

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

<b>SECTION I IDENTIFYING INFORMATION</b>		
A. Name of Operator: TIME WARNER CABLE		
MSO Name: TIME WARNER CABLE		
B. Employment Unit's Mailing Address 7910 CRESCENT EXECUTIVE DRIVE		
City CHARLOTTE	State NC	Zip Code 28217-
Emp. Unit ID # 634		
<b>Application Purpose</b>		
<input checked="" type="radio"/> New Program Report <input type="radio"/> Amendment to Program Report		
<input checked="" type="checkbox"/> Supplemental Investigation Sheet (SIS) Attached		
C. County and State in which unit's employment office is located CHENANGO, NY		
D. Category of Respondent (check applicable box)		
<input type="radio"/> Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V <input checked="" type="radio"/> Six (6) or more full-time employees during the selected payroll period: Complete ALL sections of the Form 396-C and the Supplemental Investigation Sheet, if attached		
E. Pay Period Covered by this Report (inclusive dates) 07/01/2008 - 07/14/2008		
F. Attachments: (See "Exhibit" buttons, below.)		

<b>SECTION II COMMUNITY INFORMATION</b>			
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	9-11-2008	Title	DIVISION President
Date	MICHAEL K. LITTLE	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

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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]

<b>EMP UNIT ID:</b> 634	<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

IN REPORTING UNIT #0634, NO POSITIONS EXIST IN THE OPERATIVES JOB GROUP; ONE JOB DESCRIPTION FROM EACH OF THE CRAFTS, TECHNICIANS, AND OFFICE & CLERICAL JOB GROUPS WAS SUBSTITUTED.

**Attachment 10**

Description
Account Services Representative
Plant Maintenance Technician
Technician II, Level II (Crafts)

**Exhibit 13**

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

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 #0634 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 # 0634, TWO TECHNICIANS AND A TECHNICAL SUPERVISOR ATTENDED THIS TRAINING.

**Attachment 13**

**Exhibit 14**

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

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 #0634 RUNS ADS IN PUBLICATIONS SUCH AS THE EVENING SUN WHICH IS DISTRIBUTED TO A WIDE DEMOGRAPHIC GROUP IN THE NORWICH 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. ADDITIONALLY, 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.

**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 #0634 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
2008 Supplemental Recruitment Efforts
Recruitment Sources
EEO Source Evaluation
Vacancy Report

**2008 FCC Annual Employment Report, Form 396-C  
Supplemental Investigation Sheet  
Time Warner Cable  
Central New York Division, Employee Unit ID #0634**

**Part I - Employee Job Descriptions**

*In reporting unit #0634, no positions exist in the Operatives job group; one job description from each of the Crafts, Technicians, and Office & Clerical job groups was substituted.*

**Technician II, Level II (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. Insures 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. Level 2: In addition to performing all the duties and responsibilities of a Technician I, Levels 1-3 the employee must have met all the requirements of a Technician II, Level 1 as outlined in the job progression criteria. 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.

### **Account Services Representative (Office and Clerical)**

Provides courteous, efficient, and quality service to all customers. Works under general supervision in a fast-paced environment to handle billing inquiries, service problems, and generate customer sales. Answers and responds to a high volume of telephone calls from customers inquiring about company products, services, and billing issues. Schedules product installations and service appointments. Uses computerized billing system to obtain service availability dates and to schedule appointments. Processes work orders and other job-related paperwork. Informs and aggressively markets all cable services to customers in order to maximize sales of company products/services. Uses transition statements as a selling technique. Probes to determine reasons for requested downgrades or disconnects and attempts to retain customers and services. Troubleshoots service and equipment problems over the telephone with customers and resolves issues or escalates to next level. Interacts with peers, supervisors, and managers across departments to resolve customer issues. Reviews billing statements with customers and computes costs associated with the statement in order to resolve discrepancies and to answer questions. Adjusts customer billing statements on the computerized billing system when a service-related problem has occurred. Uses empowerment skills to analyze a situation to resolve issues. Follows scripts, policies and procedures as established by department guidelines. Effectively uses tools provided (Intranet, DPOM, screen pop-ups, etc.) to address customer issues and to update knowledge and skills. Maintains confidentiality of customer information, including both personal and financial information, as required by company policy. Maintains professional conduct in all customer and co-worker interactions. Must have one year face-to-face and/or phone customer contact. Ability to maintain and enhance working knowledge of continually changing trends in consumer electronics, which includes but is not limited to high definition TV, fiber optics, audio/video, telephony, and high speed data technology. Must understand technology as related to all products offered by Time Warner Cable, Syracuse Division. Must possess excellent verbal communication skills including the ability to communicate effectively, tactfully and courteously with all clients and employees. Must possess minimum one year of Windows-based computer experience. Must possess basic mathematical skills and the ability to learn computerized billing system. Must be able to continuously learn and retain knowledge of new services and promotions being offered by the company. Must possess ability to learn and execute telephone marketing/selling techniques. Ability to identify wants and needs of the customer and offer additional services based on those needs. Makes best package recommendation to customer on all calls. Must be able to work flexible hours and be available for overtime as required by business operations. Must be able to answer telephone calls at levels set by department standards. Has an understanding of departmental policies and procedures. Must be able to perform multiple tasks simultaneously while on the phone or dealing in person with a customer. Strong attention to detail required. Proficiency in Spanish desired. High School Diploma or equivalent required. Basic math and computer/keyboarding skills required. Understanding of browsers, email and the internet. One year face-to-face and/or customer contact experience required. Experience browsing the internet and sending/receiving email through an Internet Service Provider such as Road Runner, AOL, or Earthlink. Six months to one year previous sales and service experience preferred.

## **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 #0634 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 # 0634, two technicians and a Technical Supervisor attended this training.

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 #0634 runs ads in publications such as the Evening Sun which is distributed to a wide demographic group in the Norwich 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. Additionally, 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 #0634 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: 0634 – Norwich (6 employees - 1 Initiative)**

**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 #0634 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 # 0634, two technicians and a Technical Supervisor attended this training.

TIME WARNER CABLE  
Recruitment Sources  
Norwich - FCC Unit #0634



Time Warner Cable is proud to have diversity in our recruitment approach. In the Norwich 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:**

Ms. Krystine Hilton  
Oneonta TeleCenter  
254 Main St.  
Oneonta, NY 13820

Ms. Maggie Gilbert  
CDO Workforce  
21 Liberty St.  
Sidney, NY 13838  
607-561-7550  
607-563-9612 fax

Ms. Lace-Ann Porter  
Chenango Co. Dept of Social Services  
PO Box 590  
County Office Bldg.  
Norwich, NY 13815  
607-337-1589  
607-334-8768 fax

Mr. Jim Kelly  
New York State Jobs Program  
Chenango County DSS  
5 Court Street  
Norwich, NY 13815  
607-337-1539  
607-334-8768 fax

Ms. Jo Ann Wormuth  
DCMO BOCES  
6678 County Road 32  
Norwich, NY 13815  
607-335-1200  
607-334-9848 fax

Ms. Jenifer DelRio  
CDO Workforce  
Career Center  
21 Liberty St.  
Sidney, NY 13938  
607-561-7550  
607-563-9612 fax

Mr. Gary Waffle  
CDO Workforce  
Career Center  
1 O'Hara Dr.  
Norwich, NY 13815  
607-334-2201  
607-334-6540 fax

Mr. Alan Sessions  
NYS Dept. of Labor  
12 Dietz St.  
Oneonta, NY 13820  
607-432-4800 x103  
607-432-8130 fax

Mr. Rob Robinson  
The Otsego County Chamber  
189 Main St, Suite 201  
Oneonta, NY 13820  
607-432-4500  
607-432-4506 fax

Ms. Suzanne Marsico  
Delaware County  
Dept. of Social Services  
111 Main St.  
Delhi, NY 13753  
607-746-2325  
607-746-6290 fax

Ms. June White  
Afton Consortium of Schools  
29 Academy St.  
PO Box 5  
Afton, NY 13730  
607-639-8220

Ms. Tammy Carnrike  
Chenango County Chamber  
19 Eaton Ave.  
Norwich, NY 13815  
607-334-1400  
607-336-6963 fax

Mr. Tom Pritchard  
Otsego County Office of Employment & Training  
12 Dietz St.  
Oneonta, NY 13820  
607-432-4800  
607-432-8130 fax

Mr. William Baist  
Delaware Opportunities, Inc.  
47 Main St.  
Delhi, NY 13753  
607-746-6278

Mr. Mark Sky-Shewsberry  
Catskill Center for Independence  
PO Box 1247  
Oneonta, NY 13820  
607-432-8000  
607-432-6907 fax

Ms. Debra Sanderson  
Chenango County Office of the Aging  
5 Court Street  
Norwich, NY 13815  
607-337-1456

Ms. Mary Beth Silano  
Delaware County Chamber  
114 Main St.  
Delhi, NY 13753  
607-746-2281  
607-746-3571 fax

Mr. Ben Cary  
Opportunities for Otego  
3 West Broadway  
Oneonta, NY 13820  
607-433-8000  
607-433-8013 fax

### **Internet Sources:**

timewarner.com/careers  
monster.com  
careerbuilder.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

### **Internship Program**

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

### **Print Advertising:**

Ms. Christine Sawyer  
The Daily Star  
607-432-1000 x 238  
607-432-5847 fax

Ms. Deb Deuel  
The Evening Sun  
29 Lackawanna Ave.  
Norwich, NY 13815  
607-337-3023  
607-334-8273 fax

**Educational Venues:**

Ms. Gladys Freeland  
Hartwick College  
4<sup>th</sup> Floor Dewar Hall  
Hartwick Dr.  
Oneonta, NY 13820  
607-431-4222

Ms. Colleen Bulger  
SUNY Oneonta  
Career Development Center  
110 Netzer Administration Bldg.  
Oneonta, NY 13820  
607-436-2534  
607-436-2094 fax

Mr. Alan Pole  
DCMO BOCES  
270 Boces Dr.  
Sidney Center, NY 13839  
607-865-2500  
607-865-8685 fax

Mr. Louis Shields  
SUNY College of Technology at Delhi  
215 Bush Hall  
Delhi, NY 13753  
607-746-4000  
607-746-4613 fax

Ms. Jo Ann Wormuth  
DCMO BOCES  
6678 County Road 32  
Norwich, NY 13815  
607-335-1200  
607-334-9848 fax

Ms. Amy Barsha  
SUNY Morrisville  
PO Box 901  
Morrisville, NY 13409  
315-684-6318

**Media:**

Clear Channel Communications

**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 #0634

**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: 0634**

	<b>Number of Applicants</b>	<b>Number of Interviewees</b>	<b>Number of Offers Accepted</b>
<b>Internet - Another online recruiting or job posting site</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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**Syracuse - DB59A**

**FCC Unit: 0634**

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**

Syracuse - DB59A

FCC Unit: 0634

Candidate Id	Requisition Id	Date of Interview	Job Title	Referral Type
No Interviews				