

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		FOR COMMISSION USE ONLY FILE NO. -
Read INSTRUCTIONS Before Filling Out Form		

SECTION I IDENTIFYING INFORMATION

A. Name of Operator:
 RCN

MSO Name:
 RCN CORPORATION

B. Employment Unit's Mailing Address
 196 VAN BUREN STREET
 SUITE 300

City HERNDON	State VA	Zip Code 20170-
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Emp. Unit ID # 11837

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
 LUZERNE, PA

D. Category of Respondent (check applicable box)

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> | Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V |
| <input checked="" type="checkbox"/> | 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) 9/19/2009 - 10/2/2009

F. Attachments: (See "Exhibit" buttons, below.)

SECTION II COMMUNITY INFORMATION

System Communities Comprising Local Employment Unit			
Ident No.	Name of Community	Location (State)	Type

Review the list of communities served on the previous year's submission and attach as Exhibit A any additions or deletions, using the format noted above.

Exhibit 1

NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS.

SECTION III EEO POLICY AND PROGRAM REQUIREMENTS

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

Exhibit 2

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

Validate

Save

Clear

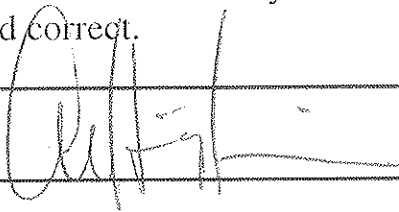
Menu

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	Title CORPORATE DIRECTOR, HR
Date 9/29/2009	Name of Respondent ALBERT A. WILLIAMS
Telephone No. (include area code) 7034348275	

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).

FCC/EEO Program Annual Record
 Wilkes-Barre, PA
 Full Time Vacancies Filled - 76.1702(b)(1)
 July 15, 2008 through July 14, 2009

FCC Unit ID #	Description	Job Title	Vacancies
11837	Wilkes-Barre Call Center	Commercial Universal Agent	1
11837	Wilkes-Barre Call Center	Control Desk Administrator	1
11837	Wilkes-Barre Call Center	Customer Service Representative I	33
11837	Wilkes-Barre Call Center	Development & Quality Specialist	1
11837	Wilkes-Barre Call Center	Lead Customer Service Rep	1
11837	Wilkes-Barre Call Center	Network Cost Analyst	1
11837	Wilkes-Barre Call Center	Network Engineer	2
11837	Wilkes-Barre Call Center	Order Entry Specialist	8
11837	Wilkes-Barre Call Center	Outbound Telesales Representative	6
11837	Wilkes-Barre Call Center	Project Manager 2	1
11837	Wilkes-Barre Call Center	Quality Assurance Specialist	1
11837	Wilkes-Barre Call Center	Retention Team Representative	18
11837	Wilkes-Barre Call Center	Revenue Assurance Analyst 1	1
11837	Wilkes-Barre Call Center	SUPV, Customer Care	1
11837	Wilkes-Barre Call Center	SUPV, Retention Team	1
11837	Wilkes-Barre Call Center	Telesales Representative	13
11837	Wilkes-Barre Call Center	Telesales Supervisor	1
11837	Wilkes-Barre Call Center	Vice President, Care	1
		Total	92

FCC Annual Report
 Wilkes-Barre, PA
 Recruitment Sources Utilized for Vacancies Filled - 76.1702(b)(2)
 July 15, 2008 - July 14, 2009

Name of Source	Address	City	State	Zip	Phone	email	Contact Name
Success Advertising	1831 Chestnut Street	Philadelphia	PA	19103	215-665-1955	rlu@successadv.com	Regina Liu
OneSource Staffing Solutions	1124 Highway 315	Wilkes-Barre	PA	18702	570-825-2105	trishg@OneSourceStaffing.com	Trish Gallagher
RCN Website - Careers Page	196 Van Buren Street	Herndon	VA	20710	703-434-8275	Albert.Williams@rcn.net	Albert Williams
RCN Employee Referral Program	100 Baltimore Drive	Wilkes-Barre	PA	18702	570-270-1217	maureen.hornlein@rcn.net	Maureen Hornlein
RCN Internal Job Posting - Internal Candidates	196 Van Buren Street	Herndon	VA	20710	703-434-8275	Albert.Williams@rcn.net	Albert Williams
Monster.com	146 Main Street	Maynard	MA	01754	978-461-8000	andrew.thiel@monster.com	Andrew Thiel
Careerbuilder.com	180 LaSalle	Chicago	IL	60611	773-527-6992	janya.burmistrz@careerbuilder.com	Tanya Burmistrz
Wilkes University	84 West South Street	Wilkes-Barre	PA	18766	570-408-4060	careers@wilkes.edu	Carmille Kaschak
Penn State University	Old Route 115	Lehman	PA	18627	570-675-9124	ggwt10@psu.edu	Geraldine Wall
Chamber of Commerce - Job Fair	2 Public Square	Wilkes-Barre	PA	18702	570-823-2101	wbcofc@wilkes-barre.org	Jane Ashon
Wisecorrida University	Lake Street	Dallas	PA	18612	570-674-6400	www.collegecentral.com/miseri	

FCC Annual Report - Wilkes-Barre, PA
 Recruitment Source Evaluation - 76.1702(b)(4)
 July 15, 2008 through July 14, 2009

Referral Type	# of Applicants	# of Interviewees	# of Hires
Former Employee of RCN	122	47	33
Newspaper	25	8	1
Monster.com	42	12	2
RCN Website	167	29	7
Internal Candidates	57	43	14
Job Fairs	18	0	0
Local Job Boards	2	0	0
Staffing Agencies	14	0	0
Contractors	1	0	0
Employee Referral	97	30	11
Careerbuilder.com	207	46	9
Other	84	9	5
Word of Mouth	90	21	10
Local College Boards	5	0	0
Billboards	4	0	0
Media Advertisement	7	0	0
Channel 4	19	1	0
Open House	3	0	0
Channel 8	2	0	0
Professional/Business Referral	4	0	0
Local Employment Commission	4	0	0
Payment/Demo Center	5	2	0
TOTAL	979	248	92

RCN Corporation - Wilkes-Barre, PA
 FCC General Recruitment Report - 76.1702(b)(3)
 July 15, 2008 through July 14, 2009

Outreach Efforts	Sponsor	Date	Description
Employee Training	RCN	August 2008	ICOMS 8.1 upgrade Training
Employee Training	RCN	August 2008	CRM/Salsforce Training Phase II training
Employee Training	RCN	September 2008	Code of Business Conduct Training for all employees. Harassment policy also reviewed at this time
High School Student Visit	RCN	October 2008	Pittston Area HS student visit - 17 students and 3 teachers
Employee Training	New Horizons/WenNet/RCN	November 2008	Access Level 1 Training
Employee Training	New Horizons/WenNet/RCN	November 2008	Excel Level 1 Training
Employee Training	New Horizons/WenNet/RCN	December 2008	SQL Training
Employee Training	RCN	March 2009	Met with supervisors and above to review the Employee Free Choice Act
Job Fair	Chamber of Commerce	April 2009	Attended job fair to distribute company information
Employee Training	New Horizons/WenNet/RCN	April 2009	Correcting Performance Problems
Day of Caring	United Way	May 2009	18 Employees volunteer at the Jewish Community Center
Employee Training	New Horizons/WenNet/RCN	June 2009	Business Etiquette
Employee Training	New Horizons/WenNet/RCN	June 2009	SQL Training
Employee Training	New Horizons/WenNet/RCN	June 2009	Excel Level 2 Training
Employee Training	New Horizons/WenNet/RCN	June 2009	Coaching Training
Employee Training	New Horizons/WenNet/RCN	June 2009	Frontline Leadership Training