



FCC Report (August 16, 2007 – August 15, 2008)

1. The following is a list of all full-time vacancies filled by Bright House Networks, *Tampa Bay Division, Pinellas Region, NOC and ABS* from August 16, 2007 through August 15, 2008, identified by job title:

JOB TITLE	TOTAL HIRES
Accounting Manager	1
Accounts Payable Coordinator I	1
Administrative Assistant I	1
Billing Analyst	1
Billing Services Supervisor	1
Billing System Specialist	2
Business Analyst	1
Business Solutions Field Technician	8
Business Voice Provisioning Specialist	3
Capital Analyst	1
Controller	1
Courier	1
Creative Services Producer	1
Customer Care Manager	2
Customer Contact Applications Developer	1
Customer Support Specialist I	7
Data Administrator	1
Director of Marketing	1
Discount Maintenance Manager	1
Division President	1
Electrician	1
Employer Relationship Analyst	1
Employer Relationship Representative	2
Facilities Maintenance Technician II	1
Fleet Coordinator	1
Imaging Clerk	1
Knowledge Base Editor	1
Manager of Operations Support Services	2
Marketing Coordinator	1
Marketing Intern	2
Mechanic III	2
New Media Marketing Specialist	1
Operations Analyst	1

Outbound Call Center Supervisor	1
Outbound Support Representative	2
Payroll Administrator	1
Payroll Supervisor	1
Program Manager	1
PT- Outbound Sales Telemarketing	3
Quality Assurance Specialist I	3
Quality Assurance Specialist II	2
Report Analyst	1
Senior Manager, Human Resources	1
Senior System Support Specialist	1
Shipping and Receiving Clerk	1
Staff Accountant	2
Subscriber Management System Specialist	1
System Support Specialist	1
Systems Security Administrator	2
Telecollection Representative	1
Telecollection Representative (PT)	2
Teleom Analyst	1
Traffic Analyst I	2
Website Manager	1
Workforce Management Analyst	1
Billing Specialist	1
Business Solutions Field Technician	13
Business Solutions Support Technician I	7
Business Voice Provisioning Specialist	3
Commercial Sales Specialist (Inside)	3
Commercial Sales Specialist (Outside)	3
Customer Support Lead	5
Customer Support Specialist	23
Customer Support Specialist I	66
Customer Support Supervisor	3
Director of Business Solutions	1
Enterprise Services Administrator	1
Enterprise Services Product Engineer	1
Financial Reporting Specialist	1
Learning and Development Manager	1
Sales Support Coordinator	4
Mgr, Commercial Sales	1
Security Administrator	2
Sr. Customer Support Supervisor	4
Systems Administrator	1
Technical Event Coordinator I	20
Technical Operations Field Lead	2
Technical Operations Lead	1

Technical Operations Supervisor (Field)	1
Technical Specialist I	2
Voice Provisioning Specialist I	14
Voice Services Business Analyst	1
Voice Services Lead	1
Voice Services Support Specialist	2
Voice Services Supervisor	1
WFM Operations Coordinator	1
Accounting Coordinator I	1
Network Administrator I	5
Network Engineer	1
Network Administrator II	1
Network Technician I	1
NOC Business Analyst I	4
NOC Surveillance Operator I	7
NOC Technical Administrator I	1
NOC Technician I	1
OSS Manager	1
OSS System Developer II	1
OSS Quality Assurance Specialist	1
Quality Assurance Process Analyst	2
Quality Assurance Specialist	1
Server Operations Supervisor	1
Systems Admin I	1
Sr Director, NOC Operations Support	1
Systems Developer I	2
Systems Engineer I	1
Systems UNIX Administrator II	1
Video Administrator II	4
Video Operations Manager	1
Voice Administrator II	1
Billing Coordinator I	3
Branch Customer Care Professional	3
Commercial Markets –Property Solutions	1
Commercial Markets Representative	1
Coord I, Billing	2
Credit and Collections Clerk I	2
Customer Contact Professional	8
Customer Care Professional	55
Customer Care Specialist/Lead	1
Customer Care Supervisor	2
Customer Sales & Relationship Rep	3
Customer Sales Coordinator	1
Customer Sales Lead	1
Customer Service Representative	1

Customer Sales Professional I	1
Dispatch Rep I	1
E-Care Customer Support Coord	1
E-Care Customer Support Spec (Sales)	2
E-Care Customer Support Spec (Tech)	2
Engineering Assistant	1
eWorkforce Management Rep I	1
Field Inspector I	3
Field Operation Center Lead	1
Field Support Representative	4
Installer I	14
IT Specialist	1
Ld Tech, Service	1
Ld Warehouse Person	2
Ld, Cust Services Sales	1
Line Maintenance Tech, Lead	1
Market Development Representative	1
Marketing Analyst	1
Neighborhood Tech I	1
Outbound Customer Relationship Rep	19
Power Supply Technician	1
QA Specialist	1
QA Specialist (Escalation)	1
QA Specialist (Retention)	1
QC Field Inspector	2
Rep 1, Field Support	1
Rep 1, Cust Svc	3
Rep 1, Inside Sales	2
Retail Sales Associate	1
Retention Supervisor	1
Service Technician	7
Service Technician I	4
Spec Customer Care	4
Spec I, MIS	1
Spec, Retention	3
Subscriber Management Information Spc	1
Subscriber Sys Spt Spec Cust Svc	1
Supervisor, Customer Services	1
System Technician I	3
Tap Auditor I	3
Tech I, Line/Plant Maintenance	2
Tech I, Signal Leakage	1
Tech; Services	12
Technical Trainer I	1
Technical Training Specialist	1

Technical & Service Trainer	1
Warehouse Person	8
TOTAL	531

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

Sarah Whitney-Meade 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	Deborah Godfrey STARS 300 31 st Street N Ste 100 St.Petersburg, Fl 33713
Lam Nguyen Employment and Tng 2410 N Tampa St Tampa, Fl 33602	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
Larry Goldsmith St. Petersburg College 2465 Drew Street Clearwater, Fl 33733	Marty Tschiderer Florida Metropolitan Univ 2471 McMullen Booth Rd Clearwater, Fl 33759	Tom Rupp Accounting Principles 4830 West Kennedy Blvd Tampa, Fl 33609
Ron Strother Today's Staffing 13535 Feather Sound Dr Suite 100 Clearwater, Fl 33762	Captain Michael Meza US Army Recruiting Cmd 9500 Kroger Blvd Ste 110 St. Petersburg, Fl 33702	Angela Rosario Jobing.com 5301 West Cypress St Tampa, Fl 33607
John Wilke Randstad 2325 Ulmerton Road Clearwater, Fl 33762	Lindsey Edwards CSI 4300 West Cypress Tampa, Fl 33607	Letha Smithson US Dept of Veterans Affairs 10000 Bay Pines Blvd Bay Pines, Fl 33744
Catherine Leone Robert Half 401 E Jackson St Tampa, Fl 33602	Aron Downes Spartan 1447 Peachtree St Atlanta, GA 30309	Debbie Hoffman Remington College 8550 Ulmerton Road Unit 100 Largo, Fl 33771
Bill Swales Apprenticeship Consultant Pinellas County Schools 301 4 th Street SW Largo, Fl 33779	Tom Strothers Today's Staffing 13535 Feather Sound Dr Clearwater, Fl 33762	Matthew Parker SNI Financial 2002 North Lois Tampa, Fl 33607
Denise Davenport KForce 1001 East Palm Ave	Chris von Obenauer AARP 330 5 th St N	Douglas Smith Latpro 3050 Universal Blvd Ste

Tampa, Fl 33605	St. Petersburg, Fl 33701	120 Weston, Fl 33331
Jay Bridge Aerotek 5405 West Cypress St Tampa, Fl 33607	Kelly Roque Professional Placement Gp 11326 Laurel Brook Riverview, Fl 33569	Lisa Earls Software Guidance 111 2 nd Ave NE St. Petersburg, Fl 33701
Pat Russell TEK Systems 3031 N. Rocky Pointe Dr W Tampa, Fl 33607	Christy Valiente Bernard Hodes Group 14502 N Dale Mabry Hwy Tampa, Fl 33618	Kelly Garrison Personnel One 4400 118 th Ave N Clearwater, Fl 33762
Carmela Nastasi Apple One 2701 N Rocky Pointe Dr Tampa, Fl 33607	Lee Roy Selmon Jr. Certified Staffing 4890 W Kennedy Ste 140 Tampa, Fl 33609	Simon Burcham S.Com Telecommunications 3401 SW 160 th Ave Miramar, Fl 33027
Lauren Cappillita ETS Staffing 4100 W Kennedy Blvd Tampa, Fl 33609	Michael Moore RCI Recruiting Solutions 550 Heritage Drive Jupiter, Fl 33458	Christopher Pitisci Evan Thomas 111 S Albany Ave Tampa, Fl 33606
Shari Weinbach Careerbuilders.com 366 Madison Ave New York, NY 10017	Kate Saksefski Division of Voc Rehab 11351 Ulmerton Road Largo, Fl 33778	Cerrie Barouth Express Personnel 7187 66 th St N Pinellas Park, Fl 33781
Janelle Weaver Kelly Services 5201 W Kennedy Blvd Tampa, Fl 33609	Larry Ruegger Pinellas Technical Ed Ctr 6100 154 th Ave North Clearwater, Fl 33760	Arlene Williams WorkNet Pinellas-Job Corp 4140 49 th Street N St. Petersburg, Fl
Giselle Moto Diversity Staffing Solutions 5035 Busch Blvd Tampa, Fl 33617	Marlina McClure Workforce Alliance 5701 E Hillsborough Ave Tampa, Fl 33610	Ken McManaway PTEC 6100 154 th Ave N Clearwater, Fl 33760
Karen Sidbury St. Petersburg College 2465 Drew St Clearwater, Fl 33733	Barbara Giltner Jobs ETC 1112 Manatee Ave E Bradenton, Fl 34208	Sandra Hopkins Pinellas County Schools 301 4 th Street SW Largo, Fl 33770
Miles Tranchina National Aviation Academy 6225 Ulmerton Road Clearwater, Fl 33760	Alizza Hall Eckerd College 4200 54 th Ave S St. Petersburg, Fl 33711	

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 websites; www.mybriighthouse.com and/or www.mybriighthouse.jobs.

3. The following is a list of recruitment sources that referred any employees that were hired since August 16, 2007:

SOURCE	TOTAL NUMBER HIRED
Advertisement	22
Agency	5
BHN Website	101
CareerBuilder	49
Client Referral	4
FI Career Link	1
Employee Referral	94
Innovative Systems Group	1
Executive Referral	5
Former Employee	7
Internal	237
Job Fair	12
Job Posting	16
T2 Software Svcs	1
Veradus Corp	2
Other Sources	21
Phone Inquiry	1
Professional Placement Group	1
PCUL	1
Worktampabay.com	7
WorkNet Pinellas	2
College Recruiting	1
Local	2
Scherer Staffing	1
Phone Inquiry	1
Aquent	1
K-Force	1
TOTAL	597

4a. The total number of persons that were interviewed for full-time vacancies since August 16, 2007:

1048

4b. Of those persons interviewed, the following is each recruitment source utilized in connection with the vacancies that existed since August 16, 2007: All of the above were fully engaged including JobNews, MultiChannel and Craig's List..

5. Since August 16, 2007, 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) Pinellas, Division, ABS and the NOC have sponsored over 27 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.
- c) 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.
- d) 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 sessions. The recruiting efforts are also well extended to support the efforts of the Pinellas County Urban League.
- e) The Division continues to reach out via the Internet and advertise periodically and specifically for minority and woman's sites.
- f) 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
- g) The recruiting team was instrumental in forging a partnership with local corporate recruiters. This partnership formed the Recruiters Network Group where best practices are shared on a monthly basis and viable candidates are shared
- h) 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
 - One employee that's currently serving on a local Multi-Cultural Board of Directors
 - Pinellas has one employee and one management employee that are active board members at St Petersburg College and another management level employee that serves on the Board of Directors for Operation PAR
 - Pinellas County is uniquely involved in Junior Achievement
 - Two Pinellas County management level employees are involved in a Pinellas County wide initiative to support next year's launch of a Job Corps facility