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|---|---------------------------------|--|
| Federal Communications Commission<br>Washington, D.C. 20554<br><br><p style="text-align: center;"><b>FCC 396-C</b></p>    | OMB 3060-1033<br>September 2003 | FOR FCC USE ONLY<br><br><br>FOR COMMISSION USE ONLY<br>FILE NO.<br>- 20080929ADA |
| <b>Multi-Channel Video Program Distributor EEO Program Annual Report</b><br><br>Read INSTRUCTIONS Before Filling Out Form |                                 |  |

**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<br>CHARLOTTE | State<br>NC | Zip Code<br>28217- |
|-------------------|-------------|--------------------|

Emp. Unit ID # 735

**Application Purpose**  
 New Program Report  
 Amendment to Program Report

Supplemental Investigation Sheet (SIS) Attached

C. County and State in which unit's employment office is located  
 CAYUGA, NY

D. Category of Respondent (check applicable box)

Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V  
 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) 07/01/2008 - 07/14/2008

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 |
|--|---|

|    |   |   |
|----|---|---|
|    | 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 referrals whenever job vacancies are available in your organization?   | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 4. | Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?  | <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                            | 9-11-2008          | Title              | DIVISION PRESIDENT |
| Date                              | <i>[Signature]</i> | Name of Respondent | KISHA WILKERSON    |
| Telephone No. (include area code) |                    | 7047313100         |                    |

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).

**Exhibits**

|    |   |   |
|----|---|---|
| 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 referrals whenever job vacancies are available in your organization?   | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 4. | Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?  | <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]

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- 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  | Title<br>DIVISION PRESIDENT           |
| Date<br>9/11/2008                               | Name of Respondent<br>KISHA WILKERSON |
| Telephone No. (include area code)<br>7047313100 |                                       |

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**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    | [ ]   | [Exhibit 4]  |
| 2. Professionals             | [ ]   | [Exhibit 5]  |
| 3. Technicians               | [ ]   | [Exhibit 6]  |
| 4. Sales Workers             | [ ]   | [Exhibit 7]  |
| 5. Office and Clerical       | [ ]   | [Exhibit 8]  |
| 6. Craft Workers (skilled)   | [ ]   | [Exhibit 9]  |
| 7. Operatives (semi-skilled) | 3 [ ] | [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. <input checked="" type="checkbox"/> Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75(b).   | [Exhibit 13] |
| 2. <input checked="" type="checkbox"/> 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. <input type="checkbox"/> 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. <input checked="" type="checkbox"/> Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility.   | [Exhibit 16] |
| 5. <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices.  | [Exhibit 20] |
| 9. <input type="checkbox"/> 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> 735 | <b>MSO NAME:</b> TIME WARNER CABLE |
|                         | <b>OPR NAME:</b> TIME WARNER CABLE |

Approved by OMB  
3060-1033

**Exhibits**

**Attachment 1**

**Exhibit 10**

**Description:** PART I - EMPLOYEE JOB DESCRIPTIONS

**PART I - EMPLOYEE JOB DESCRIPTIONS**

IN REPORTING UNIT #0735, LESS THAN 3 POSITIONS EXIST IN THE OPERATIVES JOB GROUP; ONE JOB DESCRIPTION FROM EACH OF THE CRAFTS AND TECHNICIANS JOB GROUPS WERE SUBSTITUTED.

**Attachment 10**

| Description                  |
|------------------------------|
| CPE TECHNICIAN               |
| Plant Maintenance Technician |
| Technician II, Level I       |

**Exhibit 13**

**Description:** QUESTION #1

DESCRIBE THE EMPLOYMENT UNITS EFFORTS TO COMPLY WITH THE OUTREACH PROVISIONS OF 47 C.F.R. SECTION 76.75 (B) OR (F).

SUPPLEMENTAL RECRUITMENT INITIATIVE #8, ESTABLISHMENT OF TRAINING PROGRAMS DESIGNED TO ENABLE UNIT PERSONNEL TO ACQUIRE SKILLS TO QUALIFY THEM FOR HIGHER-LEVEL POSITIONS.

IN JUNE 2008, TELEPHONY PREMISE WIRING INSTALLATION AND REPAIR TRAINING, PRESENTED BY MEGGER TRAINING, WAS OFFERED IN FCC UNIT #0735 TO PROVIDE ADVANCED TECHNICAL SKILLS TRAINING AS AN OPPORTUNITY FOR TECHNICIANS TO IMPROVE THEIR TECHNICAL SKILLS IN THEIR CURRENT JOBS AND TO DEVELOP HIGHER LEVEL SKILLS FOR FUTURE PROMOTION. THIS TRAINING COVERED THE HISTORY OF PREMISE WIRE, BASIC TELEPHONE CIRCUITS, VOLTAGE SOURCES, CONDUCTORS AND TROUBLESHOOTING. IN FCC UNIT # 0735, FIVE TECHNICIANS ATTENDED THIS TRAINING, INCLUDING ONE MINORITY.

SUPPLEMENTAL RECRUITMENT INITIATIVE #16, PARTICIPATION IN ANY OTHER ACTIVITIES REASONABLY CALCULATED BY THE UNIT TO FURTHER THE GOAL OF DISSEMINATING INFORMATION ABOUT EMPLOYMENT OPPORTUNITIES IN MULTI-CHANNEL VIDEO PROGRAMMING TO JOB CANDIDATES WHO MIGHT OTHERWISE BE UNAWARE OF SUCH OPPORTUNITIES.

TIME WARNER CABLE RECOGNIZES THAT PARTICIPATION IN COMMUNITY EVENTS AND ACTIVITIES OFFERS AN OPPORTUNITY TO SHOW OUR SUPPORT FOR THE COMMUNITIES WE SERVE. IT IS ALSO AN OPPORTUNITY FOR OUR REPRESENTATIVES TO MEET FACE-TO-FACE WITH THE PUBLIC AND SHARE INFORMATION WITH A DIVERSE GROUP OF INDIVIDUALS ABOUT OUR BUSINESS, PRODUCTS AND SERVICES, AND THE OPPORTUNITIES AVAILABLE WITH THE COMPANY.

ON APRIL 29, 2008, THE GIRL SCOUTS WOMEN OF DISTINCTION LUNCHEON WAS HELD TO HONOR OUTSTANDING WOMEN IN THE CAYUGA COUNTY/AUBURN COMMUNITY. TIME WARNER CABLE WAS A SPONSOR OF THIS EVENT THAT RECOGNIZES WOMEN FOR THEIR CONTRIBUTIONS TO THE COMMUNITY AND THEIR ABILITY TO ACT AS ROLE MODELS TO GIRLS AND WOMEN IN PURSUING CIVIC AND PROFESSIONAL EFFORTS. THE CNY DIVISION FOR UNIT #0735 WAS REPRESENTED BY OUR PLANT MANAGER AND FRONT COUNTER LEAD.

ON AUGUST 12, 2007 TIME WARNER CABLE SPONSORED THE 30TH ANNUAL GREAT RACE HELD IN AUBURN, NEW YORK. EACH YEAR THIS FEATURE COMMUNITY EVENT ATTRACTS PARTICIPANTS OF ALL AGES AND ABILITIES IN A RUN, BIKE, AND PADDLE TEAM TRIATHLON RELAY RACE. TIME WARNER CABLE PROVIDED FREE INTERNET SERVICE FOR PARTICIPANTS TO SIGN UP AND CROSS-CHANNEL PROMOTION OF THE RACE.

**Attachment 13**

**Exhibit 14****Description:** QUESTION #2

DESCRIBE THE EMPLOYMENT UNITS EFFORTS TO DISSEMINATE WIDELY ITS EQUAL EMPLOYMENT OPPORTUNITY PROGRAM TO JOB APPLICANTS, EMPLOYEES, AND THOSE WITH WHOM IT REGULARLY DOES BUSINESS.

APPLICANTS AND EMPLOYEES ARE INFORMED OF TIME WARNER CABLES EEO PROGRAM IN A NUMBER OF DIFFERENT WAYS. ONE IS TO INFORM ALL APPLICANTS THAT TIME WARNER CABLE IS AN EQUAL OPPORTUNITY EMPLOYER (EOE), AND LABELING OUR ADVERTISEMENTS WITH THE ABBREVIATIONS OF M/F/D/V INDICATES TO MINORITIES, FEMALES, INDIVIDUALS WITH DISABILITIES AND VETERANS THAT THEY ARE WELCOME TO APPLY. OUR EMPLOYMENT APPLICATION ALSO REITERATES OUR EOE PHILOSOPHY BY STATING THAT WE ARE AN EOE AND AFFIRMATIVE ACTION EMPLOYER.

IN ADDITION, THE CENTRAL NEW YORK DIVISION, FCC UNIT #0735 RUNS ADS IN PUBLICATIONS SUCH AS THE SYRACUSE POST STANDARD WHICH IS DISTRIBUTED TO A WIDE DEMOGRAPHIC GROUP IN THE AUBURN AREA. IN ADDITION, THE DIVISION MAKES AN ONGOING EFFORT TO BUILD COMMUNITY RELATIONSHIPS AND ENSURE THAT WE MAINTAIN AN EXPANSIVE LIST OF OUTREACH SOURCES THAT TARGET MINORITIES AND WOMEN. A SEMI-ANNUAL AUDIT IS CONDUCTED TO ENSURE THAT OUR OUTREACH CONTACTS ARE UP-TO-DATE, AND ANNUAL LETTERS REAFFIRMING OUR COMMITMENT TO EQUAL OPPORTUNITY ARE SENT TO RECRUITMENT SOURCES AND AGENCIES. NOTIFICATION OF POSTED POSITIONS IS SENT DIRECTLY TO THE DIVISIONS OUTREACH SOURCES TO PROMOTE APPLICANT RESPONSE FROM UNDERUTILIZED GROUPS. FURTHER, THE CENTRAL NEW YORK DIVISION REGULARLY PARTICIPATES IN CAREER FAIRS AND MEETS WITH ORGANIZATIONS THAT TARGET MINORITIES AND WOMEN.

IN AN EFFORT TO PROMOTE INTERNAL CAREER ADVANCEMENT, EMPLOYEES HAVE ACCESS TO TWCS EMPLOYEES FIRST WEBSITE WHERE ALL POSITIONS ARE POSTED AND EMPLOYEES CAN APPLY DIRECTLY ONLINE OR REFER A FRIEND. IN ADDITION, EMPLOYEES ARE NOTIFIED OF OPEN POSITIONS BY DIVISION WIDE EMAILS AND PAPER POSTINGS ON BULLETIN BOARDS. ALSO, REQUIRED FEDERAL AND STATE EMPLOYMENT POSTERS AND A COPY OF TWCS EEO/AFFIRMATIVE ACTION POLICY STATEMENT ARE DISPLAYED IN AREAS OF HIGH EMPLOYEE TRAFFIC.

DURING NEW HIRE ORIENTATION EMPLOYEES ARE PROVIDED WITH A COPY OF THE COMPANYS EEO/AA POLICY STATEMENT AND THE POLICY PROHIBITING UNLAWFUL HARASSMENT. MANAGERIAL AND SUPERVISORY EMPLOYEES ARE TRAINED IN THE AREAS OF EQUAL EMPLOYMENT OPPORTUNITY WITH A SPECIFIC EMPHASIS PLACED ON THE CABLE COMMUNICATIONS POLICY ACT OF 1984 AND SUBSEQUENT BEST EFFORTS REQUIREMENTS. IN ADDITION, THE CENTRAL NEW YORK DIVISION HAS SPECIFIC HIRING GUIDELINES THAT ARE COVERED WITH THE SUPERVISORY AND MANAGEMENT GROUPS TO ENSURE THAT THEY CONSISTENTLY ADHERE TO THE DIVISIONS HIRING POLICIES.

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**Attachment 14****Exhibit 16****Description:** QUESTION #4

EXPLAIN THE EMPLOYMENT UNITS EFFORTS TO PROMOTE IN A NONDISCRIMINATORY MANNER TO POSITIONS OF GREATER RESPONSIBILITY.

TIME WARNER CABLE, CENTRAL NEW YORK DIVISION, FCC UNIT # 0735 IS AN EQUAL OPPORTUNITY EMPLOYER AND PROVIDES MINORITIES AND WOMEN WITH MANY OPPORTUNITIES FOR PLACEMENT, PROMOTION, AND TRANSFER IN A NON-DISCRIMINATORY MANNER TO POSITIONS OF GREATER RESPONSIBILITY. ALL EMPLOYEES ARE TREATED WITHOUT DISCRIMINATION REGARDING THEIR RACE, COLOR, RELIGION, SEX, SEXUAL ORIENTATION, PREGNANCY, AGE, PHYSICAL OR MENTAL DISABILITIES, NATIONAL ORIGIN, MARITAL STATUS, ANCESTRY, OR ANY OTHER CLASSIFICATIONS PROTECTED BY LAW AND ARE GIVEN OPPORTUNITIES FOR PROMOTION AND JOB ENRICHMENT THROUGH OUR JOB POSTING SYSTEM, EDUCATION ASSISTANCE PROGRAM, AND INTERNAL TRAINING.

WE POST JOB OPPORTUNITIES ON DESIGNATED EMPLOYEE BULLETIN BOARDS AND BY EMAIL SO THAT INTERNAL CANDIDATES ARE AWARE OF PROMOTIONAL OPPORTUNITIES. THIS ALLOWS ALL EMPLOYEES THE OPPORTUNITY TO BID ON POSITIONS FOR WHICH THEY ARE QUALIFIED. THERE IS ALSO A COMPANY-WIDE ELECTRONIC JOB POSTING SYSTEM THAT ADVERTISES OPEN POSITIONS TO EMPLOYEES IN OTHER DIVISIONS. ALL PROMOTION DECISIONS ARE BASED ON THE INDIVIDUALS QUALIFICATIONS AS THEY RELATE TO THE REQUIREMENTS OF THE POSITION. APPLICANT FLOW RECORDS ARE MAINTAINED AND INCLUDE DOCUMENTATION OF QUALIFICATIONS AND REASON(S) FOR NON-

SELECTION, IF APPLICABLE.

TRAINING OPPORTUNITIES ARE OPEN TO EMPLOYEES WITHOUT DISCRIMINATION. EDUCATIONAL ASSISTANCE IS AVAILABLE AND EMPLOYEES ARE ENCOURAGED TO USE THIS AVENUE TO MOVE UPWARD. THE EDUCATIONAL ASSISTANCE PROGRAM HAS TWO PARTS: JOB RELATED COURSES AND BUSINESS ADVANCEMENT COURSES. CURRENTLY, THE COMPANY WILL PAY 100% FOR JOB RELATED COURSES AND 50% FOR BUSINESS ADVANCEMENT COURSES. THE COMPANY ALSO PROVIDES EXTERNAL AND INTERNAL TRAINING FOR CERTAIN POSITIONS WITHIN THE COMPANY TO TEACH NEW EMPLOYEES THE SKILLS NECESSARY TO PERFORM THEIR JOBS AND TO FURTHER DEVELOP THE SKILLS OF CURRENT EMPLOYEES. HUMAN RESOURCES MONITORS THE TRAINING AND EDUCATIONAL ASSISTANCE PROGRAMS TO ENSURE THAT ALL EMPLOYEES ARE TREATED EQUALLY IN REGARDS TO PROMOTIONS, TRAINING, AND EDUCATIONAL ASSISTANCE.

MANAGEMENT IS CONTINUOUSLY TRAINED AND REFRESHED ON PROVIDING CONSTRUCTIVE FEEDBACK TO EMPLOYEES AND CONDUCTING PERFORMANCE APPRAISALS. THE MANAGEMENT TEAM ALSO REVIEWS FEDERAL AND STATE EMPLOYMENT LAWS EACH YEAR AND AS NEW LAWS ARE PASSED.

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**Attachment 16**

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**Attachment 22**

| Description                           |
|---------------------------------------|
| 2008 Supplemental Recruitment Efforts |
| Recruitment Sources                   |
| Vacancy Report                        |
| EEO Source Evaluation                 |

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**2008 FCC Annual Employment Report, Form 396-C  
Supplemental Investigation Sheet  
Time Warner Cable  
Central New York Division, Employee Unit ID #0735**

✓ **Part I - Employee Job Descriptions**

*In reporting unit #0735, less than 3 positions exist in the Operatives job group; one job description from each of the Crafts and Technicians job groups were substituted.*

✓ **CPE Technician (Operatives)**

Maintains, repairs, and/or adjusts customer premise equipment and associated electronic equipment within the cable television system. Processes and troubleshoots customer premise equipment to isolate problems prior to sending them for repair. Cleans and tests customer premise equipment. Issues and receives customer premise equipment to and from technicians, vendors and the front counter. Performs physical counts for inventory control. Uses a PC, billing system interface, controller interface and inventory software to process customer premise equipment. Cleans and organizes shop area. Prepares materials for UPS shipment to various customers across the Syracuse Division. Cleans and packages equipment. Knowledge of electronics and troubleshooting. Good hand/wrist dexterity to use manual tools such as screw drivers and pliers. Must be safety conscious, use good judgment and have excellent organizational and communication skills. Knowledge of computers and basic keyboarding skills. Ability to work flexible hours. Ability to apply basic math concepts to everyday situations. Valid NYS driver's license and safe driving record. Familiarity with UPS shipping and tracking software. Knowledge of bar coding software (SETS) and ICOMS billing system. High school diploma or equivalent is required. Six months to one year previous technical related experience helpful. Forklift, dolly and pallet jack experience helpful.

✓ **Technician II, Level I (Crafts)**

In addition to performing all the duties and responsibilities of a Technician I, Levels 1-3, has met a high level of established performance standards and completed additional training to install, test and repair cable television services from tap to node and handle on call duties. Must meet all requirements of a Technician I, Levels 1-3 as outlined in the job progression criteria. Connects, disconnects, adds outlets, and installs customer premise equipment (CPE). Downgrades and disconnects cable and related services in subscriber homes by disconnecting coaxial cable from the directional tap for both underground and aerial cable systems. Disconnects splitters and installs service traps. Educates customers concerning the use of Time Warner Cable services. Understands the concept and process of how cable television service is delivered in order to troubleshoot and repair any problems during installation. Troubleshoots and repairs all cable related services and equipment. Markets all cable related services to customers in order to maximize sales of company products/services. Keeps good customer service in mind. Understands and adheres to Time Warner Cable and Industry Safety standards while performing

the job. Communicates with Dispatch via two-way radio and telephone to give and receive information when working in the field. Reads daily work orders that provide information on subscriber addresses and the services that need to be performed. Routes orders to efficiently perform duties as well as to satisfy the customer. Must be flexible with the original route to meet the demands of the customer. Collects required CPE, deposits, installation fees and other required monies. Ensures that company vehicle is properly stocked. Is responsible for all CPE inventory assigned. Will be held accountable to complete daily work as established by the department. Performs vehicle safety inspection on a weekly basis, and submits reports to supervisor. Available for on call duties as required by department schedule. Requires ability to carry and deploy company issued fiberglass extension ladders. Must be able to obtain ladder certification during first month of new employee training. Must possess a valid NYS driver's license and safe driving record. Must be proficient in using Workforce Management system. Must maintain a professional appearance and wear company uniform and I.D. at all times. Requires ability to communicate effectively, tactfully and courteously with all customers and employees. Must be able to continuously learn and retain knowledge of new services being offered by the company. Must possess good manual dexterity. Ability to use small hand tools. Requires ability to efficiently assess a job to determine how it should be completed. Ability to determine how to most efficiently and effectively complete work at customer's home. Must possess basic math skills and reading comprehension. Must understand technology as related to all products offered by Time Warner Cable, Central New York Division. Must be available for overtime as required by business operations. Attention to detail is required. Ability to read street maps. Basic computer skills. High school diploma or equivalent is required. Associate's degree in electronics or related field desired. Successful completion of cable industry, computer, and technical related coursework. Minimum 6 months as a Time Warner Cable Technician I and must meet all the requirements of a Technician I, Levels 1-3 as outlined in the job progression criteria; or equivalent education and experience. Experience in mechanical/ construction/automotive or electronic field is helpful. Customer service experience in a fast paced, customer oriented environment helpful.

#### ✓ **Plant Maintenance Technician (Technicians)**

Maintains and repairs all aspects of the cable plant and associated equipment. Performs all the duties and responsibilities of an Installer and Service Technician. Troubleshoots and repairs problems associated with both the coaxial and fiber networks. Responsible for correcting problems with customers' equipment. Understands system design, reads design prints and is able to calculate signal levels to identify cause of problems. Repairs cable in emergency situations while working on stand-by and multiple shifts to ensure the timely restoration of service to customers. Communicates with subscribers to identify cable problems and verify they have been corrected. Performs routine maintenance on coaxial network to prevent degradation of service. Performs design changes as necessary and reports revisions to design department. Provides support to other departments as assigned. Provides position leadership training to other technicians. Performs general plant construction duties as assigned. May be required to perform cable location duties on

an as needed basis. Proficient use of headend and fiber optic test and diagnostic equipment. Ability to write routine reports and complete forms. Must be able to climb 20-30+ foot poles utilizing gaffs and ladders, and must maintain certification. Must pass and maintain bucket truck certification and confined space certification within 30 days of start date. Must maintain a professional appearance and wear company uniform and I.D. at all times. Requires ability to communicate effectively, tactfully and courteously with all clients and employees. Must be able to continuously learn and retain knowledge of new services and promotions being offered by the company. Must possess good manual dexterity, and experience with electrical devices and equipment, and hand tools. Requires ability to efficiently assess a job to determine how it should be completed. Must have flexible work hours and be available for overtime as required by business operations. Attention to detail is required. Knowledge and understanding of OSHA, National Electric Safety Code and National Electric Code and other industry regulations as they relate to the cable industry. Working knowledge in the use of hand tools and aerial construction equipment. Knowledge and understanding of Public Safety Commission, FCC and Division standards and regulations. High School Diploma or equivalent is required. Associate's degree in Electronic Communications, Telecommunications or satisfactory completion of an electronic technology program through a military, correspondence or technical/trade school is preferred. Successful completion of NCTI Installer and Installer Technician courses or equivalent. Minimum 2 years cable related experience. Must demonstrate the ability to perform Service Technician duties at an advanced level; including ability to repair outages.

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

1. ***Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75 (b) or (f).***

***Supplemental Recruitment Initiative #8, Establishment of training programs designed to enable unit personnel to acquire skills to qualify them for higher-level positions.***

In June 2008, *Telephony Premise Wiring Installation and Repair* training, presented by Megger Training, was offered in FCC Unit #0735 to provide advanced technical skills training as an opportunity for technicians to improve their technical skills in their current jobs and to develop higher level skills for future promotion. This training covered the history of premise wire, basic telephone circuits, voltage sources, conductors and troubleshooting. In FCC Unit # 0735, five technicians attended this training, including one minority.

***Supplemental Recruitment Initiative #16, Participation in any other activities reasonably calculated by the unit to further the goal of disseminating information about employment opportunities in multi-channel video programming to job candidates who might otherwise be unaware of such opportunities.***

Time Warner Cable recognizes that participation in community events and activities offers an opportunity to show our support for the communities we serve. It is also an opportunity for our representatives to meet face-to-face with the public and share information with a diverse group of individuals about our business, products and services, and the opportunities available with the company.

On April 29, 2008, the *Girl Scouts Women of Distinction Luncheon* was held to honor outstanding women in the Cayuga County/Auburn community. Time Warner Cable was a sponsor of this event that recognizes women for their contributions to the community and their ability to act as role models to girls and women in pursuing civic and professional efforts. The CNY Division for unit #0735 was represented by our Plant Manager and Front Counter Lead.

On August 12, 2007 Time Warner Cable sponsored the 30<sup>th</sup> annual *Great Race* held in Auburn, New York. Each year this feature community event attracts participants of all ages and abilities in a run, bike, and paddle *Team Triathlon Relay Race*. Time Warner Cable provided free internet service for participants to sign up and cross-channel promotion of the race.

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.***

Applicants and employees are informed of Time Warner Cable's EEO program in a number of different ways. One is to inform all applicants that Time Warner Cable is an Equal Opportunity Employer (EOE), and labeling our advertisements with the abbreviations of M/F/D/V indicates to minorities, females, individuals with disabilities and veterans that they are welcome to apply. Our employment application also reiterates our EOE philosophy by stating that we are an EOE and affirmative action employer.

In addition, the Central New York Division, FCC Unit #0735 runs ads in publications such as the Syracuse Post Standard which is distributed to a wide demographic group in the Auburn area. In addition, the Division makes an ongoing effort to build community relationships and ensure that we maintain an expansive list of outreach sources that target minorities and women. A semi-annual audit is conducted to ensure that our outreach contacts are up-to-date, and annual letters reaffirming our commitment to equal opportunity are sent to recruitment sources and agencies. Notification of posted positions is sent directly to the Division's outreach sources to promote applicant response from underutilized groups. Further, the Central New York Division regularly participates in career fairs and meets with organizations that target minorities and women.

In an effort to promote internal career advancement, employees have access to TWC's *Employees First* website where all positions are posted and employees can apply directly online or refer a friend. In addition, employees are notified of open positions by division wide emails and paper postings on bulletin boards. Also, required Federal and State Employment Posters and a copy of TWC's EEO/Affirmative Action Policy Statement are displayed in areas of high employee traffic.

During new hire orientation employees are provided with a copy of the company's EEO/AA Policy Statement and the Policy Prohibiting Unlawful Harassment. Managerial and supervisory employees are trained in the areas of equal employment opportunity with a specific emphasis placed on the Cable Communications Policy Act of 1984 and subsequent "best efforts" requirements. In addition, the Central New York Division has specific hiring guidelines that are covered with the supervisory and management groups to ensure that they consistently adhere to the Division's hiring policies.

4. ***Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility.***

Time Warner Cable, Central New York Division, FCC Unit # 0735 is an equal opportunity employer and provides minorities and women with many opportunities for placement, promotion, and transfer in a non-discriminatory manner to positions of greater responsibility. All employees are treated without discrimination regarding their race, color, religion, sex, sexual orientation, pregnancy, age, physical or mental disabilities, national origin, marital status, ancestry, or any other classifications protected by law and are given opportunities for promotion and job enrichment through our job posting system, education assistance program, and internal training.

We post job opportunities on designated employee bulletin boards and by email so that internal candidates are aware of promotional opportunities. This allows all employees the opportunity to bid on positions for which they are qualified. There is also a company-wide electronic job posting system that advertises open positions to employees in other divisions. All promotion decisions are based on the individual's qualifications as they relate to the requirements of the position. Applicant flow records are maintained and include documentation of qualifications and reason(s) for non-selection, if applicable.

Training opportunities are open to employees without discrimination. Educational assistance is available and employees are encouraged to use this avenue to move upward. The educational assistance program has two parts: job related courses and business advancement courses. Currently, the company will pay 100% for job related courses and 50% for business

advancement courses. The company also provides external and internal training for certain positions within the company to teach new employees the skills necessary to perform their jobs and to further develop the skills of current employees. Human Resources monitors the training and educational assistance programs to ensure that all employees are treated equally in regards to promotions, training, and educational assistance.

Management is continuously trained and refreshed on providing constructive feedback to employees and conducting performance appraisals. The management team also reviews Federal and State employment laws each year and as new laws are passed.

**2008 Supplemental Recruitment Efforts, CFR § 76.75 (b) (2)**  
**Time Warner Cable, Central New York Division**  
**FCC Unit: 0735 – Auburn**

**Supplemental Recruitment Initiative #8**, *Establishment of training programs designed to enable unit personnel to acquire skills to qualify them for higher-level positions.*

In June 2008, *Telephony Premise Wiring Installation and Repair* training, presented by Megger Training, was offered in FCC Unit #0735 to provide advanced technical skills training as an opportunity for technicians to improve their technical skills in their current jobs and to develop higher level skills for future promotion. This training covered the history of premise wire, basic telephone circuits, voltage sources, conductors and troubleshooting. In FCC Unit # 0735, five technicians attended this training, including one minority.

**Supplemental Recruitment Initiative #16**, *Participation in any other activities reasonably calculated by the unit to further the goal of disseminating information about employment opportunities in multi-channel video programming to job candidates who might otherwise be unaware of such opportunities.*

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# TIME WARNER CABLE

## Recruitment Sources

### Auburn - FCC Unit #735

Time Warner Cable is proud to have diversity in our recruitment approach. In the Auburn area we actively recruit our applicant base through Internet resources, print advertising, television, radio, educational venues and non-traditional sources. We are committed to providing equal opportunities for employment and advancement to qualified individuals without regard to race, color, sex, national origin, religion, age, sexual orientation, disability or status as a disabled or Vietnam-era veteran. As part of this commitment, Time Warner Cable is in full compliance with the Equal Employment Opportunity (EEO) rules of the Federal Communications Commission (FCC) that require posting of certain recruitment, hiring, and reporting information. The table below details our recruitment sources.

#### **Organizations & Agencies:**

Mr. Chet Wilk  
Enable  
1603 Court Street  
Syracuse, NY 13208  
315-455-7591/315-455-1794

Ms. Angela Cabrera  
Spanish Action League  
700 Oswego Street  
Syracuse, NY 13204  
315-475-6153

Ms. Charlotte Tarbell  
Native American Indian Council  
312 Gifford Street  
Syracuse, NY 13204  
315-475-6417

Ms. April Palozzola  
Jobs Plus  
677 S. Salina Street, 2nd Floor  
Syracuse, NY 13202  
315-442-3242

Job Bank  
NY State Department of Labor  
450 S. Salina Street, Rm 202  
Syracuse, NY 13202  
315-479-3371

Mr. Dean White  
Bureau of Indian Affairs  
Federal Bldg., Rm 523  
P.O. Box 7366  
Syracuse, NY 13261  
315-448-0620

Ms. Jill Richmond  
Association for Women in Communication  
9385 Carousel Center  
Syracuse, NY 13290  
National # 410-544-7442

Ms. Kristan Armstrong  
Vocational Case Manager  
J.H. Burnash & Co., Inc.  
P.O. Box 580  
Adams Center, NY 13606  
315-583-5422

Mr. Bob Fischer  
Syracuse Housing Authority  
516 Burt Street  
Syracuse, NY 13202  
315-475-6181

Mr. Gary Steffen  
Syracuse Rescue Mission  
200 Gifford Street  
Syracuse, NY 13202  
315-472-6251

Ms. Randi Gilman  
Association for Better Living, Inc.  
4141 S. Salina Street  
Syracuse, NY 13205  
315-469-0469

Ms. Joanne Spoto-Decker  
Metropolitan Committee on Aging  
1300 Civic Center  
421 Montgomery Street  
Syracuse, NY 13202  
315-435-2362

Mr. Dave Borst  
ARISE  
1065 James Street, Suite 110  
Syracuse, NY 13203  
315-472-3171

Mr. Manny Martinez  
CNY Works  
443 North Franklin Street  
Syracuse, NY 13204  
315-473-8250

Ms. Renee Van Duser  
Placement Coordinator  
Unity Employment Services  
518 James Street, Suite B2  
Syracuse, NY 13203  
315-479-4240 x102  
315-425-7397 fax

Mr. Stu Weinberg  
Job Retraining Supervisor/Director  
Computer Education Services Corp.  
105 Twin Oaks Drive  
Syracuse, NY 13206  
315-433-8500

Ms. Marcy Bowles  
InterFaith Works  
3049 East Genesee Street  
Syracuse, NY 13224  
315-449-3552  
315-449-3103 fax

Ms. Mikki Evans  
Aurora of CNY  
518 James Street  
Suite 100  
Syracuse, NY 13203  
315-422-7263

Mr. Kip Hargrave  
Refugee Resettlement Program  
Catholic Charities  
527 North Salina Street  
Syracuse, NY 13208  
315-472-1544

Mr. Craig Collie  
United Way of CNY  
518 James Street  
PO Box 2129  
Syracuse, NY 13220-2129  
315-428-2211  
315-428-2227 fax

Mr. Barry Tatters  
VESID  
333 E. Washington Street, Rm 230  
State Office Building  
Syracuse, NY 13202  
315-428-4179

Ms. Kate Artessa  
Women's Opportunity Center  
770 James Street, Suite 145  
Syracuse, NY 13203  
315-446-0550

Ms. Carol Eckermann  
West Side Learning Center  
422 Gifford Street, 3rd Floor  
Syracuse, NY 13204  
315-435-4013

Ms. Kathleen Birmingham  
Partner's Education & Business Inc.  
936 North Clinton Street  
Syracuse, NY 13204  
315-448-1012  
315-475-0399 fax

Mr. Bill Linton  
Job Bank – Veterans Affairs  
NYS Department of Labor  
443 N. Franklin Street  
Syracuse, NY 13204  
315-473-8250

Ms. Leesa Paul  
Syracuse Jewish Family Service  
4101 E. Genesee Street  
Syracuse, NY 13214  
315-445-0820 x225  
315-445-0859 fax

Ms. Sharon Jack-Williams  
Dunbar Association  
1453 South State Street  
Syracuse, NY 13205  
315-476-4269  
315-471-6821 fax

Ms. Barbara Dubnott  
Onondaga County Dept. Aging & Youth  
421 Montgomery Street  
Syracuse, NY 13202  
315-435-2362

**Internet Sources:**

timewarner.com/careers  
monster.com  
careerbuilder.com  
syracuse.com  
Internal – Time Warner Cable Employees First  
<https://at-twc.twcable.com>

Contact for all above web postings:

Time Warner Cable  
CNY Division  
Human Resources Department  
P.O. Box 4733  
Syracuse, New York 13221

**Print Advertising:**

Ms. Kari Cronin  
Syracuse Post Standard  
Clinton Square, P.O. Box 4915  
Syracuse, N.Y. 13221-4915  
315-470-2039

Scotsman Press  
Sherry Klaus  
PO Box 4970  
Syracuse, NY 13221  
315-472-7825

Ithaca Journal  
Donna Carr  
123 West State Street  
Ithaca, NY 14850  
607-272-2321

**Educational Venues:**

Ms. Kristen Aust  
Bryant & Stratton  
953 James Street  
Syracuse, NY 13203  
315-472-6603 x240  
315-474-4383 fax

Ms. Shirley Adamczyk  
SU Office of Supportive Services  
804 University Avenue, #B01  
Syracuse, NY 13244  
315-443-1870

Ms. Michele Carey  
Onondaga Community College  
Career Counselor  
4941 Onondaga Rd, Room A100  
Syracuse, NY 13215  
315-498-2622

**Internship Program:**

Time Warner Cable, CNY Division  
S.T.A.R.S Internship Program

Cortland Standard  
Mike Riley  
110 Main Street  
Cortland, NY  
607-756-5665

Ithaca Times  
Cathy Buttner  
413 Taughannock Blvd  
Ithaca, NY  
607-277-7000

Syracuse New Times  
Cherie Fleming  
1415 West Genesee Street  
Syracuse, NY 13204  
315-422-7011 x135

Mr. Richard Wright  
ITT Technical Institute  
235 Greenfield Parkway  
Liverpool, NY 13088  
315-234-2710  
315-461-8008 fax

Ms. Lynn VanDerhoek, Director  
SU Newhouse School of Public Communication  
215 University Place  
Syracuse, NY 13244  
315-443-2301

Syracuse University  
Center for Career Services  
235 Schine Student Center  
Syracuse, NY 13244  
315-443-3616

Ms. JoEllen Johnson  
OCM BOCES  
PO Box 4754  
Syracuse, NY 13221  
315-433-2634  
315-437-4816 fax

Mr. Mark Shappert  
LeMoyne College-Career Services Office  
1419 Salt Springs Road  
Syracuse, NY 13214  
315-445-4185  
315-445-4716 fax

Ms. Debi Walker  
Syracuse University Schine Student Center  
303 University Place, #235  
Syracuse, NY 13210  
315-443-4517

Ms. Meg Osborne  
Cayuga Community College  
197 Franklin Street  
Auburn, NY 13021  
315-255-1743 x2222  
215-255-2117 fax

**Media:**

Clear Channel Communications  
214 West Water, Syracuse, NY 13202  
315-422-0232

**Time Warner Cable Contact Information:**

Time Warner Cable  
CNY Division  
Human Resources Department  
P.O. Box 4733  
Syracuse, New York 13221

Vacancy Report - FCC Unit #0735

07/01/07 - 06/30/08

\*No Vacancy Report for this FCC Unit #0735



**TWC EEO Source Evaluation      From 7/1/2007 To 6/30/2008**  
**For Full Time, External Positions Only**

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Syracuse - DB59A

FCC Unit: 0735

|  | <b>Number of Applicants</b> | <b>Number of Interviewees</b> | <b>Number of Offers Accepted</b> |
|--|-----------------------------|-------------------------------|----------------------------------|
| Internet - Another online recruiting or job posting site | 1                           |                               |                                  |
| Internet - DirectEmployers                               | 2                           |                               |                                  |
| Internet - DiversityInc.com                              | 1                           |                               |                                  |
| Internet - Indeed  | 10                          |                               |                                  |
| Website - TimeWarner Careers                             | 19                          |                               |                                  |
| <b>FCC Unit Total:</b>                                   | <b>33</b>                   |                               |                                  |

**From 7/1/2007 To 6/30/2008  
For Full Time, External  
Positions Only**

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**Syracuse - DB59A**

**FCC Unit: 0735**

| Candidate Id | Requisition Id | Date of Offer | Job Title | Referral Type |
|--------------|----------------|---------------|-----------|---------------|
|--------------|----------------|---------------|-----------|---------------|

No Externals

**Source Evaluation - Interviewed**  
**From 7/1/2007 To 6/30/2008**  
**For Full Time, External**

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**Syracuse - DB59A**

**FCC Unit: 0735**

| Candidate Id | Requisition Id | Date of Interview | Job Title | Referral Type |
|--------------|----------------|-------------------|-----------|---------------|
|--------------|----------------|-------------------|-----------|---------------|

No Interviews