

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

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-
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Emp. Unit ID # 1620

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
 CHAUTAUQUA, 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
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	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	<i>9-11-2008</i>	Title	<i>Division President</i>
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.
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I certify that to the best of my knowledge, information and belief, all statements contained in this report are true and correct.

Signed	Title DIVISION PRESIDENT
Date 9/11/2008	Name of Respondent KISHA WILKERSON
Telephone No. (include area code) 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]

EMP UNIT ID: 1620	MSO NAME: TIME WARNER CABLE
	OPR NAME: TIME WARNER CABLE

Approved by OMB
3060-1033

Exhibits

Attachment 1

Exhibit 10

Description: PART I - EMPLOYEE JOB DESCRIPTIONS

IN REPORTING UNIT #1620, 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
Plant Maintenance Technician
Technician II, Level I
Warehouse Assistant

Exhibit 13

Description: DESCRIBE THE EMPLOYMENT UNITS EFFORTS TO COMPLY WITH THE OUTREACH PROVISIONS

SUPPLEMENTAL RECRUITMENT INITIATIVE #14, PROVISION OF TRAINING TO MANAGEMENT LEVEL PERSONNEL AS TO METHODS OF ENSURING EQUAL EMPLOYMENT OPPORTUNITY AND PREVENTING DISCRIMINATION.

TIME WARNER CABLE, CENTRAL NEW YORK DIVISION PROVIDES RESPECT IN THE WORKPLACE TRAINING TO ALL DIVISION EMPLOYEES, FACILITATED BY THE DIVISIONS HUMAN RESOURCES MANAGER AND HUMAN RESOURCES GENERALIST. THIS TRAINING EXAMINES THE IMPACT OF A RESPECTFUL WORK ENVIRONMENT ON TEAMWORK, INITIATIVE, INTEGRITY, AND DIVERSITY. THROUGH A SERIES OF VIDEO VIGNETTES AND INTERACTIVE GROUP DISCUSSIONS, PARTICIPANTS LEARN TO IDENTIFY, DEMONSTRATE, AND MAINTAIN A POSITIVE, PRODUCTIVE, AND INCLUSIVE WORK ENVIRONMENT, FREE FROM HARASSMENT AND DISCRIMINATION. AS A RESULT OF THIS COURSE, EMPLOYEES ARE ABLE TO DEFINE DISCRIMINATION AND HARASSMENT, RECOGNIZE THE DIFFERENT TYPES OF DISCRIMINATION AND HARASSMENT, STATE THEIR RESPONSIBILITY FOR PREVENTING DISCRIMINATION AND HARASSMENT AND KNOW THE PROCESS FOR REPORTING COMPLAINTS. ON FEBRUARY 5TH AND 6TH, 2008, FORTY-ONE EMPLOYEES FROM FCC UNIT # 1620 COMPLETED THE TRAINING.

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.

FOR EACH POSITION POSTED IN THE UNIT, THE RECRUITER INITIATES A PUBLIC SERVICE ANNOUNCEMENT ON THE UNITS LOCAL PUBLIC ACCESS CHANNEL (CHANNEL 23) THAT NOTIFIES VIEWERS OF AVAILABLE POSITIONS WITHIN THE LOCAL AREA AS THEY BECOME AVAILABLE. THE ANNOUNCEMENT PROVIDES A FULL DESCRIPTION OF ALL OPEN POSITIONS AS WELL AS INSTRUCTIONS AS HOW TO APPLY. THIS ANNOUNCEMENT INFORMS ALL APPLICANTS THAT TIME WARNER CABLE IS AN EQUAL OPPORTUNITY EMPLOYER (EOE) AND THE M/F/D/V STATEMENT INDICATES TO MINORITIES, FEMALES, INDIVIDUALS WITH DISABILITIES AND VETERANS THAT THEY ARE WELCOME TO APPLY.

A JOBS/CAREERS CHANNEL IS CONTINUOUSLY AVAILABLE ON TWCS UNIT #1620 INFORMATIONAL CABLE CHANNEL 989. THIS CAREER SEGMENT WAS CREATED TO REACH A BROAD AUDIENCE, INCREASE THE COMMUNITY'S AWARENESS OF VARIOUS JOB OPPORTUNITIES AT TWC, PRESENT A REALISTIC JOB PREVIEW AND PROVIDE INSTRUCTIONS ON HOW TO APPLY TO ALL TWC JOB OPENINGS.

-THE CHANNEL FEATURES ACTUAL TWC EMPLOYEES DESCRIBING THEIR JOB DUTIES AND DISPLAYING THEIR WORK ENVIRONMENT FOR VIEWERS TO OBSERVE. THIS PROVIDES VIEWERS WITH INSIGHT ABOUT THE JOB, THE WORK ENVIRONMENT AND COMPANY BENEFITS.

-THIS CHANNEL ALSO PROVIDES ON-SCREEN INSTRUCTIONS ON HOW TO APPLY AT OUR WEBSITE FOR POSTED POSITIONS.

-JOBS FREQUENTLY POSTED ON THIS CHANNEL INCLUDE CUSTOMER SERVICE REPRESENTATIVE, INSTALLATION TECHNICIAN, AND DIRECT SALES REPRESENTATIVE.

-OUR MEDIA SALES DEPARTMENT MONITORS THE TRAFFIC THIS CHANNEL RECEIVES AT ANY GIVEN TIME BROKEN DOWN BY JOB TITLE. DURING THE 2007-2008 FCC PERIOD, THE CUSTOMER SERVICE SEGMENT WAS VIEWED 761 TIMES, THE INSTALLER 351 TIMES, AND THE DIRECT SALES REP WAS VIEWED 199 TIMES.

Attachment 13

Exhibit 14

Description: DESCRIBE THE EMPLOYMENT UNITS EFFORTS TO DISSEMINATE WIDELY ITS EQUAL EMPLOY

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 #1620 RUNS ADS IN PUBLICATIONS SUCH AS THE JAMESTOWN POST JOURNAL WHICH IS DISTRIBUTED TO A WIDE DEMOGRAPHIC GROUP IN THE JAMESTOWN AREA. FURTHER, 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.

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.

Attachment 14**Exhibit 16**

Description: EXPLAIN THE EMPLOYMENT UNITS EFFORTS TO PROMOTE IN A NONDISCRIMINATORY MANNE

TIME WARNER CABLE, CENTRAL NEW YORK DIVISION, FCC UNIT # 1620 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.

Attachment 16

Attachment 22

Description
<u>2008 Supplemental Recruitment Efforts</u>
<u>Recruitment Sources</u>
<u>Vacancy Report</u>
<u>EEO Source Evaluation</u>

**2008 FCC Annual Employment Report, Form 396-C
Supplemental Investigation Sheet
Time Warner Cable
Central New York Division, Employee Unit ID #1620**

Part I - Employee Job Descriptions

In reporting unit #1620, less than 3 positions exist in the Operatives job group; one job description from each of the Crafts and Technicians job groups were substituted.

✓ **Warehouse Assistant (Operatives)**

Organizes and maintains orderly stock inventory; processes inventory requests, coordinates receipt and delivery of materials, ensures accurate completion of paperwork, and maintains inventory software. Maintains, repairs, and/or adjusts customer premise equipment within the cable television system. Unloads, stores, records, verifies and reconciles stock upon receipt. Reviews shipment, delivery and other inventory related paperwork, ensuring proper coding, appropriate signatures and input of data into PeopleSoft. Forwards appropriate paperwork to Accounts Payable Packages and makes arrangements for return of materials as required. Acts as liaison with field technicians and subcontractors to ensure the accurate and timely delivery of parts and materials as appropriate. Monitors equipment availability and notifies supervisor to ensure that all orders/requests are met. Maintains records for all transactions. Runs tests on returned customer premise equipment to diagnose performance, using a keyboard and monitor. Cleans returned customer premise equipment using an approved and recommended cleaning solvent. Maintains customer premise equipment components by troubleshooting, repairing and tuning to proper frequencies. Replaces customer premise equipment cabinets and parts, sets proper RF alignment of all units. Boxes and ships inoperable customer premise equipment for repair after contacting manufacturer by phone. Marks customer premise equipment with identifying information to track inventory. Tracks issuing customer premise equipment supply by recording serial numbers. 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. Must be safety conscious, use good judgment and have excellent organizational and communication skills. Ability to work flexible hours. Requires ability to climb a ladder to heights of 18 feet. Ability to apply basic math concepts to everyday situations. Knowledge of computers with basic keyboarding skills. Valid NYS driver's license and safe driving record. High school diploma or equivalent is required. Six months to 1 year previous warehouse and 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 #14, *Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination.*

Time Warner Cable, Central New York Division provides *Respect in the Workplace* training to all Division employees, facilitated by the Division's Human Resources Manager and Human Resources Generalist. This training examines the impact of a respectful work environment on teamwork, initiative, integrity, and diversity. Through a series of video vignettes and interactive group discussions, participants learn to identify, demonstrate, and maintain a positive, productive, and inclusive work environment, free from harassment and discrimination. As a result of this course, employees are able to define discrimination and harassment, recognize the different types of discrimination and harassment, state their responsibility for preventing discrimination and harassment and know the process for reporting complaints. On February 5th and 6th, 2008, forty-one employees from FCC Unit # 1620 completed the training.

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.*

- For each position posted in the unit, the Recruiter initiates a Public Service Announcement on the unit's local Public Access Channel (channel 23) that notifies viewers of available positions within the local area as they become available. The announcement provides a full description of all open positions as well as instructions as how to apply. This announcement informs all applicants that Time Warner Cable is an Equal Opportunity Employer (EOE) and the M/F/D/V statement indicates to minorities, females, individuals with disabilities and veterans that they are welcome to apply.
- A Jobs/Careers Channel is continuously available on TWC's unit #1620 informational cable channel 989. This career segment was created to reach a broad audience, increase the community's awareness of various job opportunities at TWC, present a realistic job preview and provide instructions on how to apply to all TWC job openings.
 - The channel features actual TWC employees describing their job duties and displaying their work environment for viewers to observe. This provides viewers with insight about the job, the work environment and company benefits.

- This channel also provides on-screen instructions on how to apply at our website for posted positions.
- Jobs frequently posted on this channel include Customer Service Representative, Installation Technician, and Direct Sales Representative.
- Our Media Sales department monitors the traffic this channel receives at any given time broken down by job title. During the 2007-2008 FCC period, the Customer Service segment was viewed 761 times, the Installer 351 times, and the Direct Sales Rep was viewed 199 times.

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 #1620 runs ads in publications such as the Jamestown Post Journal which is distributed to a wide demographic group in the Jamestown area. Further, 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.

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 # 1620 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: 1620 – Jamestown

Supplemental Recruitment Initiative #14, Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination.

Time Warner Cable, Central New York Division provides Respect in the Workplace training to all Division employees, facilitated by the Division's Human Resources Manager and Human Resources Generalist. This training examines the impact of a respectful work environment on teamwork, initiative, integrity, and diversity. Through a series of video vignettes and interactive group discussions, participants learn to identify, demonstrate, and maintain a positive, productive, and inclusive work environment, free from harassment and discrimination. As a result of this course, employees are able to define discrimination and harassment, recognize the different types of discrimination and harassment, state their responsibility for preventing discrimination and harassment and know the process for reporting complaints. Forty-one employees from FCC Unit #1620 completed the training including the Area Manager, Customer Service Manager, Maintenance Manager, Technical Operations Manager, News Director and Technical Supervisor.

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 multichannel video programming to job candidates who might otherwise be unaware of such opportunities.

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TIME WARNER CABLE
Recruitment Sources
Jamestown - FCC Unit #1620

Time Warner Cable is proud to have diversity in our recruitment approach. In the Jamestown 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. Michael Volk
The Resource Center
880 East 2nd Street
Jamestown, NY 14701
716-483-2344
716-661-1419 fax

Mr. Thomas Jamieson
Native American Community Service
1005 Grant St.
Buffalo, NY 14207
716-874-4460 x317
716-874-1874 fax

Ms. Linda Frentz
NYS Dept. of Labor – Veterans Affairs
23 E. Third St.
Jamestown, NY 14701
716-661-9553 x 1221
716-664-9459 fax

Ms. Melissa Lowe
American Women in Radio & Television
8405 Greensboro Dr.
Suite 800
McLean, VA 22102
703-506-3290
703-506-3266 fax

Chautauqua County
Veterans Service Agency
110 E. Fourth St.
Jamestown, NY 14701-5334
716-661-8255

Mr. Vance Lowe
NYS Dept. of Labor
19 East 3rd St.
Jamestown, NY 14701
716-661-9553

Ms. Patricia Brisley
Seneca Nation of Indians
PO Box 200
Steamburg, NY 14783
716-354-2076
716-354-2594 fax

Internet Sources:

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

Internship Program:

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

Contact for all above web postings:
Time Warner Cable
CNY Division
Human Resources Department
P.O. Box 4733
Syracuse, New York 13221

Educational Venues:

Ms. Diane Rogowski
Jamestown Business College
7 Fairmount Ave.
Jamestown, NY 14701
716-664-5100
716-664-3144 fax

Ms. Carol Brooks
Pittsburgh Technical Institute
111 McKee Road
Oakdale, PA 15071
800-784-9675
412-809-5100 fax

Ms. Wendy Fugate
Tri-State Business Institute
5757 West 26th St.
Erie, PA 16506
814-838-7673

Ms. Barbara Deike
Jamestown Community College
525 Falconer St.
PO Box 20
Jamestown, NY 14702-0020
716-665-5220

Ms. Eileen Abbatoy
SUNY Fredonia
Maytum Hall
Fredonia, NY 14063
716-673-3105

Media:

Clear Channel Communications

Ms. Kelley Johnson
Public Service Channel
TWC Jamestown
PO Box 6011.
Jamestown, NY 14701-6011
716-664-7315
716-664-3123 fax

Print Advertising:

Ms. Joan Barrus
Jamestown Post Journal
15 West 2nd St.
Jamestown, NY 14701
716-487-1111

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 #1620

07/01/07 - 06/30/08

SetID	FCC Unit	FCC# Descr	Descr	Vacancies
DB23A	1620	Jamestown	Tech, Installation Union	2

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

Binghamton Division - DB23A

FCC Unit: 1620


	Number of Applicants	Number of Interviewees	Number of Offers Accepted
Direct Sourcing - Contacted by a Time Warner recruiter			
Referral - Referred by a Time Warner employee	2	2	
Website - TimeWarner Careers	7	7	2
FCC Unit Total:	9	9	2

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

Binghamton Division - DB23A

FCC Unit: 1620

Candidate Id	Requisition Id	Date of Offer	Job Title	Referral Type
7912583	83700BR	12/27/2007	Tech, Installation Union	Website - TimeWarner Careers
9668116	83700BR	12/27/2007	Tech, Installation Union	Website - TimeWarner Careers



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

Binghamton Division - DB23A

FCC Unit: 1620

Candidate Id	Requisition Id	Date of Interview	Job Title	Referral Type
4905386	83700BR	12/27/2007	Tech, Installation Union	Website - TimeWarner Careers
7747707	83700BR	12/27/2007	Tech, Installation Union	Website - TimeWarner Careers
7912583	83700BR	12/27/2007	Tech, Installation Union	Website - TimeWarner Careers
8453738	83700BR	12/27/2007	Tech, Installation Union	Referral - Referred by a Time Warner employee
9623476	83700BR	12/27/2007	Tech, Installation Union	Referral - Referred by a Time Warner employee
9657862	83700BR	12/27/2007	Tech, Installation Union	Website - TimeWarner Careers
9661857	83700BR	12/27/2007	Tech, Installation Union	Website - TimeWarner Careers
9668116	83700BR	12/27/2007	Tech, Installation Union	Website - TimeWarner Careers
9858199	88705BR	4/1/2008	Sports Director	Website - TimeWarner Careers