

<small>Federal Communications Commission Washington, D.C. 20554</small>	<small>OMB 3060-1033 September 2003</small>	<small>FOR FCC USE ONLY</small>	
FCC 396-C			
Multi-Channel Video Program Distributor EEO Program Annual Report		<small>FOR COMMISSION USE ONLY FILE NO. -</small>	
Read INSTRUCTIONS Before Filling Out Form			
SECTION I IDENTIFYING INFORMATION			
A. Name of Operator: RCN TELECOM SERVICES, LLC			
MSO Name: RCN TELECOM SERVICES, LLC			
B. Employment Unit's Mailing Address 650 COLLEGE ROAD EAST SUITE 3100			
City PRINCETON	State NJ	Zip Code 08540-	
FCC Registration Number:			
Emp. Unit ID # 11970			
Application Purpose <input checked="" type="radio"/> New Program Report <input type="radio"/> Amendment to Program Report			
<input type="checkbox"/> Supplemental Investigation Sheet (SIS) Attached			
C. County and State in which unit's employment office is located COOK, IL			
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) 07/15/2012-07/14/2013			
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. NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS.			
<div style="border: 1px solid black; padding: 2px; display: inline-block;">Exhibit 1</div>			
<div style="display: flex; justify-content: space-around; margin-top: 10px;"><div style="border: 1px solid black; padding: 2px 10px;">Validate</div><div style="border: 1px solid black; padding: 2px 10px;">Save</div><div style="border: 1px solid black; padding: 2px 10px;">Edit FRN</div><div style="border: 1px solid black; padding: 2px 10px;">Menu</div></div>			

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

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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 VICE PRESIDENT, HUMAN RES
Date 9/24/2013	Name of Respondent KENNETH CONRAD
Telephone No. (include area code) 6096812189	

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).

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FCC/EEO Program Annual Record
LOCATION NAME
Full Time Vacancies - 76.172(b)(1)
July 15, 2012 through July 14, 2013

FCC Unit ID #	Description	Job Title	Vacancies
11970	Chicago Market	access Sales Account Executive	1
11970	Chicago Market	C1 Direct Sales Rep	7
11970	Chicago Market	Commercial Access Manager	1
11970	Chicago Market	Customer Satisfaction Tech 2	2
11970	Chicago Market	Dara Technician	1
11970	Chicago Market	Direct Sales Rep	8
11970	Chicago Market	Director Small Business	1
11970	Chicago Market	Dispatcher	1
11970	Chicago Market	Enterprise Sales Manager	1
11970	Chicago Market	Project Manager	3
11970	Chicago Market	Quality Assurance Coordinator	1
11970	Chicago Market	Sales Engineer	1
11970	Chicago Market	Small Business Enterprise Rep	1
11970	Chicago Market	Small Business Sales Manager	1
11970	Chicago Market	Total	30

FCC Annual Report							
		Location					
Recruitment Sources Utilized for Vacancies Filled - 76.1702(b)(2)							
July 15, 2012 - July 14, 2013							
Name of Source	Address	City	State	Zip	Phone	email	Contact Name
Monster.com	622 Third Avenue, 37th Floor	New York	NY	10017	212-548-8345	stacey.shub@monster.com	Stacey Shub
IL Department of Employment Security					773-838-6413	sandra.jamison@illinois.gov	Sandra Jamison
Career Fairs	20 S. Grove St Suite 203	Carpentersville	il	60110	866-342-9881	dixiet@citycareerfair.com	Dixie
David Gomez and Associates	65 East Wacker Place, Suite 1610	Chicago	il	60601	(312) 279-2010	dgomez@dgai.com	david gomez
Addeco	5501 North Cumberland Avenue Suite 101	Chicago	IL	60656	773-380-0815	sameer.jafrani@addeccona.com	Sameer Jafrani
Devry Universtiy	3300 North Campbell Avenue	Chicago	IL	60618	773.697.2045	jkrause@devry.edu	Judy Krause
Latpro	3980 North Broadway suite 103-	Boulder	CO	80304	(954) 727-3840	wkall@LatPro-inc.com	Wendy Kall
IL Institute of Technology	3241 S. Federal Street	Chicago	IL	60616	(312)567-6482	swilli26@iit.edu	Shirlean Williams
Triumph Marketing	21507 Manorview Circle	Germantown	MD	20876	352-234-3302	Racheal_Hannah@triumph-communication.com	Racheal Hannah
Career Builder	200 N. Lasalle	Chicago	IL	60611	773-353-2617	Andrew.Carpenter@careerbuilder.com	Andrew Carpenter
Northwestern College							
Wilbur Wright College	4300 N. Narragansett Ave	Chicago	IL	60634	7734818527	jreaves@ccc.edu	Joe Reaves
Advanced Resources	200 W. Jackson Blvd Suite 1700	Chicago	IL	60606	3124229333	kpardi@advancedresources.com	Katrina Pardi
Diversity Job Fairs							
Illinois Skills Match/Illinois Dept. of Employment Security	2550-M West Addison	Chicago	IL	60618	773-296-6021	james.johnson6@illinois.gov	James Johnson
Westwood College	17 North State Street 3rd Floor	Chicago	IL	60602	312-739-0850	alumni@westwood.edu	
PSI National Diversity Job Fair	1809 S. Plymouth Rd.#350	Minneapolis	MN	55305	800-390-5561	pamolson@psijobfair.com	Pam Olson
Chicago Workforce Development Center	7500 S. Pulaski Road Bldg #100	Chicago	IL	60652	773-884-7000 ext 23	cfortuna@eesforjobs.com	Claudia Lopez-Fortuna
Illiois Department - Employment	2444 West Lawrence Avenue	Chicago	il	60625	773-334-6646		
Salvation Army	1515 W. Monroe St	Chicago	IL	60607	312-421-5753	Marilyn_Scharko@usc.salvationarmy.org	Marilyn Scharko
Career Builder	200 N. LaSalle St. suite 1100	Chicago	IL	60601	202-747-5987	jodie.kubiak@careerbuilder.com	Jodie Kubiak
Diversified Search Services	20 North Wacker Drive, Suite 14	Chicago	IL	60606	312-332-4164	carlisa@diverssvs.com	Carlisa Lee
Staffing Now	750 W. Lake Cook Rd.	Buffalo Grove	IL	60089	847.325.2980	dfiorelli@staffingnow.com	Dina Fiorelli
Central Management Services	100 W. Randolph, Ste.3-300	Chicago	IL	60601	312-814-3844	Olga.Iniguez@Illinois.gov	Iniguez, Olga
Cosmopolitan Community Church	5249 South Wabash Avenue	Chicago	IL	60615	773-838-6413	Sandra.Jamison@Illinois.gov	Sandra Jamison
Harmony Health Plan of Illinois a WellCar	200 W. Adams Street, Suite 800	Chicago	IL	60606	312-630-2025 x1940	maurice.miles@wellcare.com	Maurice Miles
Daley College	7500 S. Pulaski Road	Chicago	IL	60652	773-838-7597	mcrofton1@ccc.edu	Monica M. Crofton
Advanced Resources	200 West Jackson Boulevard, S	Chicago	IL	60606	312-422-9333	kpardi@advancedresources.com	Katrina Pardi
Truman College	4740 N. Sheridan Road	Chicago	IL	60640	Ph: (773) 334-4747	aplacek@desiatchicago.com	Alan J. Placek
Chicago Public Schools					(773) 553-1000	mrford-steele@cps.k12.il.us	Maji Ford-Steele
Advanced Resources	125 S. Wacker, 27th floor	Chicago	IL	60606	773-424-0300	jenna.piasecki@addisongroup.com	Jenna Piasecki

Competitive Telecoms Group						914.556.6040 (O)	Matthew DeMartino
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<div> <div>Location</div> <div> <div>RCN Corporation</div> <div>FCC General</div> </div> </div>			
<div> <div>Recruitment Report - 76.1702(b)(3)</div> <div>July 15, 2012 through July 14, 2013</div> </div>			
Outreach Efforts	Sponsor	Date	Description
Career Fair	IIT	09/20/12	Job fair
	Latpro	3/14/2013	Job fair
	City Career Fair Productions	4/23/2013	Job fair
	Northwestern College	5/16/2013	Job fair
	St. Augustine College	5/10/2013	Job fair
Candidate Referrals			
	Addeco	Ongoing	Provided Warehouse and Customer Service Candidates
	Salvation Army	Ongoing	Provided Candidates for all open positions
	Linkedin.com	Ongoing	Recruited for various positions
	RCN.com	Ongoing	Recruited for all open positions
	Devry	Ongoing	Recruited for all open positions
	Westwood College	Ongoing	Recruited for all open positions
	David Gomez and Associates	1/2013-7/2013	recruiter for open commercial management positions
	SCTE	Ongoing	recrutied for open management positions
	Monster	Ongoing	recrutied for open sales positions
	Malcom X College	Ongoing	Recruited for all open positions
	Northwestern College	Ongoing	
	Addison Group	Ongoing	Provided Candidates for payment center position
	Competitive Telecoms Group	Ongoing	provide commecial sales candidates
Training			
	National Seminar Training	Ongoing	management and supervisor training
	Management Development Training	Ongoing	management and supervisor training
	Disc Profile Training	Ongoing	management and supervisor training
	Disc Profile Training	Ongoing	resi sales staff

[illegible]

FCC Annual Report
Location
Source Recruitment Evaluation - 76.1702(b)(4)
July 15, 2012 through July 14, 2013

Referral Type	# of Applicants	# of Interviewees	# of Hires
3rd Party	53	36	5
Bill Board	3	0	0
CareerBuilder	79	17	3
CareerLink	7	3	0
College Board	3	0	0
Contractor	8	2	1
Employee Referral	66	33	3
Indeed.com	338	89	3
Internal Candidates	25	18	4
Job Fair	28	14	2
Local Employment commission/UE Job Board	16	2	0
Media Advertisement	14	2	0
Monster	51	25	0
Newspaper	8	3	0
Open House	9	3	0
Professional/Business Referral	33	18	4
Professional Job Board	24	10	0
RCN Website	253	105	4
Rehire/Former Employee	7	5	1
TOTAL	1025	385	30