suddenlink.com	0		
				Friend	0		
				Employment Agency	0		
5	BCSR II Repair	22	Internal Posting	Internal Posting	26		26
				www.work4suddenlink.com	0		
6	Broadband Customer Care Supervisor	1	Internal Posting	Internal Posting	11		11
				www.work4suddenlink.com	0		
7	Broadband Customer Care Escalation Specialist	1	Internal Posting	Internal Posting	6		6
				www.work4suddenlink.com	0		
8	Broadband Sales Specialist	2	Internal Posting	Internal Posting	4		4
				www.work4suddenlink.com	0		

9	Broadband Repair Rep	31	www.work4suddenlink.com / Newspaper Ads / State Job Services / Employee Referral / Other –Unknown /	Internal Posting	0	72
				www.work4suddenlink.com	8	
				Newspaper Ads (Parkersburg News & Sentinel)	29	
				SPOKES	0	
				State Job Service (Workforce WV, Workforce WV Veteran Division, Ohio Job and Family Services)	6	
				College: WVU, Mountain State, Adult Education	0	
				E. Daniels / Recruiter	0	
				Employee Referral	18	
				Other	7	
				indeed.com	2	
				Other / Friend	2	
				Wheeling Intelligence	0	
				Rehire	0	
10	Broadband Customer Service Escalation Specialist	1	Internal Posting	Internal Posting	9	9
				www.work4suddenlink.com	0	
11	Quality Assurance Specialist	1	Internal Posting	Internal Posting	14	14
				www.work4suddenlink.com	0	
12	Broadband Technician I	1	Employee Referral	Internal Posting	0	19
				www.work4suddenlink.com	5	
				State Job Service – Workforce WV	1	
				Newspaper Ads (Wetzel Chronicle and Tyler Star News)	6	
				College Recruitment (WV Northern Community College, Fairmont State College)	0	
				NAACP	0	
				Other / TV	0	
				Employee Referral	7	
				Internet Job Board	0	
				Other / Co-Worker	0	
				Other / Unknown	0	
				Other / Friend of Family	0	

13	Broadband Technician I	1	Internal Posting	Internal Posting	2	23
				www.work4suddenlink.com	4	
				State Job Service – Workforce WV	2	
				College Recruitment (Washington State Community College)	0	
				Employee Referral	10	
				Other / Unknown	1	
				Internet Job Board	2	
				Job Fair	0	
				Other / Internet	0	
				Other / Company Website	1	
				Other / Billboard Ad	1	
				Other / Coworker	0	
				Other / TV	0	
				Newspaper	0	
midohiovalleyjobs.com	0					
14	Broadband Technician IV	1	Internal Posting	Internal Posting	1	1
				www.work4suddenlink.com	0	
				State Job Service – Workforce WV	0	
				Parkersburg News (Did not place Ad)	0	
				Walk In	0	
				Internet Job Board	0	
				Friend	0	
				Employee Referral	0	
				Other / Unknown	0	
				Other / Internet	0	
				CareerBuilder	0	
				Job Search	0	
				Other / Friend	0	
				Other / Website	0	
ohiomeansjobs.com	0					

15	Broadband Repair Rep I	17	www.work4suddenlink.com / Employee Referral / Newspaper / Other – Friend	Internal Posting	0	55
				www.work4suddenlink.com	5	
				State Job Service – Workforce WV	1	
				Ohio Job and Family Services	0	
				Employee Referral	27	
				Newspaper	13	
				Other / Friend	3	
				Other / Unknown	6	
				College: WVU, Mountain State, Adult Education	0	
				E. Daniels / Recruiter	0	
16	Customer Care Rep II	1	Internal Posting	Internal Posting	4	4
				www.work4suddenlink.com	0	
17	Broadband Sales Specialist	1	Internal Posting	www.work4suddenlink.com (Internal/External)	5	5
				State Job Service – Workforce WV	0	
				Ohio Job and Family Services	0	
18	Broadband Customer Service Escalation Specialist	1	Internal Posting	www.work4suddenlink.com (Internal/External)	12	12
				State Job Service – Workforce WV	0	
				Ohio Job and Family Services	0	
19	Broadband Technician	2	Internal Posting	Internal Posting	4	33
				www.work4suddenlink.com	3	
				State Job Service – Workforce WV	3	
				Ohio Job and Family Services	0	
				SPOKES	0	
				Newspaper (Did not place Ad)	0	
				Job Fair	5	
				Employee Referral	13	
				Other / Friend	1	
				Other / Internet	0	
				Internet Job Board	3	
				Other / Unknown	0	
				Walk In	1	
Job Placement	0					

20	Customer Care Rep II	4	Internal Posting	Internal Posting	13		13
				www.work4suddenlink.com	0		
				State Job Service – Workforce WV	0		
				Employee Referral	0		
				Internet Job Board	0		
				Magnet on Suddenlink Vehicle	0		
				midohiovalleyjobs.com	0		
				Network WV	0		
				Newspaper	0		
				Other / Unknown	0		
				Other / Family	0		
				Other / Friend	0		
				Other / Online	0		
				Other / Personal Interest	0		
				Other / Website	0		
Rehire	0						
Walk In	0						
21	Construction Technician I	1	Internal Posting	Internal Posting	4		4
				www.work4suddenlink.com	0		
				State Job Service – Workforce WV	0		
				Employee Referral	0		
				Other / Unknown	0		
				Craigslist	0		
				Internet Job Board	0		

22	Broadband Technician I	1	Newspaper Ad	Internal Posting	2	18
				www.work4suddenlink.com	5	
				State Job Service – Workforce WV	1	
				Institutional Education Programs	0	
				Parkersburg News (Did not place Ad)	2	
				Employee Referral	5	
				Other / Internet	1	
				Other / Coworker	0	
				Other / Website	0	
				Other / Friend	1	
				indeed.com	0	
				Network WV	0	
				ohiomeansjobs.com	0	
				Internet Job Board	0	
				Other / Sister	0	
Walk In	1					
23	Director of Operations	1	www.work4suddenlink.com	Internal Posting	0	8
				www.work4suddenlink.com	4	
				Employee Referral	3	
				Internet Job Board	0	
				Telecom Careers	0	
				Other / Individual Research	0	
				CareerBuilder	1	

24	Customer Service Rep	14	www.work4suddenlink.com / State Job Service / Newspaper Ad / Employee Referral / Other – Family / Other – Friend	Internal Posting	0	66
				www.work4suddenlink.com	11	
				State Job Service – Workforce WV	4	
				Workforce WV - Veteran Division	0	
				SPOKES	0	
				State Job Service – Ohio Job Service	0	
				Newspaper Ad – Parkersburg News & Sentinel	0	
				Employee Referral	19	
				indeed.com	1	
				Internet Job Board	1	
				midohiovalleyjobs.com	1	
				Network WV	0	
				ohiomeansjobs.com	2	
				Other / Unknown	0	
				Other / Coworker	0	
				Other / Family	2	
				Other / Friend	4	
				Other / Internet	2	
Other / Online	0					
Other / Website	1					
Walk In	0					

25	Warehouse / Converter Technician	2	Internal Posting	Internal Posting	5		5
				www.work4suddenlink.com	0		
				State Job Service – Workforce WV	0		
				Ohio Job and Family Services	0		
				SPOKES	0		
				Institutional Education Programs	0		
				Other / Family	0		
				Other / Unknown	0		
				Other / Customer	0		
				ohiomeansjobs.com	0		
				Other / Friend	0		
				Internet Job Board	0		
				Walk In	0		
				Other / Internet	0		
				Employee Referral	0		
				midohiovalleyjobs.com	0		
indeed.com	0						
Other / Website	0						
Newspaper (Did not place Ad)	0						
26	Dispatcher III (Lead)	1	Internal Posting	Internal Posting	3		4
				www.work4suddenlink.com	0		
				State Job Service – Workforce WV	0		
				CareerBuilder	0		
				Other / Suddenlink Vehicles	0		
				Employee Referral	0		
				Other / TV	0		
				Other / Friend	0		
				Other / Unknown	0		
				Other / Internet	0		
				Job Central Jobs	1		
				Newspaper	0		

### 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>
WVU Institute of Technology		Cantrell Miller III	304-442-3185	No	
The Community & Technical College at Institute of Technology WVU		Thomas Minnich	304-442-3245	No	
Marshall University		Trish	304-696-2370	No	
University of Charleston		Sherri Washington	304-357-4745	No	
WV State College		Sherri Cox	304-766-3250	No	
Washington State Community College		Greg Mitchell	740-568-1930 Ext 1412	No	
Caperton Center for Applied Technology			304-424-8365	No	
Washington County Career Center		Linda Price	740-373-6283 Ext 403	No	
WVU at Parkersburg	300 Campus Drive Parkersburg, WV 26104-8647		304-424-8000	No	
Mountain State College		Gary Dailey	304-485-5487	No	
Ohio Valley University	1 Campus View Drive Vienna, WV 26105		877-446-8668	No	
Adult Technical Training – The Career Center		Linda Price	800-645-3695	No	
Senior Community Service Employment Program		Karen Matthews	304-422-4993	No	
Chamber of Commerce of the Mid Ohio Valley		Sandy Vanhousen	304-422-3588	No	
Roane-Jackson Technical Center		Matt Carper	304-372-7335 Ext. 33	No	

Institutional Education Programs		Judy Burkel	jburkle@access.k12.wv.us	Yes	
Black Ministerial Alliance	1342 Lewis Street Charleston, WV 25311	Rev. Lord Allan Hill		No	
WV Human Rights	1321 Plaza East Room 108 A Charleston, WV 25301-1400	Ivin B. Lee	888-676-5546 / 304-558-2616	No	
Native American Council of WV		Darla Spencer	304-562-7233	No	
Parkersburg News & Sentinel		Jenifer Anderson	304-485-1891	No	291
Marietta Times		Susie	740-373-2121	No	
NAACP	3401 3 <sup>rd</sup> Street, Vienna, WV 26105		304-295-5154	No	
Job Corp		Debbie Hart	304-925-3200 Ext. 269 / 304-561-7521	No	
Workforce WV		Rose	304-420-4525	Yes	38
Ohio Job Service		Matt or Julie	740-373-3745	No	
Ohio Job & Family Services		Nelson D. Patrick	740-568-9099	No	
WV Community Voices	1018 Kanawha Blvd. East Suite 1100, Charleston, WV 25302		304-558-0530	No	
Workforce WV – Veterans Division		Darrell Nutter	304-420-4525	No	
SPOKES (Strategic Planning in Occupational Knowledge and Employment Success)		Elvira Daniels	304-485-6513 Ext 145	Yes	
WV Council of Churches	2207 Washington Street, East Charleston, WV 25311		304-344-3141	No	
WV Development Office	1900 Kanawha Blvd. East Bldg. 6 Room 553, Charleston, WV 25305		304-588-2001	No	
WV Municipal League	2020 Kanawha Blvd. East Charleston, WV 25311		304-342-5564	No	
SCTE			On-Line Postings	No	

Monster			On-Line Postings	No	
Broadband Careers			On-Line Postings	No	
Network WV / Channel Crawl		Carol Prunty	304-422-6088	No	
The Weather Channel / Channel Crawl		Carol Prunty	304-422-6088	No	
Recruitment Ad for Television Broadcast		Carol Prunty and Trish Lindsay	304-422-6088	No	
Fairmont State College	1201 Locust Ave, Fairmont, WV 26554		800-641-5678	No	
West Virginia University	P.O. Box 201 Morgantown, WV 26506		304-293-0111	No	
NAACP	P.O. Box 222 Institute, WV 25112		304-768-6650	No	
Workforce WV		Terry	304-675-0857	Yes	
Ben Franklin Career Center Programs		Carol	coconnel@access.k12.wv.us	No	
Religious Coalition for Community Renewal		W.I. "Bill" Hairston	304-343-9632	No	
Magnets on Suddenlink Vehicles Advertising Recruiting				No	
CareerBuilder.com			On-Line Posting	No	
Hotjobs.com			On-Line Posting	No	
www.work4suddenlink.com			Internal Posting	Yes	166
www.work4suddenlink.com			External Posting	Yes	131
Employee Referral				No	362
Other / Multiple				No	376
Mountain State University				No	
Walk In				No	
Rehire				No	9
Job Fair				No	25
WICT			On-Line Posting	No	

Midohiovalleyjobs.com			On-Line Posting	No	
Multichannel News			Publication	No	
Ohiomeansjobs.com				No	

**Recruitment Initiatives - FCC Unit Number 12053**

**Main Reporting Unit - Parkersburg, WV**

**Subordinate Reporting System**

**Locations**

**Parkersburg,  
WV**

**Pt. Pleasant, WV**

**New Martinsville, WV**

<b>No</b>	<b>Date</b>	<b>Initiative</b>	<b>Description</b>	<b>Scope of Involvement</b>	<b>Personnel Involved</b>	<b>Location</b>
1	10/23/2008	Job Fair	Workforce WV Annual Career Fair	Participant / Had Booth	Norma Lontz	Grand Pointe Conference Center / 1500 Grand Central Ave. Vienna, WV 26105
2	11/6/08- School Year	College Programming	Marshall University student -produced programming	Partnered with Marshall University to air Journalism Student programming on Channel 19 and 22 on Thursday Nights	Kenny Phillips	Channels 19 & 22 / Every Thursday Evening
3	3/25/2009	Job Fair	South Eastern Ohio Job fair	Participant / Had Booth	Norma Lontz & Marlene Dalton	Washington State Community College
4	1/21/2009	All Employee Email	EEO Reminder	All Employee Communication regarding Suddenlink's commitment to EEO practices	Jerry Kent, CEO	Via Email

5	Assigned 7/7/2008 Completion Required by 10/1/08	Management Training	On-Line Training / Suddenlink seeks to provide a culture that is fair, inclusive, diverse and ethical.	4 Courses - Managing Within the Law (Discrimination; Legal Guidelines for Interviewing; Preventing Sexual Harassment-Manager Version; Top Ten Ways for a Manager to Stay Out of Jail	Supervisors, Managers, Directors	Smartlink - Corporate Maintained On-Line University
6	4/1/09, 4/8/09 and 4/13/09	College Training	Cable Demonstration in Classroom and Tour of Headend	Technical Supervisors instructed Students enrolled in IT Program at WVUP how to work with Cable/RG and Fiber. Students came to Suddenlink Office and toured Headend Facility	Dave Marlow & Bill White	Parkersburg WVU
7	5/11/2009	Job Fair	In House Job Fair	Suddenlink Media In- House Job Fair	Scott McKitrick	Suddenlink Media / Star Ave Parkersburg , WV