

Federal Communications Commission Washington, D.C. 20554  <p style="text-align: center;"><b>FCC 396-C</b></p>	OMB 3060-1033 September 2003  FOR FCC USE ONLY
<b>Multi-Channel Video Program Distributor EEO Program Annual Report</b>  Read INSTRUCTIONS Before Filling Out Form	FOR COMMISSION USE ONLY FILE NO. - 20090930AHN

**SECTION I IDENTIFYING INFORMATION**

A. Name of Operator: TIME WARNER CABLE		
MSO Name: TIME WARNER CABLE		
B. Employment Unit's Mailing Address 7910 CRESCENT EXECUTIVE DRIVE		
City CHARLOTTE	State NC	Zip Code 28217-
Emp. Unit ID # 5510		
<b>Application Purpose</b> <input checked="" type="radio"/> New Program Report <input type="radio"/> Amendment to Program Report		
<input checked="" type="checkbox"/> Supplemental Investigation Sheet (SIS) Attached		
C. County and State in which unit's employment office is located WICHITA, TX		
D. Category of Respondent (check applicable box)		
<input type="radio"/> Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V		
<input checked="" type="radio"/> Six (6) or more full-time employees during the selected payroll period: Complete ALL sections of the Form 396-C and the Supplemental Investigation Sheet, if attached		
E. Pay Period Covered by this Report (inclusive dates) 07/01/2009-07/14/2009		
F. Attachments: (See "Exhibit" buttons, below.)		

**SECTION II COMMUNITY INFORMATION**

System Communities Comprising Local Employment Unit			
Ident No.	Name of Community	Location (State)	Type
Review the list of communities served on the previous year's submission and attach as Exhibit A any additions [Exhibit 1] or deletions, using the format noted above. NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS.			

**SECTION III EEO POLICY AND PROGRAM REQUIREMENTS**

Check YES or NO to each of the following questions. If answer to any question below is NO, attach as Exhibit B an explanation. [Exhibit 2]

1.	Have you complied with the outreach provisions of the FCC's MPVD Equal Employment Opportunity Rule, 47 C.F.R. Section 76.75(b), during the twelve month period prior to filing this form?	<input checked="" type="radio"/> Yes <input type="radio"/> No
2.	Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business?	<input checked="" type="radio"/> Yes <input type="radio"/> No
3.	Do you contact organizations, media, educational institutions, and other potential sources of applicants for	<input checked="" type="radio"/> Yes <input type="radio"/> No

		<input checked="" type="radio"/> Yes <input type="radio"/> No
5.	To the extent possible, do you seek out entrepreneurs in a nondiscriminatory manner and encourage them to conduct business with all parts of your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
6.	Do you analyze the results of your efforts to recruit, hire, promote, and use services in a nondiscriminatory manner and use these results to evaluate and improve your EEO program?	<input checked="" type="radio"/> Yes <input type="radio"/> No
7.	Do you define the responsibility of each level of management to ensure a positive application and vigorous enforcement of your policy of equal employment opportunity and maintain a procedure to review and control managerial and supervisory performance?	<input checked="" type="radio"/> Yes <input type="radio"/> No
8.	Do you conduct a continuing program to exclude every form of prejudice or discrimination based upon race, color, religion, national origin, age, or sex from your personnel policies and practices and working conditions?	<input checked="" type="radio"/> Yes <input type="radio"/> No
9.	Do you conduct a continuing review of job structure and employment practices and maintain positive recruitment training, job design, and other measures needed to ensure genuine equality of opportunity to participate fully in all organizational units, occupations, and levels of responsibility?	<input checked="" type="radio"/> Yes <input type="radio"/> No

**SECTION IV ADDITIONAL INFORMATION**

You may provide as Exhibit C any additional information that you believe might be useful in evaluating your efforts to comply with the Commission's EEO provisions. There is no requirement to provide additional data or information.

[Exhibit 3]

**SECTION V CERTIFICATION**

This report must be certified as follows:

- A. By the individual owning the reporting system if individually owned;
- B. By a partner, if a partnership; or
- C. By an officer, if a corporation or association.

I certify that to the best of my knowledge, information and belief, all statements contained in this report are true and correct.

Signed	<i>J. S. Munoz</i>	Title	RVP, HR
Date	9-14-09	Name of Respondent	JUAN MUNOZ
Telephone No. (include area code)	7047313000		

WILLFUL FALSE STATEMENTS ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001), AND/OR REVOCATION OF ANY STATION LICENSE OR CONSTRUCTION PERMIT (U.S. CODE, TITLE 47, SECTION 312(a)(1)), AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503).

**FORM FCC 396-C - SUPPLEMENTAL INVESTIGATION SHEET**

**Part I Employee Job Descriptions**

Give brief job descriptions for employees in the job categories specified below. The number specified in the box indicates the number of different job descriptions that are to be submitted for each category. Job descriptions should include the position title and a brief description of the major duties and responsibilities of the individual(s) in the position.

1. Officials and Managers	<input type="text"/>	[Exhibit 4]
2. Professionals	<input type="text"/>	[Exhibit 5]
3. Technicians	3	[Exhibit 6]
4. Sales Workers	<input type="text"/>	[Exhibit 7]
5. Office and Clerical	<input type="text"/>	[Exhibit 8]
6. Craft Workers (skilled)	<input type="text"/>	[Exhibit 9]
7. Operatives (semi-skilled)	<input type="text"/>	[Exhibit 10]

- |                              |  |              |
|------------------------------|--|--------------|
| 5. Office and Clerical       |  | [Exhibit 8]  |
| 6. Craft Workers (skilled)   |  | [Exhibit 9]  |
| 7. Operatives (semi-skilled) |  | [Exhibit 10] |
| 8. Laborers (unskilled)      |  | [Exhibit 11] |
| 9. Service Workers           |  | [Exhibit 12] |

**Part II Inquiries Concerning EEO Program and Practices**

Submit responses to the inquiries indicated by a "check" Responses should be brief, but must provide sufficient information to describe the employment unit's activity and efforts in the area of inquiry.

1.  Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75(b). [Exhibit 13]
2.  Describe the employment unit's efforts to disseminate widely its equal employment opportunity program to job applicants, employees, and those with whom it regularly does business. [Exhibit 14]
3.  Name the minority organizations, organizations for women, media, educational institutions, and other recruitment sources used to attract minority and female applicants whenever job vacancies become available. [Exhibit 15]
4.  Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility. [Exhibit 16]
5.  Describe the employment unit's efforts to encourage entrepreneurs to conduct business in a nondiscriminatory manner with all parts of its operation and provide an analysis of the results of those efforts. [Exhibit 17]
6.  Report the findings of the employment unit's analysis of its efforts to recruit, hire and promote in a nondiscriminatory manner and explain any difficulties encountered in implementing its EEO program. [Exhibit 18]
7.  Describe the responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO policy and explain the procedure for review and control of managerial and supervisory performance. [Exhibit 19]
8.  Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices. [Exhibit 20]
9.  Other Inquiries: [Exhibit 21]

**Part III EEO Public File Report**

Attach a copy of the EEO public file report from the previous year. Cable entities are required to place annually such information as is required by 47 C.F.R. Section 76.1702 in their public files. [Exhibit 22]

<b>EMP UNIT ID:</b> 5510	<b>MSO NAME:</b> TIME WARNER CABLE
	<b>OPR NAME:</b> TIME WARNER CABLE

Approved by OMB  
3060-1033

**Exhibits**

**Exhibit 6**  
**Description:** JOB DESCRIPTIONS

**Attachment 6**

Description
Job Descriptions

**Exhibit 15**  
**Description:** NAME THE MINORITY ORGANIZATIONS, ORGANIZATIONS FOR WOMEN, MEDIA, EDUCATIONAL

AIRMAN & FAMILY READINESS CENTER  
DIRECT EMPLOYERS AND DIVERSITY INC  
MIDWESTERN STATE UNIVERSITY

AMERICAN COMMERCIAL COLLEGE  
 SALVATION ARMY  
 WOMEN IN NEED

**Attachment 15**

Description
Recruitment Outreach Sources

**Exhibit 17**  
**Description:** DESCRIBE THE EMPLOYMENT UNITS EFFORTS TO ENCOURAGE ENTREPRENEURS TO CONDUCT BUSINESS. TIME WARNER CABLE HAS A STRONG COMMITMENT TO WORKING WITH MINORITY AND FEMALE ENTREPRENEURS. OUR MINORITY VENDOR PURCHASING PHILOSOPHY COMMITS US TO LONG TERM RELATIONSHIPS WITH MINORITY AND FEMALE RUN BUSINESSES.

THE TIME WARNER CABLE [5510-WICHITA FALLS] MINORITY PURCHASING POLICY HAS BEEN ESTABLISHED AS A COORDINATED CORPORATE PLAN TO ASSIST IN THE ECONOMIC DEVELOPMENT OF MINORITY-OWNED BUSINESSES. FOR THE PURPOSE OF THE PROGRAM, A MINORITY-OWNED BUSINESS ENTERPRISE IS DEFINED AS A BUSINESS THAT IS AT LEAST 51% MINORITY-OWNED. THE OBJECTIVE OF THE PROGRAM IS TO PROVIDE THE OPPORTUNITY FOR MINORITY-OWNED BUSINESS ENTERPRISES TO ESTABLISH A MUTUALLY PROFITABLE BUSINESS RELATIONSHIP WITH TIME WARNER CABLE. THE MINORITY VENDOR PROGRAM IS NOT CONSIDERED A PHILANTHROPIC PROJECT ON A SHORT-TERM BASIS. OUR TASK IS TO WORK WITH ALL VENDORS ON THE FOLLOWING:

- ACTIVELY SEEK MINORITY BIDS FOR GOODS AND SERVICES
- PROVIDE ASSISTANCE FOR THE MINORITY VENDOR IN SUCH AREAS AS SPECIFICATIONS, CLARIFICATION, REQUIREMENTS, STANDARDS, AND PAYMENT TERMS AND CONDITIONS.
- WORK WITH MINORITY VENDORS TO EDUCATION THEM ABOUT OUR QUALITY AND SERVICE REQUIREMENTS.

ALL VENDORS ARE ASKED TO IDENTIFY THEIR OWNERSHIP AS MINORITY AND/OR FEMALE OR OTHERWISE IN ORDER FOR US TO TRACK AND MONITOR OUR EXPENDITURES. A DIRECTORY OF LOCAL VENDORS IS DISTRIBUTED TO ALL PERSONNEL INVOLVED WITH USING VENDORS IN ORDER FOR THESE EMPLOYEES TO EASILY IDENTIFY AND OBTAIN BIDS FROM MINORITY AND/OR FEMALE RUN BUSINESSES. A COMPANY-WIDE WEBSITE (HTTP://WWW.TWCABLESUPPLIERDIVERSITY.COM) HAS BEEN ESTABLISHED TO PROVIDE MINORITY AND FEMALE ENTREPRENEURIAL INFORMATION. HUMAN RESOURCES AND EXECUTIVE MANAGEMENT RECEIVE A SUMMARY OF THEIR EXPENDITURES ON A SEMI-ANNUAL BASIS.

**Attachment 17**

**Exhibit 18**  
**Description:** REPORT THE FINDINGS OF THE EMPLOYMENT UNITS ANALYSIS OF ITS EFFORTS TO RECRUIT. TWC CONDUCTS SEMI-ANNUAL EEO ANALYSES TO DETERMINE IF ANY DISPARITIES EXIST IN REGARDS TO APPLICANTS, INTERVIEWS, NEW HIRES, PROMOTIONS, AND TERMINATIONS. THESE REPORTS SUMMARIZE DEMOGRAPHICS FOR EACH AREA. FROM THESE REPORTS WE ARE ABLE TO MONITOR OUR EFFORTS IN RECRUITING AND RETAINING A DIVERSE WORKFORCE.

DUE TO THE SCARCITY OF OUTREACH SOURCES IN A FIFTY-MILE RADIUS, THIS EMPLOYMENT UNIT HAS EXPERIENCED CHALLENGES IN COMMUNICATING OUR OPEN POSITIONS TO EXTERNAL SOURCES SPECIALIZING IN DIVERSE REFERRALS. THEREFORE, WE HAVE CONCENTRATED OUR EFFORTS IN POSTING JOB OPENINGS WITH TEXAS WORKFORCE AND AVAILABLE COMMUNITY SERVICES.

TWC UTILIZES A RECRUITMENT SOFTWARE TOOL THAT COLLECTS DEMOGRAPHIC DATA IN A MANNER THAT PREVENTS THE PERSON RESPONSIBLE FOR HIRING FROM SEEING ANY DEMOGRAPHIC INFORMATION. THIS ENABLES US TO HAVE AN UNBIASED APPLICANT PROCESS THAT INCREASES OUR ABILITY TO COLLECT AND RETAIN APPLICANT DATA BY PROVIDING AN ELECTRONIC STORAGE FACILITY.

IN SUMMARY, THIS REPORTING UNIT IS SUCCESSFULLY ATTRACTING MINORITY AND FEMALE APPLICANTS FROM OUR RECRUITING SOURCES. WE PLAN TO MAINTAIN EFFECTIVE RELATIONSHIPS WITH OUR OUTREACH AGENCIES AND TO SEEK NEW SOURCES TO IMPROVE THE NUMBER OF FEMALES AND MINORITY APPLICANTS INTERVIEWED FOR OPEN POSITIONS.

THIS SECTION WILL BE HANDLED ON A CASE-BY-CASE BASIS

---

**Attachment 18**

---

**Exhibit 22**

**Description:** EEO PUBLIC FILE REPORT

---

**Attachment 22**

<b>Description</b>
Source Reports
Supplemental Recruitment Efforts
Recruitment Outreach Sources

# **EXHIBIT A**

## **JOB DESCRIPTION**

Date: 3/08

**POSITION TITLE:** Installation Tech 1

**LOCATION:** Wichita Falls

**REPORTING RELATIONSHIP:**

This position generally reports to the Installation Supervisor.

**MAIN PURPOSE OF JOB:**

The purpose of this position is to perform a variety of duties pertaining to cable television installation in customer homes, apartments and commercial properties.

**MAJOR DUTIES AND RESPONSIBILITIES**

**ESSENTIAL FUNCTIONS:**

1. Performs new connects, reconnects, requested and non-pay disconnects; add outlets; installs and/or removes converters; performs upgrades and downgrades of service.
2. Makes customer drop installations (exterior and interior) complete from tap to antenna terminals on customer equipment in both single and multiple unit dwellings, including pre-wired units.
3. Analyzes picture quality and judges acceptability of picture delivered following installation of cable service.
4. Sells new services to customers and attempt to upgrade existing customers; may be required to meet sales goals.
5. Climbs poles with proper equipment (safety belt, safety strap and climbers), ladders or other structures as needed. Lifts and carries loads up to 70 lbs; uses bucket truck when required. Works within limited confines, such as crawl spaces.
6. Manipulates connectors, fasteners and wire and uses hand tools.
7. Uses customary CATV hand and power tools in performance of job duties.
8. Completes appropriate paperwork functions as prescribed by system management.

9. Reads signal levels through use of field strength meter; adds and subtracts levels in installation problems; installs connectors on different types of drop cable; maintains proper clearances; installs tap-off devices.
10. Properly uses, stores and maintains a VOM or DMM to check for “open” or “short” on line as well as AC and DC voltages.
11. Reads general drop system layouts from blueprints
12. Inform customers of FCC Rules and Company policies as they pertain to customers.
13. Performs clean up and salvage of wrecked out materials; provides general assistance to other employees as directed.
14. Other duties as assigned.

## **EDUCATION/EXPERIENCE**

### **Education:**

High school diploma or equivalent is required. Some trade school training is desired.

### **SPECIAL SKILLS, KNOWLEDGE AND ABILITIES:**

1. Valid drivers license; satisfactory driving record.
2. Ability to interpret and correctly fill out various work order forms.
3. Ability to communicate verbally.
4. Ability to interact with customers and co-workers.

## **WORKING CONDITIONS**

### **MATERIALS AND EQUIPMENT USED:**

1. Company vehicle
2. Personal computer and printer
3. Calculator
4. Telephone System
5. Copy machine
6. Fax machine
7. Various office computer supplies: computers, papers, ribbon, etc.

### **PHYSICAL REQUIREMENTS OF JOB:**

1. Ability to climb poles and towers.

2. Ability to effectively use telephone for communication.
3. Ability to lift and carry supplies and equipment, up to 70 lbs.

**Time Warner Cable is an Equal Opportunity Employer. M/F/D/V Encouraged to apply.**

# **EXHIBIT B**

## **JOB DESCRIPTION**

Date: 12/07

**POSITION TITLE:** Service Technician I

**LOCATION:** Wichita Falls

**REPORTING RELATIONSHIP:**

This position generally reports to the Technical Supervisor.

**MAIN PURPOSE OF JOB:**

The purpose of this position is to perform field technical work and service customer problems. Responsibilities include daily organization of service calls, customer relations, problem solving and documentation.

**MAJOR DUTIES AND RESPONSIBILITIES:**

**ESSENTIAL FUNCTIONS:**

1. Performs all duties of the installer such as connects and disconnects cable and pay television services as well as perform upgrades, downgrades, prewire and multiple dwelling installations.
  - Applies basic knowledge of electronics, installation techniques and repairs.
  - Applies working knowledge and demonstrates proficiency in the use of various tools and equipment.
  - Utilizes equipment and tools. These include but are not limited to large ladder, small ladder, crimpers, dikes, needle nose, knife, side cutters, pump pliers, nut drivers, adjustable wrench, hammer drill and shovel.
2. Troubleshoots, maintains, services and resolves problems at the customer house, up to checking levels at the amplifiers and power supply.
  - Ability to solve technical problems with customers and technicians through effective verbal communication.
3. Conducts CLI test and repairs, turns in CLI log daily, checks amplifier/node levels for signal quality and handles routine plant maintenance.
  - Applies working knowledge of OSHA, FCC and Time Warner regulations and specifications.
4. Maintains and stocks necessary materials and tools for company vehicle.
  - Ability to organize material, tools and equipment.
  - Ability to lift and carry up to 75 lbs.
5. Recognizes, practices and enforces safety rules and procedures when performing technical tasks.

- Wears safety apparel, which includes hard hats, where required, and proper footwear.
  - Reports all unsafe acts, conditions, accidents and injuries, verbally and in writing to supervisor/manager.
6. Performs on-call duties, non-business hours, in the event of a system outage, or any problem to include service calls or installs.
  7. May sell additional services and/or products to subscribers.
    - Utilizes verbal, written and interpersonal communications to sell services and products.
    - Utilizes working knowledge of cable product, programming choices and prices.
  8. Performs other duties as assigned.

**EDUCATION/EXPERIENCE:**

**EDUCATION:**

High school diploma or recognized equivalent is required. Must have at least one year of experience as an Installer or Lead Installer. Previous electronic experience and customer service experience is preferred.

**SPECIAL SKILLS, KNOWLEDGE AND ABILITIES:**

1. Valid drivers license; satisfactory driving record.

**WORKING CONDITIONS:**

**MATERIALS AND EQUIPMENT USED:**

1. Various tools and equipment
2. Two-way radio
3. Personal computer and printer
4. Bucket truck

**PHYSICAL REQUIREMENTS OF JOB:**

1. Ability to climb poles and towers.
2. Ability to effectively use telephone and two-way radio for communication.
3. Ability to lift and carry supplies and equipment, up to 75 lbs.
4. Ability to work in inclement weather.

**TIME WARNER CABLE IS AN EQUAL OPPORTUNITY EMPLOYER.  
M/F/D/V  
IS ENCOURAGED TO APPLY.**

# **EXHIBIT C**

## **JOB DESCRIPTION**

Date: 03-19-2008

**POSITION TITLE:** Headend Technician

**LOCATION:** WICHITA FALLS

**REPORTING RELATIONSHIP:**

This position generally reports to Headend Manager

**MAIN PURPOSE OF JOB:**

Responsible for the installation, set up, testing, maintenance and repair of headend equipment.

**MAJOR DUTIES AND RESPONSIBILITIES**

**ESSENTIAL FUNCTIONS:**

1. Responsible for the installation, set up, testing, maintenance and repair of headend equipment. Equipment includes, but is not limited to, VOD Network, Encryption and decryption devices, Rate Mux Equipment, optical transmitters and receivers, satellite receiving systems, Return path monitoring system, digital and analog modulators, FM and AM microwave transmitters and receivers, computers, test equipment, spectrum analyzers, oscilloscopes, network analyzers, sweep systems, otdrs, power meters and optical fusion splicers.
2. Conducts daily headend performance tests, FCC performance tests, EAS maintenance and testing. Maintains meticulous records and documentation of all aspects of the headend.
3. Performs headend alterations including design changes, service additions, service changes, channel rearrangements, equipment upgrades and changes including air conditioning, power conditioning, standby generators, towers, antennas and satellite rx/tx stations.
4. Recognizes, and enforces safety rules and procedures when performing technical tasks.
5. Monitor, maintain and support various computerized network monitoring systems. These systems are critical to the on line support of the hybrid fiber coax telecommunications network.
6. Performs other functions as assigned.

**EDUCATION/EXPERIENCE**

**Education:**

High school diploma or recognized equivalent. Completion of a two year electronics program or two years of electronics level work experience. Three years experience as a cable television technician is desirable. Minimum two years extensive experience with personal computers, local area networks, DOS, Windows (95, 98, 2000 or NT), and SQL database knowledge required. Experience should

include both software and hardware. Network experience preferred. Must have good analytical and technical skills.

**SPECIAL SKILLS, KNOWLEDGE AND ABILITIES:**

1. Strong computing background with emphasis on networking and knowledge of WinNT, WIN2000, Unix and SQL Databases.
2. Must also have a strong understanding and knowledge of video and/or audio processing with respect to consumer applications.
3. Thorough knowledge of RF, Microwave and Optoelectronic theory.
4. Excellent verbal, written and interpersonal communications.

**WORKING CONDITIONS**

**MATERIALS AND EQUIPMENT USED:**

1. Personal computer, Servers, and printers.
2. Calculator
3. Telephone system
4. Copy machine
5. Fax machine
6. Various office computer supplies; floppy disks, computers, papers, ribbon, etc.

**PHYSICAL REQUIREMENTS OF JOB:**

1. Ability to sit and/or stand for an extended period of time.
2. Ability to look at and work on CRT for an extended period of time
3. Ability to effectively use telephone and two-way radio for communication.
4. Ability to lift and carry supplies and equipment, up to 70 lbs.

Time Warner Cable is an Equal Opportunity Employer. M/F/D/V Encouraged to apply.

## **Form 396-C, Supplemental Investigation Sheet (SIS)**

---

### 2009 SIS Responses

#### **Part I Employee Job Descriptions**

Give *brief* (1 – 2 page) job descriptions for employees in the job category specified below. Job descriptions should include the position title and a brief description of the major duties and responsibilities of the individual(s) in the position.

**3 - Technicians.** Ensure that the job description(s) match the criteria required for the specific job category.

- Exhibit A: Installation Tech I
- Exhibit B: Service Tech I
- Exhibit C: Headend Tech

#### **Part II Inquiries Concerning EEO Program and Practices**

Submit responses to the inquiries indicated by an "X." Responses should be brief, but must provide sufficient information to describe the employment unit's activity and efforts in the area of inquiry.

**3. Name the minority organizations, organizations for women, media, educational institutions, and other recruitment sources used to attract minority and female applicants whenever job vacancies become available.**

Airman & Family Readiness Center  
Direct Employers and Diversity Inc  
Midwestern State University  
American Commercial College  
Salvation Army  
Women In Need

**5. Describe the employment unit's efforts to encourage entrepreneurs to conduct business in a nondiscriminatory manner with all parts of its operation and provide an analysis of the results of those efforts.**

Time Warner Cable has a strong commitment to working with minority and female entrepreneurs. Our minority vendor purchasing philosophy commits us to long term relationships with minority and female run businesses.

The Time Warner Cable [5510-Wichita Falls] minority purchasing policy has been established as a coordinated corporate plan to assist in the economic development of minority-owned businesses. For the purpose of the program, a minority-owned business enterprise is defined as a business that is at least 51%

minority-owned. The objective of the program is to provide the opportunity for minority-owned business enterprises to establish a mutually profitable business relationship with Time Warner Cable. The minority vendor program is not considered a philanthropic project on a short-term basis. Our task is to work with all vendors on the following:

- Actively seek minority bids for goods and services
- Provide assistance for the minority vendor in such areas as specifications, clarification, requirements, standards, and payment terms and conditions.
- Work with minority vendors to education them about our quality and service requirements.

All vendors are asked to identify their ownership as minority and/or female or otherwise in order for us to track and monitor our expenditures. A directory of local vendors is distributed to all personnel involved with using vendors in order for these employees to easily identify and obtain bids from minority and/or female run businesses. A company-wide website (<http://www.twcablesupplierdiversity.com>) has been established to provide minority and female entrepreneurial information. Human Resources and executive management receive a summary of their expenditures on a semi-annual basis.

**6. Report the findings of the employment unit's analysis of its efforts to recruit, hire and promote in a nondiscriminatory manner and explain any difficulties encountered in implementing its EEO program.**

TWC conducts semi-annual EEO analyses to determine if any disparities exist in regards to applicants, interviews, new hires, promotions, and terminations. These reports summarize demographics for each area. From these reports we are able to monitor our efforts in recruiting and retaining a diverse workforce.

Due to the scarcity of outreach sources in a fifty-mile radius, this employment unit has experienced challenges in communicating our open positions to external sources specializing in diverse referrals. Therefore, we have concentrated our efforts in posting job openings with Texas Workforce and available community services.

TWC utilizes a recruitment software tool that collects demographic data in a manner that prevents the person responsible for hiring from seeing any demographic information. This enables us to have an unbiased applicant process that increases our ability to collect and retain applicant data by providing an electronic storage facility.

In summary, this reporting unit is successfully attracting minority and female applicants from our recruiting sources. We plan to maintain effective relationships with our outreach agencies and to seek new sources to improve the number of females and minority applicants interviewed for open positions.

August 13, 2009



This section will be handled on a case-by-case basis.

**Part III EEO Public File Report**

SIS Part III requires the submission of the filer's EEO public file report. All SIS filers need to submit the report created in 2009 covering the previous 12 months.

Corporate Regulatory Compliance will submit the 2009 filing reports you will upload to SharePoint.

2008 Supplemental Recruitment Efforts, CFR § 76.75 (b) (2), TWC [Wichita Falls, 5510]

***Initiative: Participation in at least two job fairs by personnel who have substantial responsibility in the making of hiring decisions.***

- Time Warner Cable attended the Women Job Fairs.com event at the Sheraton Dallas Hotel Thursday, October 16, 2008. The Recruiting Supervisor for Southwest attended the event. The Women for Hire organization reported approximately 600 attendees. Our target groups were call center, collections and inbound sales.
- Time Warner Cable attended the 2009 Latinos for Hire Career Expo at the Dallas Convention Center May 21, 2009. The Senior Regional Recruiter was on hand to speak to potential candidates about openings across the region. Two North Texas Recruiters and two Technical Operations Supervisors also attended. The target groups were Technical Operations and Commercial Account Executive positions. We spoke to approximately 20 candidates and unfortunately, no offers resulted from this event.

***Initiative: Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination.***

Time Warner Cable's Mission and Values Learning Map is a 90 minute learning journey created to train management level employees first to help them understand and embrace our new Mission and Values. The training for this FCC unit was conducted in May 2009. During the session we discuss:

- Our Mission and Values (Inclusion, Community, Initiative, Teamwork, Integrity, Excellence and Innovation).
- How our guiding principles make the organization unique
- How our values translate into specific, observable behaviors
- How each employee brings the mission and values to life

We provide each participant the Diversity and Inclusion Brochure and discuss that Time Warner Cable values the uniqueness of our employees, candidates, customers and partners. We promote a culture of excellence that fosters diversity, innovation, teamwork and customer-focus. At each training session we want to ensure our employees are aware of our company's diversity efforts that build the culture.

We simply do not hand out the brochure we discuss several talking points with them during an interactive discussion that includes:

1. We put our beliefs into action through Time Warner Cable Diversity Councils and committees, comprised of Time Warner Cable employees from various backgrounds and positions.
2. From recruitment and hiring, to talent planning, education and training, through multicultural marketing and supplier diversity, our approach to diversity encourages the best in people and creates an environment for success.
3. The brochure entitled. "Diversity and Inclusion" explains more of our company's efforts to build awareness.
4. Lastly, Time Warner Cable's ability to leverage diversity both now and over the long term will have a significant impact on the extent to which we can achieve our business goals and continue to be an industry leader.

Wichita Falls  
 Recruitment Sources  
 FCC #5510

10:10 AM 1/2009

Company	Address	City	State	Postal Code	Person	Email/ or FAX	phone number
American Commercial College	4317 Barnett Rd.	WF	TX	76310	Annette Barker	annettebarker@acc-careers.com	940-691-0454
City of WF	1300 Seventh St.	WF	TX	76301	David Winney	Perfer Mail	940-761-7615
Eastside Baptist Church	1632 Harding St.	WF	TX	76301		Perfer Mail	940-766-0097
Faith Mission	PO Box 965	WF	TX	76307	Attn: Arnold Vasquez	940-322-9512	940-723-5663
Airman & Family Readiness Center	82 MSS/DPF	Sheppard AFB	TX	76311	Attn: Michelle Schroeder	Mail only option	Unable to locate phone number
First Step, Inc. (NON-profit-domestic violence)	PO Drawer 4085	WF	TX	76308	Adria	firststepadria@yahoo.com	940-723-7799
Harrell Accelerated Learning Center	31151 5th St.	WF	TX	76309	John Prchal	jpρχhal@wfisd.net	940-720-3144
Interfaith Ministries	1006 11th St.	WF	TX	76301		Perfer Mail	940-322-1365
Jefferson Baptist Church	PO Box 5372	WF	TX	76307		Perfer Mail	940-322-1851
Midwestern State University	3400 Taft Blvd.	WF	TX	76038	c/o Career Management Center: Karla Landours	Karla.landours@mwsu.edu	940-397-6251
Our Lady of Guadalupe Church	421 Marconi St.	WF	TX	76301	Christa Portas	guadalupewf@sbcglobal.net	940-766-2735
Salvation Army	403 7th St.	WF	TX	76301	Dermie Arnold	Perfer Mail	940-322-6713
Scotland Neighborhood Action Group	1513 N 6th St.	WF	TX	76306		Perfer Mail	940-767-7356
Texas Workforce Commission	4309 Jacksboro Hwy	WF	TX	76306	Rita Gauthier	Perfer Mail	940-322-8220
Hirsch High School	3106 Borton	WF	TX	76306		940-716-2835	940-716-2800
Women In Need	PO Box 4641	WF	TX	76308	Susan Salzer	Perfer Mail	940-723-1009
Work Services Corp	3401 Armory Rd.	WF	TX	76302	Billy Hill	Perfer Mail	940-766-1926



Report ID: TWHR83N  
 FCC Source Evaluation Report  
 FCC Unit: 5510 - Wichita Falls, TX  
 County: Wichita  
 Vacancies filled from 01-JUN-2008 thru 30-JUN-2009

PeopleSoft  
 FCC SOURCE EVALUATION REPORT

Page No. 1  
 Run Date 09/03/2009  
 Run Time 15:44:11

SOURCE	DESCRIPTION	NO. OF VACANCIES	NO. OF APPLICANTS	NO. OF INTERVIEWS	NO. OF OFFERS	NO. OF ACCEPTANCES
Ad - Metro Newspaper		2	2	2	2	2
Website - TimeWarner Careers		37	3	3	2	2
5510 Totals		39	5	5	4	4

Report ID: TWHR83N  
 FCC Sourcing Report  
 FCC Unit: 5510 - Wichita Falls, TX  
 County: Wichita  
 Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

Peoplesoft  
 FCC SOURCING REPORT

Page No. 1  
 Run Date 09/03/2009  
 Run Time 15:43:56

REGISTRATION NO.	JOB TITLE	SOURCE	NO. APPLICANTS	NO. HIRES
103056BR	Tech 1, Installation	Rd - Metro Newspaper Website - TimeWarner Careers	1 2	1 1
			Total	
104426BR	Tech 1, Installation	Ad - Metro Newspaper	1	1
			Total	
105704BR	Tech 1, Installation	Website - TimeWarner Careers	2	2
			Total	
			5510 Totals	4

Report ID: TWHR84N  
 FCC Sourcing Detail Report  
 FCC Unit: 5510 - Wichita Falls, TX  
 County: Wichita  
 Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

PeopleSoft  
 FCC SOURCING DETAIL REPORT

Page No. 1  
 Run Date 09/03/2009  
 Run Time 15:43:55

Req'd Position No.	Job Title	Salary Range	Applicant Status	Source Description
103856BR	Tech 1, Installation	10332777	Applicant	Website - TimeWarner Careers
		10353410	Applicant	Website - TimeWarner Careers
		10501046	Applicant	Website - TimeWarner Careers
		10329150	Applicant	Website - TimeWarner Careers
		10556445	Applicant	Website - TimeWarner Careers
		10668114	Applicant	Website - TimeWarner Careers
		10669900	Applicant	Website - TimeWarner Careers
		10671289	Applicant	Website - TimeWarner Careers
		5958379	Interviewed	Website - TimeWarner Careers
		8965790	Hired	Ad - Metro Newspaper
		9549889	Applicant	Website - TimeWarner Careers
			Total	11
104426BR	Tech 1, Installation	10353410	Hired	Ad - Metro Newspaper
		10373251	Applicant	Website - TimeWarner Careers
		10649486	Applicant	Website - TimeWarner Careers
		10712426	Applicant	Website - TimeWarner Careers
		10716702	Applicant	Website - TimeWarner Careers
		8965790	Applicant	Website - TimeWarner Careers
		8980887	Applicant	Website - TimeWarner Careers
		9786910	Applicant	Website - TimeWarner Careers
			Total	8
105704BR	Tech 1, Installation	10353410	Applicant	Website - TimeWarner Careers
		10484493	Hired	Website - TimeWarner Careers
		10501046	Applicant	Website - TimeWarner Careers
		10685960	Applicant	Website - TimeWarner Careers
		10695926	Applicant	Website - TimeWarner Careers
		10699557	Applicant	Website - TimeWarner Careers
		10714325	Applicant	Website - TimeWarner Careers
		10715343	Applicant	Website - TimeWarner Careers
		10720852	Applicant	Website - TimeWarner Careers
		10747590	Applicant	Website - TimeWarner Careers
		10758061	Applicant	Website - TimeWarner Careers
		10760973	Applicant	Website - TimeWarner Careers
		10761065	Applicant	Website - TimeWarner Careers
		10765116	Applicant	Website - TimeWarner Careers
		10765468	Hired	Website - TimeWarner Careers
		10769293	Applicant	Website - TimeWarner Careers
		10770766	Applicant	Website - TimeWarner Careers
		6968379	Applicant	Website - TimeWarner Careers
		9549889	Applicant	Website - TimeWarner Careers
		9875471	Applicant	Website - TimeWarner Careers
			Total	20

Report ID: TW1HR84N  
FCC Sourcing Detail Report  
FCC Unit: 5510 - Wichita Falls, TX  
County: Wichita  
Vacancies filled from 01-JUL-2008 Thru 30-JUN-2009

peoplesoft  
FCC SOURCING DETAIL REPORT

Page No. 2  
Run Date 09/03/2009  
Run Time 15:43:55

Report ID	Unit	County	Job Title	Candidate Count	Source
5510	Total			33	