

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

<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 # 1105		
<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 FRANKLIN, 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	<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

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

**Part III EEO Public File Report**

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

<b>EMP UNIT ID:</b> 1105	<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 #1105, LESS THAN 3 POSITIONS EXIST IN THE OPERATIVES JOB GROUP; ONE JOB DESCRIPTION FROM THE TECHNICIANS JOB GROUP WAS SUBSTITUTED.

**Attachment 10**

Description
Plant Maintenance Technician
Technician Level I
Warehouse Assistant

**Exhibit 13**

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

SUPPLEMENTAL RECRUITMENT INITIATIVE #8, ESTABLISHMENT OF TRAINING PROGRAMS DESIGNED TO ENABLE UNIT PERSONNEL TO ACQUIRE SKILLS TO QUALIFY THEM FOR HIGHER-LEVEL POSITIONS. TIME WARNER CABLES FOUNDATIONS OF LEADERSHIP PROGRAM PROVIDES AN EIGHT-MONTH COURSE CONDUCTED UNDER THE DIRECTION OF THE DIVISIONS SR. DIRECTOR OF TRAINING IN PARTNERSHIP WITH SYRACUSE UNIVERSITY. THIS PROGRAM IS DESIGNED TO DEVELOP COMPREHENSIVE LEADERSHIP COMPETENCIES BY FOCUSING ON THE FOUR ROLES THAT LEADERS PLAY: STRATEGIST, FACILITATOR, CHANGE AGENT, AND NAVIGATOR. USING A PROBLEM-SOLVING APPROACH HIGHLY RELEVANT TO OUR WORKPLACE, THE PROGRAM PREPARES PARTICIPANTS FOR BECOMING EFFECTIVE LEADERS IN OUR ORGANIZATION. FROM FCC UNIT 1105, ONE TECHNICAL SUPERVISOR ATTENDED THE 2007-2008 COURSE AS PART OF A DIVISION-WIDE GROUP OF TWENTY-FOUR INCLUDING SEVEN FEMALES AND FOUR MINORITY PARTICIPANTS. THIS PROGRAM RUNS ANNUALLY FROM OCTOBER THROUGH MARCH AND WE EXPECT TO ENROLL ALL OF OUR SUPERVISORS AND MANAGERS INTO THE CLASS IN ORDER TO PROVIDE THEM WITH THE LEADERSHIP TRAINING NECESSARY TO ADVANCE IN THEIR CAREERS.

SUPPLEMENTAL RECRUITMENT INITIATIVE # 9, ESTABLISHMENT OF MENTORING PROGRAMS FOR UNIT PERSONNEL. THE CENTRAL NEW YORK DIVISIONS TECHNICAL PEER TRAINER PROGRAM, ADMINISTERED BY THE DIVISIONS SR. DIRECTOR OF TRAINING, CREATES A STANDARDIZED AND WELL-DEFINED ON-THE-JOB TRAINING (OJT) EXPERIENCE, WHILE SUPPLEMENTING CLASSROOM TRAINING. THE PROGRAM PROVIDES INSTALLATION AND TROUBLESHOOTING OJT FOR NEW AND EXISTING EMPLOYEES FOR CABLE, DIGITAL PHONES, HSD AND NEW PRODUCTS AND SERVICES TO HELP SUPPORT AND ENCOURAGE SUCCESS. IN ADDITION, THE ROLE OF PEER TRAINER PROVIDES A CAREER DEVELOPMENT OPPORTUNITY FOR TECHNICIANS AS THEY LEARN AND UTILIZE TEACHING, TEAMBUILDING, AND LEADERSHIP SKILLS FOR FUTURE PROMOTION INTO HIGHER LEVEL POSITIONS. IN FCC UNIT # 1105 THERE ARE TWO PEER TRAINERS.

**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 #1105 RUNS ADS IN PUBLICATIONS SUCH AS THE ADIRONDACK DAILY ENTERPRISE AND THE INDIAN TIMES NEWSPAPER WHICH ARE DISTRIBUTED TO A WIDE DEMOGRAPHIC GROUP IN THE SARANAC LAKE 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.

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**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 # 1105 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 21**

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**Attachment 22**

<b>Description</b>
2008 Supplemental Recruiting Efforts
Recruitment Source List
Vacancy Report
Source Evaluation Report

**2008 FCC Annual Employment Report, Form 396-C  
Supplemental Investigation Sheet  
Time Warner Cable  
Central New York Division, Employee Unit ID # 1105**

**Part I - Employee Job Descriptions**

*In reporting unit #1105, less than 3 positions exist in the Operatives job group; one job description from the Technicians job group was 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 I, Level I (Operatives)**

To install, test and repair all products offered by Time Warner Cable. Attends and participates in Time Warner Cable's five (5) week classroom and on-the-job training in cable service installation and repair. 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, telephone, and Workforce Management System 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 and 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. Maintains professional and respectful conduct when interacting with customers and co-workers. Must meet Technician I Level 1 skills, proficiencies, standards and training as outlined in the Technical 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 able to learn and become 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, Syracuse Division. Must be available for overtime as required by business operations. Attention to detail is required. Ability to read street maps. Ability to read meters and troubleshoot using diagnostic tools. Basic computer skills. High school diploma or equivalent is required. Associate's degree in electronics or related field desired. Experience in a 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.***

Time Warner Cable's *Foundations of Leadership* program provides an eight-month course conducted under the direction of the Division's Sr. Director of training in partnership with Syracuse University. This program is designed to develop comprehensive leadership competencies by focusing on the four roles that leaders play: Strategist, Facilitator, Change Agent, and Navigator. Using a problem-solving approach highly relevant to our workplace, the program prepares participants for becoming effective leaders in our organization. From FCC Unit 1105, one Technical Supervisor attended the 2007-2008 course as part of a Division-wide group of twenty-four including seven females and four minority participants. This program runs annually from October through March and we expect to enroll all of our supervisors and managers into the class in order to provide them with the leadership training necessary to advance in their careers.

***Supplemental Recruitment Initiative # 9, Establishment of mentoring programs for unit personnel.***

The Central New York Division's Technical Peer Trainer Program, administered by the Division's Sr. Director of Training, creates a standardized and well-defined On-The-Job Training (OJT) experience, while supplementing classroom training. The program provides installation and troubleshooting OJT for new and existing employees for Cable, Digital Phones, HSD and New Products and Services to help support and encourage success. In addition, the role of peer trainer provides a career development opportunity for Technicians as they learn and utilize teaching, teambuilding, and leadership skills for future promotion into higher level positions. In FCC Unit # 1105 there are two Peer Trainers.

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 #1105 runs ads in publications such as the Adirondack Daily Enterprise and the Indian Times Newspaper which are distributed to a wide demographic group in the Saranac Lake 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 # 1105 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: 1105– Saranac Lake**

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

Time Warner Cable's *Foundations of Leadership* program provides an eight-month course conducted under the direction of the Division's Sr. Director of training in partnership with Syracuse University. This program is designed to develop comprehensive leadership competencies by focusing on the four roles that leaders play: Strategist, Facilitator, Change Agent, and Navigator. Using a problem-solving approach highly relevant to our workplace, the program prepares participants for becoming effective leaders in our organization. From FCC Unit #1105, one employee, a Technical Supervisor attended the 2007-2008 course as part of a Division-wide group of twenty-four including seven females and four minority participants. This program runs annually from October through March and we expect to enroll all supervisors and managers into the class in order to provide them with the leadership training necessary to advance in their careers.

***Supplemental Recruitment Initiative #9, Establishment of mentoring programs for unit personnel.***

The Central New York Division's Technical Peer Trainer Program, administered by the Division's Sr. Director of Training, creates a standardized and well-defined On-The-Job Training (OJT) experience, while supplementing classroom training. The program provides installation and troubleshooting OJT for new and existing employees for Cable, Digital Phones, HSD and New Products and Services to help support and encourage success. In addition, the role of peer trainer provides a career development opportunity for Technicians as they learn and utilize teaching, teambuilding, and leadership skills for future promotion into higher level positions. In FCC Unit #1105 there are two Peer Trainers; both are Technician II, Level I technicians.

**TIME WARNER CABLE**  
**Recruitment Sources**  
**Saranac Lake – FCC Unit #1105**

Time Warner Cable is proud to have diversity in our recruitment approach. In the Saranac Lake 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. Marie Cree Benedict  
WIA  
412 State Rte. 37  
Community Bldg.  
Akwasasne, NY 13655  
518-358-6125

Mr. Alan Beideck  
NY State Employment Service  
193 River Street  
Saranac Lake, NY 12983  
518-891-6680

Mr. Larry Fetcie  
St. Lawrence County  
Department of Economic Development  
48 Court Street  
Canton, NY 13617  
315-386-3276

Ms. Vincinette Cook  
Iohahiiio Akwasasne Adult Education  
PO Box 579  
Cornwall, Ontario K6H 5T3  
613-575-2754

Mr. Dan Garrow  
Akwasasne Area Management Board  
PO Box 965  
Cornwall, Ontario K6H 5V1  
613-575-2626

One Work Source  
158 Fionney Blvd.  
Malone, NY 12953  
518-481-5755

**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:**

Adirondack Daily Enterprise  
54 Broadway St.  
PO Box 318  
Saranac Lake, NY 12983  
518-481-5755

Indian Times Newspaper  
PO Box 868  
Hogansburg, NY 13655  
518-358-9531

Tupper Lake Free Press  
136 Park  
Tupper Lake, NY 12986  
518-359-2166

Press Republican  
170 Margaret Street  
Plattsburgh, NY 12901  
518-561-2300

**Educational Venues:**

Ms. Teri Clemmo  
SUNY Canton  
Cornell Drive  
Canton, NY 13617  
315-386-7119

Paul Smiths College  
RT 86 & 30  
Paul Smiths, NY 12970  
518-327-6509

North Country Community College  
23 Santanoni Ave.  
Saranac Lake, NY 12983  
518-891-2915

Clinton Community College  
136 Clinton Point Drive  
Plattsburgh, NY 12901  
518-562-4200

SUNY Plattsburgh  
Career Services Center  
Kehoe Administration Bldg.  
Plattsburgh, NY 12901  
518-564-2170

**Internship Program:**

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

**Media:**

97.3 FM CKON  
Hogansburg  
518-358-3426

**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 #1105

07/01/07 - 06/30/08

SetID	FCC Unit	FCC# Descr	Descr	Vacancies
DB59A	1105	Saranac Lake	Tech, Installation	2
DB59A	1105	Saranac Lake	Tech, Service	1

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

Syracuse - DB59A

FCC Unit: 1105

	Number of Applicants	Number of Interviewees	Number of Offers Accepted
Ad - General			
Internet - Another online recruiting or job posting site	1	1	
Internet - DirectEmployers	3		
Internet - DiversityInc.com	1		
Internet - Indeed	1	1	
NONE	3		
Professional Referral - Referred by a professional colleague		1	
Website - Add Candidate	1	1	
Website - TimeWarner Careers	33	13	3
<b>FCC Unit Total:</b>	<b>43</b>	<b>17</b>	<b>3</b>

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

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**Syracuse - DB59A**

**FCC Unit: 1105**

<b>Candidate Id</b>	<b>Requisition Id</b>	<b>Date of Offer</b>	<b>Job Title</b>	<b>Referral Type</b>
8969369	81702BR	9/10/2007	Tech, Installation	Website - TimeWarner Careers
10022106	91821BR	3/10/2008	Tech, Installation	Website - TimeWarner Careers
10265581	93167BR	6/23/2008	Tech, Service	Website - TimeWarner Careers

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

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**Syracuse - DB59A**

**FCC Unit: 1105**

<b>Candidate Id</b>	<b>Requisition Id</b>	<b>Date of Interview</b>	<b>Job Title</b>	<b>Referral Type</b>
6952344	81702BR	5/21/2008	Tech, Installation	Website - TimeWarner Careers
7916788	93167BR	6/12/2008	Tech, Service	Internet - Indeed
8969369	81702BR	5/21/2008	Tech, Installation	Website - TimeWarner Careers
9132073	73567BR	8/2/2007	Technical Supervisor	Professional Referral - Referred by a professional colleague
9179967	81702BR	5/28/2008	Tech, Installation	Website - TimeWarner Careers
9514444	81702BR	5/21/2008	Tech, Installation	Website - TimeWarner Careers
9520897	81702BR	5/28/2008	Tech, Installation	Website - TimeWarner Careers
9978952	91821BR	3/28/2008	Tech, Installation	Website - TimeWarner Careers
9984533	91821BR	3/28/2008	Tech, Installation	Website - TimeWarner Careers
10022106	91821BR	3/28/2008	Tech, Installation	Website - TimeWarner Careers
10037490	91821BR	3/28/2008	Tech, Installation	Website - TimeWarner Careers
10259959	93167BR	6/12/2008	Tech, Service	Website - TimeWarner Careers
10260741	93167BR	6/12/2008	Tech, Service	Website - TimeWarner Careers
10262622	91821BR	3/28/2008	Tech, Installation	Website - Add Candidate
10265581	93167BR	6/12/2008	Tech, Service	Website - TimeWarner Careers
10278233	93167BR	6/12/2008	Tech, Service	Website - TimeWarner Careers
10297474	93167BR	6/12/2008	Tech, Service	Internet - Another online recruiting or job posting site