



**PUBLIC FILE REPORT**  
August 16, 2008 – August 15, 2009

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

<b>JOB TITLE</b>	<b>TOTAL HIRES</b>
Service Technician I	11
MDU Direct Sales Representative	1
Outbound Proactive Customer Care Representative	6
Direct Sales Representative SFU	1

- 2 a) The following is a list of recruitment sources used to fill each vacancy identified in number 1 above: **(Please refer to Exhibit A)**

Barbara Giltner JOB Etc 1112 Manatee Ave E Bradenton, FL 34208	Giselle Moto Diversity Staffing Solutions 5035 Busch Blvd Tampa, Florida 33617
Shari Weinbach Career Builders 366 Madison Ave New York, NY 10017	Larry Ruegger Pinellas Technical Education Center 6100 154 <sup>th</sup> Avenue North Clearwater, Florida 33760
Company website: www.mybriighthouse.jobs Applicants may go online to the website listed above, view all openings, and actually apply on line by posting their resume. The software system is called Open Hire.	Company Intranet Site: Internal candidates can sign onto our Intranet to apply for openings throughout the company through the Open Hire system.
Job/Career Fairs: Our recruitment team participated in 19 job/career fairs during the reporting period.	Employee Referral Program: Employee referrals are one of the most effective sources of future employees. "Quest for the Best" has been designed to reward current employees for their efforts in referring top notch candidates to our company.
Television Commercials: We have run commercials through cross-channels advertising our	Job Fairs: The Recruiters attended eleven (11) job fairs, three (3) Career Events, one (1) college recruiting event, one (1)

job website.	outplacement event at a company who was disbanding their call center, and one (1) professional mixer held by the local Workforce Board.
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- b) The following is a list of recruitment sources, if any, who requested notification of vacancies this period:

Ms. Barbara Giltner  
Employee Representative  
JOBS, Etc.  
1112 Manatee Avenue East  
Bradenton, FL 34208

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

	No. of Applicants	No. of Hired
Advertisement	4	
Agency	7	0
Bill Insert	11	0
Bright House Networks Website	843	6
CareerBuilder	249	0
CAREERBUILDER.COM	27	0
Client Referral	26	0
College Recruiting	4	0
Craig's List	14	0
DeVry	1	0
Employee Referral	220	6
Employee Referral	3	0
Former Employee	40	0
INTERNAL	43	5
ITT Technical Institute	9	0
Job Fair	30	1
Job Posting	7	0
Jobing.com	35	0
JobNews	15	0
local	1	0
MultiChannel News	24	0
Open House	2	0
Other Source	9	0
Phone Inquiry	24	1
Remington College	2	0

School	3	0
SimplyHired.com	2	0
St. Leo University	1	0
Tampa Bay Workforce Alliance	5	0
University of Tampa	1	0
USF	9	0
Walk-In	113	0
WorkNet Pinellas	16	0
WorkTampaBay	2	0
<b>TOTAL</b>	<b>1802</b>	<b>19</b>

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4. a) The total number of persons that were interviewed for full-time vacancies since August 16, 2008 is: **110**
- b) Of those persons interviewed, the following is each recruitment source utilized in connection with the vacancies that existed since August 16, 2008:

<b>Bright House Website</b>	Outbound Proactive Rep., MDU Direct Sales Rep, Service Technician, Direct Sales Rep.
<b>Career Builder Website</b>	Service Tech, MDU Direct Sales, Outbound Proactive Rep. , Direct Sales Rep.
<b>College RecruitingSchool</b>	Service Technicians, MDU Direct Sales
<b>Employee Referral</b>	Service Tech, MDU Direct Sales Rep, Outbound Proactive Rep., Direct Sales Rep.
<b>Job Fair (Unspecified)</b>	Service Tech, MDU Direct Sales, Direct Sales Rep., Outbound Proactive Rep.
<b>Internal Job Postings</b>	MDU Direct Sales, Service Tech, Outbound Proactive Rep.
<b>Other Websites</b>	Service Technician, MU Direct Sales, Direct Sales Rep., Outbound Proactive Rep.
<b>Bill Inserts</b>	Service Tech, Outbound Proactive Rep.
<b>Workforce Boards</b>	Service Tech, Outbound Proactive Rep., MDU Direct Sales Rep
<b>Walk-In/Phone In</b>	CSR (Outbound), Service Tech
<b>Other Sources</b>	Service Tech, Outbound Proactive Rep., MDU Direct Sales Rep., Direct Sales Rep.

5. Since August 16, 2008 the following are the longer term recruitment initiatives engaged in by the Manatee Region of the Tampa Bay Division:

- a) **Participation in job fairs.** Since August 16, 2008, we have participated in eleven (11) job fairs, three (3) Career Events, one (1) college recruiting event, one (1) outplacement event at a company who was closing its call center, and one (1) profession mixer held by the local workforce board. The Manatee Chamber of Commerce Spring Career Fair was held in March 2009.. Our openings receive additional exposure via our recruiter, who participates in a variety of job fairs throughout the Tampa Bay area.
- b) We participated in one additional Manatee County career fair in the Spring of 2009 (Chamber of Commerce) and continued to have a presence at additional job fairs via our division recruiter. Our outreach efforts at other job fairs combined with the large number of hits on the BHN career website have produced such tremendous results that we have not found it necessary to host an on-site job fair at our Manatee location during this reporting period.
- c) **Provide training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination.** Bright House Networks is committed to providing a professional work environment, free of harassment of any kind, including sexual harassment or harassment on the basis of race, religion, color, disability, age or national origin. We update our management team regarding our corporate AAP and anti-harassment policies each year and encourage employees to report their concerns to any member of management. During this reporting period, through our orientation program, referred to as “Bright Beginnings, all new hire employees receive both a Policy Prohibiting Unlawful Harassment and Affirmative Action Policy Statement. HR personnel discusses the companies zero tolerance of harassment. In 2008 and 2009, the Learning and Development department along with Human Resources rolled out a “*Professional Interviewing Skills*” module which is a full day of training and covers the legal aspects of recruiting, interviewing and hiring qualified candidates. This training is required coursework for all Directors, Managers, Supervisors and Leads and is utilized by all involved in the hiring process. Two other training courses offered to the Leadership Team are “*Management Guidelines*” and with diversity module “*Speaking Up For Respect*” These classes are certification courses for the management team here in Manatee.
- d) **Establishment of training programs for system personnel to acquire skills necessary for higher-level positions (more than ordinary training for current position).** During this reporting period, we are participating in the eleventh year of a regional developed cross-training program that covers all facets of cable. The program, entitled “*University of Cable Excellence*” allows hourly and management level employees to train with other department employees in their jobs for a pre-determined period and exposes them to other areas of interest within the cable industry. In addition to the cross-training program, our employees are made aware of the division-wide program “*Bright House Networks University*” which provides certificate programs that represent a collection of skill building courses that address “competencies for success” in specific areas of Professional Work, Supervision and Leadership Skills. Another initiative is the “*Women’s Leadership Circle*”, which consists of a series of seminars, readings, mentoring opportunities and workshops. It is designed to coincide with specific leadership competencies within the Management Development Program(s). Customer service, sales and employee development curriculum, designed by outside consulting firms, is delivered by our in-house Learning & Development staff to employees in an effort to increase their sales skills and provide them with tools to advance their business goals and commitments. Additionally, our trainers provide courses in soft-skills and coordinates computer-skills training. Our educational

assistance program allows employees to take accredited college courses with reimbursement at 100% on books, labs, and tuition for job or career related courses at the undergraduate level and 50% for graduate level courses. In 2008 and first quarter 2009 Division Recruiting department developed an in-house training module specifically targeting internal employees that assists them in career-pathing within the company. The module includes information on resume preparation, how to interview well and identifying a match between employee talent and requirements for the desired job

- e) **Establishment of internship and apprenticeship programs designed to assist members of the community to acquire skills needed for cable or MVPD employment.** During the summer months of 2009 we hosted seven intern students, providing them with a real-life experience of a position within our business. Four of the student have stayed on and have transitioned to part-time status. Our internship program has been very rewarding over the last several years. In 2009 we had two high school students come into our workplace to shadow in career areas they were interested in. We had one work in Human Resources for one week and another student join our Public Relations team for a two week period. This program has been successful at assisting students with an easier transition from school to work. The recruitment, selection, employment and training of apprentices shall be without discrimination because of race, color, religion, national origin, or sex. Bright House Networks will take affirmative action to provide equal opportunity in Apprenticeship.
- f) **Community support efforts and involvement with employment-related programs.** The Manatee Region is actively engaged in the community in which we serve and is proud to have members of our management team serving on the boards of directors for the following community outreach and employment-related programs, as well as provide financial assistance for these organizations:
- United Way of Manatee County
  - Manatee Chamber of Commerce / Economic Development Council
  - Anna Maria Island Chamber of Commerce
  - Junior Achievement of Sarasota/Manatee County
    - Board membership, classroom volunteers, fundraising support
  - PACE Center for Girls (School for at-risk girls)
  - Boys and Girls Club of Manatee County
  - Manatee Educational Foundation
  - Manatee Young Professionals
  - St. Stephen's Episcopal School
  - South Florida Museum
  - Whitney Bank
  - Manatee Library Foundation
  - Friends of Public Health
  - Leadership Manatee
  - Economic Development Council
  - Just for Girls
  - Arts Council of Manatee County
  - Women in Cable Telecommunications-Greater Florida Chapter
  - MTI Advisory Council
  - Bayshore Gardens Parks and Recreation
  - Society of Cable Telecommunications Engineers – Central Florida Chapter

- Keep Manatee Beautiful
- Florida Utilities Coordination Committee
- FDOT District One Manatee Utilities Committee
- Florida Blood Services
- Manatee County Sheriff's Office
- Big Brothers, Big Sisters of Manatee County
- Sarasota-Manatee Human Resources Association
- Crime Stoppers of Manatee County