



FCC Report (August 16, 2008 – August 15, 2009)

1. The following is a list of all full-time vacancies filled by Bright House Networks, *Tampa Bay Division, Pinellas Region*, and *ABS* from August 16, 2008 through August 15, 2009, identified by job title:

JOB TITLE	TOTAL HIRES
Senior Systems Administrator	1
Manager of Operations Support Services	1
PT-25 hrs Outbound Sales Telemarketing	8
Telecom Analyst	1
Business Manager	1
Dedicated Access Sales Manager	1
Human Resources Specialist	1
Senior Vice President of Operations	1
Business Analyst Project Manager	1
Shipping & Receiving Clerk I	1
Business Solutions Support Technician I	27
Business Analyst (Customer Care)	1
Business Analyst (Operations)	2
Voice Provisioning Specialist I	2
Dedicated Access Account Executive	3
Commercial Sales Specialist (Outside)	5
Commercial Sales Specialist (Inside)	4
Accounting Manager	1
Outbound Support Representative	1
Producer	1
System Support Specialist	1
Marketing Coordinator/Outbound Coordinator	1
Telecollections Representative	2
PT 25 hrs Outbound Sales Representative	2
Sales Operations Analyst	1
Field Inspector I	6
Customer Support Specialist I	54
Outbound Relationship Representative ORR	1
Telecom Administrator	1
Financial/Business Analyst	1
Business Solutions Field Technician	18
Business Support Specialist	1
Sales Supervisor, Commercial (Outside)	1
Technical Writer	1
Staff Accountant	2
Learning & Development Documentation Spec	1

Work Force Management Coordinator	1
Senior Manager, Service Delivery	1
Quality Program Supervisor	1
Discount Maintenance Coordinator	1
Billing Systems Support Supervisor	1
Finance Intern	1
Senior Systems Administrator-Exchange/Messaging	1
Senior Systems Administrator	1
Subscriber Management System Specialist	1
Technical Event Coordinator I	7
Data Center Facilities Technician III	1
Marketing Manager: Broadcast and Production	1
Advertising Sales Coordinator	1
Knowledge Management Writer	2
Billing Platform Operations Specialist	1
Marketing Intern	2
Installer (Commissioned)	7
Service Technician	8
Customer Care Professional I	47
Lead Installer	1
Billing Coordinator I	1
Rep I, Lobby/Retail Customer Service	2
Customer Sales Coordinator	1
Power Supply Tech I	1
Supervisor Sales	1
QA Technical Support Specialist	2
Warehouse Person I	5
Manager, Marketing	1
Specialist, Installation	1
Customer Care Specialist	1
Lead Signal Leakage Technician	1
Customer Care Supervisor	1
Direct Sales Representative - MDU	1
Tech I, Service	12
Service Supervisor	1
Coordinator I, Technical Support	1
Lead Broadband Technician	1
System Tech I	1
KANA E-Care Lead	1
Signal Leakage Tech I	1
E-Care Specialist	6
Tech I, Head end	1
Bi-Lingual Customer Sales Professional	1
Inside Sales Representative	1
Installation Lead	1
Voice Services Lead	1
Financial Reporting Specialist	1
Customer Support Lead	4

Business Solutions Support Supervisor	2
Customer Support Representative	6
Business Solutions Logistical Technician	2
Billing Specialist	1
Business Solutions Support Services Lead	2
Business Solutions Field Lead	2
Sales Support Lead-Business Solutions	1
Sales Support Coordinator	1
Sales Support Quality Assurance Inspector	1
Business Solutions Support Lead	1
TOTAL	317

2a. The following is a list of recruitment sources used to fill each vacancy identified in number 1 above:

Haley Louen WorkNet Pinellas 13805 58 th Street N Ste 2-140 Clearwater, Fl 33760	David Archie Citizen Alliance for Progress 400 South Walton Ave Tarpon Springs, Fl 34689	Lam Nguyen Employment and Tng 2410 N Tampa St Tampa, Fl 33602
Larry Goldsmith St. Petersburg College 2465 Drew Street Clearwater, Fl 33733	Katrissa Winston Pinellas County Urban League 333 31 st Street N St. Petersburg, Fl 33713	Toni Riggs ITT Technical Institute 4809 Memorial Highway Tampa, Fl 33634
Angela Rosario Jobing.com 5301 West Cypress St Tampa, Fl 33607	Marty Tschiderer Florida Metropolitan Univ 2471 McMullen Booth Rd Clearwater, Fl 33759	Captain Michael Meza US Army Recruiting Cmd 9500 Kroger Blvd Ste 110 St. Petersburg, Fl 33702
Ron Strother Today's Staffing 13535 Feather Sound Dr Suite 100 Clearwater, Fl 33762	Letha Smithson US Dept of Veterans Affairs 10000 Bay Pines Blvd Bay Pines, Fl 33744	Alphonso Alston KForce 1001 East Palm Ave Tampa, Fl 33605
Karen Sidbury St. Petersburg College 2465 Drew St Clearwater, Fl 33733	Lindsey Edwards CSI 4300 West Cypress Tampa, Fl 33607	Lee Roy Selmon Jr. Certified Staffing 4890 W Kennedy Ste 140 Tampa, Fl 33609

Catherine Leone Robert Half 401 E Jackson St Tampa, Fl 33602	Bill Swales Apprenticeship Consultant Pinellas County Schools 301 4 th Street SW Largo, Fl 33779	Debbie Hoffman Remington College 8550 Ulmerton Road Unit 100 Largo, Fl 33771
Shari Weinbach Careerbuilders.com 366 Madison Ave New York, NY 10017	Chris von Obenauer AARP 330 5 th St N St. Petersburg, Fl 33701	Douglas Smith Latpro 3050 Universal Blvd Ste 120 Weston, Fl 33331
Arlene Williams WorkNet Pinellas-Job Corp 4140 49 th Street N St. Petersburg, Fl	Kelly Roque Professional Placement Gp 11326 Laurel Brook Riverview, Fl 33569	Marlina McClure Workforce Alliance 5701 E Hillsborough Ave Tampa, Fl 33610
Alizza Hall Eckerd College 4200 54 th Ave S St. Petersburg, Fl 33711	Christy Valiente Bernard Hodes Group 14502 N Dale Mabry Hwy Tampa, Fl 33618	Christopher Pitisci Evan Thomas 111 S Albany Ave Tampa, Fl 33606
Larry Ruegger Pinellas Technical Ed Ctr 6100 154 th Ave North Clearwater, Fl 33760	Giselle Moto Diversity Staffing Solutions 5035 Busch Blvd Tampa, Fl 33617	Kate Saksefski Division of Voc Rehab 11351 Ulmerton Road Largo, Fl 33778

2b. The following is a list of the recruitment sources, if any, who requested notification of vacancies: All agencies have been notified that all employment vacancies and openings are captured on our website; www.mybighthouse.jobs.

3. The following is a list of recruitment sources that referred any employees that were hired since August 16, 2008:

SOURCE	TOTAL NUMBER HIRED
ACSYS	1
BHN Website	51
CareerBuilder	11
Client Referral	4
Employee Referral	61
Internal	141
ITT	1
Job Fair	7
Jobing.com	5
KForce	2
Other Source	1

Phone Inquiry	2
Remington College	1
TBWF Alliance	1
WorkNet Pinellas	8
Bill Insert	1
Former Employee	3
Evan Thomas Associates	3
Executive Referral	1
Ferreri Search	2
Local	1
Walk In	1
TOTAL	309

4a. The total number of persons that were interviewed for full-time vacancies since August 16, 2008:

1330

4b. Of those persons interviewed, the following is each recruitment source utilized in connection with the vacancies that existed since August 16, 2008: All of the above were fully engaged including Bright House Networks Website, jobing.com, WorkNet Pinellas' WorkNet Wednesday, Employment Guide, Tampa Bay Advertising Federation and AD 2 Tampa Bay Job Bank.

5. Since August 16, 2008, the following are the longer term recruitment initiatives engaged in by our regions: (list and provide a brief description of each initiative)

- a) The Tampa Bay Division continued its employee referral program that boasts a \$500.00 referral bonus
- b) During the reporting period, Bright House Networks and the recruiting team in conjunction with the Marketing Department forged a relationship with the Art Institute of Tampa to start an internship program. This intern program is slated to assist the marketing department in the standing up of their new studio.
- c) Pinellas, Division, and ABS sponsored over 19 job fairs/career events and college recruiting sessions, both as part of an established organizations' job fair portfolio, on-site recruiting efforts and off-site events in support of the communities non-profit organizations.
- d) The Tampa Bay Division maintains continuous vigilance and communications with the community minority and women's organization for referrals. We will continue to search for additional organizations to provide us with qualified and diverse candidates.
- e) The Tampa Bay Division continually participates in WorkNet Pinellas Job Fairs and recruiting and market trending trainings. We have also partnered with

- WorkNet Pinellas in support of their WorkNet Wednesdays and have consistently provided our employees as guest lecturers at their regularly scheduled Professional Placement Networks and the Transitioning Executives Network sessions. The recruiting efforts are also extended to support the efforts of the Pinellas County Urban League, the Tampa Mayor's Annual Disabilities Job Fair, the Boley Centers and a variety of career events targeting our returning veterans.
- f) The recruiting team participated in the 2nd Annual Professional Mixer. The purpose of the mixer is to gather degreed and displaced professionals in a non-threatening/social environment to meet and greet members of the corporate community to network for employment. Both events, to date, have been a resounding success
 - g) The Division continues to reach out via the Internet and advertise periodically and specifically for minority and woman's sites.
 - h) Bright House Networks actively participates in a US Army initiative called PaYs (Partnership for Youth Success). This program allows young soldiers that have a desire to get into telecommunications upon release to communicate with the recruiting team and we don't guarantee employment, but an interview for a position in which they are qualified
 - i) The recruiting team was instrumental in forging a partnership with local corporate recruiters in the Carillon complex. We meet periodically to discuss best practices and to share new and innovative ideas to recruiting.
 - j) Bright House Networks – The Tampa Bay Division undertakes special employment and community outreach programs such as:
 - Pinellas has one management level employee that is an active board member with the Pinellas County Urban League
 - Pinellas has one management employee that are active board members at St Petersburg College and serves on the Board of Directors for Operation PAR
 - Pinellas County is uniquely involved in Junior Achievement
 - Assisting with outplacement/recruiting of those organizations that are suffering layoffs. These efforts have been conducted in conjunction with Right Management