

2021 FCC Unit Structure

FCC Unit: 13545 Northern New England

Address	City	State	Postal Zip Code
101 Mt Auburn Avenue	Auburn	ME	04210
4 Stephen King Dr	Augusta	ME	04330
83 Anthony Ave	Augusta	ME	04330
444 Perry Rd	Bangor	ME	04401
496 Stillwater Avenue	Bangor	ME	04401
301 Mariner Way	Biddeford	ME	04005
150 Scotts Hill Rd	East Machias	ME	04630
405 Christian Ridge Rd	Ellsworth	ME	04605
126 US Route 1	Frenchville	ME	04745
95 Bangor St	Houlton	ME	04730
37 Alfred A Plourde Pkwy	Lewiston	ME	04240
102 Main Street	Mexico	ME	04257
118 Johnson Rd	Portland	ME	04102
90 Johnson Rd	Portland	ME	04102
901 Washington Ave	Portland	ME	04103
67 Industrial St	Presque Isle	ME	04769
400 Old Country Rd	Rockland	ME	04841
860 Portland Road	Saco	ME	04072
364 Maine Mall Road	South Portland	ME	04101
16B Waterville Commons Drive	Waterville	ME	04901
19 Kimballs Ln	Wells	ME	04090
51 Main Street	Westbrook	ME	04092
148 China Rd	Winslow	ME	04901
304 North Main St 1st Fl	Barre	VT	05641
129 Red Barn Rd	Danville	VT	05828

Federal Communications Commission Washington, D.C. 20554 FCC 396-C	OMB 3060-1033 September 2003 Multi-Channel Video Program Distributor EEO Program Annual Report Read INSTRUCTIONS Before Filling Out Form	FOR FCC USE ONLY FOR COMMISSION USE ONLY FILE NO. -
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SECTION I IDENTIFYING INFORMATION

A. Name of Operator:

TIME WARNER CABLE

MSO Name:

CHARTER COMMUNICATIONS

B. Employment Unit's Mailing Address

7910 CRESCENT EXECUTIVE DRIVE

City

CHARLOTTE

State

NC

Zip Code

28217-

E-Mail Address (if available)

JENNIFER.GOAD@CHARTER.COM

FCC Registration Number:

Emp. Unit ID # 13545

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

CUMBERLAND, ME

D. Category of Respondent (check applicable box)

☐ Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V☒ 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) 7/1/2020-6/30/2021

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

SECTION II COMMUNITY INFORMATION

System Communities Comprising Local Employment Unit

Ident No.	Name of Community	Location (State)	Type
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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. [Exhibit 1]

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]

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 GVP, LABOR & EMPLOYEE RELATIONS
Date 9/28/2021	Name of Respondent KEVIN SMITH
Telephone No. (include area code) 2037054832	

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).

Exhibits

2020-2021 Recruitment Initiatives

FCC Unit: 13545 Northern New England

1. #2 - Hosting at least one job fair.

Portland, ME Brazen Hiring Event

- December 16, 2021
- Virtual
- Charter Representation: Recruiters
- Targeted Positions: All open positions
- Less than 50 attendees

2. #14 - Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination.

Workplace Expectations: Equal Employment Opportunity Requirements for Leaders and Human Resources

Are you a Leader involved in hiring or promotion decisions? Or, are you a Human Resources professional responsible for addressing Equal Employment Opportunity (EEO) requirements? By welcoming and leveraging differences, we all help build a stronger Charter. Your expertise with Charter's EEO Policy and your adherence to Federal requirements ensures all qualified individuals have equal opportunities in employment at Charter. This course will help you identify federal EEO requirements. In addition, you will learn about affirmative action plans and the role you play in applying Charter's EEO Policy relative to these topics. This required course is assigned at new hire and reassigned annually for Leaders and Human Resources employees.

2021 FCC Outreach Sources

FCC Unit: 13545 Northern New England						
Agency	Recipient Email(s)	Recipient Phone Number	Agency Address	Agency City	Agency State	Agency Zip
Asian Student Association - University of Maine	lizao.zhang@maine.edu	(207) 581-1865	Heritage House	Orono	ME	4469
Bangor National Guard Base	blair.tinkham@us.army.mil		345 Fillmore Street	Bangor	ME	4401
Bangor Vet Center	chad.becker@va.gov	(207) 947-3391	615 Odlin Road	Bangor	ME	4401
Black Student Union - University of Maine	david.g.patrick@maine.edu	(207) 581-1775	5748 Memorial Union 1st floor	Orono	ME	4469
Boston Vet Center	ellen.shaw-peterson@va.gov		7 Drydock Avenue	Boston	MA	2210
Bowdoin College	recruit@bowdoin.edu	207-721-5601	main	Brunswick	ME	4011
Bureau of Veterans' Services	mainebvs@maine.gov	(207) 430-6035	117 State House Station	Augusta	ME	4333
Career Center in Portland	ruthanne.haley@maine.gov	(207) 822-3354	185 Lancaster Street	Portland	ME	4101
CareerCenter at Presque Isle	patricia.s.perry@maine.gov	207-760-6300	66 Spruce Street	Presque Isle	ME	4769
CareerCenter at Wilton	Patricia.A.Curtiss@maine.gov	(207) 645-5800	865 US Route 2E	Wilton	ME	4294
ESGR - Employer Support of the Guard and Reserve - Augusta	greg.small@us.army.mil		1 main st	Augusta	ME	4336
Granite State College	jan.coville@granite.edu	(603) 452-1507	8 Old Suncook Road	Concord	NH	3301
Latin American Student Organization - University of Maine	aryana.fernandez@maine.edu	207-581-1775	5748 memorial Union	Orono	ME	4469
Learning Works - Youth Building Alternatives	wvoisine@jmg.org	(207) 775-0105	12 Wabanaki Way	Old Town	ME	4468
Lewiston Vet Center	erik.noll@va.gov	207-783-0068	35 Westminster Street	Lewiston	ME	4240
Middlebury Resource Center, Vermont Department of Labor - Veterans Services	Matthew.Machia@vermont.gov	(802) 652-0338	1590 U.S. 7	Middlebury	VT	5753
Mid-Maine Chamber of Commerce	patricia@midmainechamber.com	(207) 873-3315	50 Elm Street	Waterville	ME	4901
NAACP - Manchester	nhbwhp@gmail.com	603-624-7334	P.O. BOX 473	Manchester	NH	3105
New Ventures Maine	lisa.sweet@maine.edu	(207) 799-5025	175 Main Street	South Portland	ME	4106
Northern Maine Community College	nkdemerc@nmcc.edu	(207) 768-2793	33 Edgemont Drive	Presque Isle	ME	4769
Nulhegan Abenaki Tribe	chiefdonstevens@comcast.net		156 Bacon Drive	Shelburne	VT	5482
Out Maine	sue@outmaine.org	(800) 530-6997	63 Park Street	Rockland	ME	4841
Portland Vet Center	Leo.J.Deon@maine.gov	207-645-5800	475 Stevens Avenue	Portland	ME	4103
Portland Vet Center	mark.j.cafiso@maine.gov	207-822-3300	475 Stevens Avenue	Portland	ME	4103
Residential Resources, Inc. (RRI) - Scarborough	sharmon@resresources.com	(888) 715-8086	51 U.S. 1	Scarborough	ME	4074
Rutland Resource Center - Veterans Services	Don.White@vermont.gov	802-442-6376	190 Asa Bloomer Building	Rutland	VT	5701
Saint Joseph's College of Maine	adrienne.dolley@sjcme.edu	207-893-6637	278 Whites Bridge Road	Standish	ME	4084
Sanford Vet Center	Amy.Marcotte@va.gov	207-490-1513	628 Main Street	Sanford	ME	4083
The Penobscot Nation Department of Education and Career Services	Carlene.Miller@penobscotnation.org	207-817-7345	12 Wabanaki Way	Old Town	ME	4468
Togus Veterans Office	mailvsome@va.gov	207-623-5732	1 Vam Roc	Augusta	ME	4330
Vermont Department of Labor- Veterans	lloyd.goodrow@vermont.gov	802-863-7676	63 Pearl Street	Burlington	VT	5401
Veterans Services - Tilton Outpatient Clinic	Ralph.Beamen@va.gov	603-624-4366	630 West Main Street	Tilton	NH	3276
Waterville Maine Veterans' Services Office	Waterville.MaineBVS@maine.gov	207-338-1190	1 Drummond Ave	Waterville	ME	4901
West Point Association of Graduates	scott.leishman@wpaog.org	(845) 446-1654	698 Mills Road	West Point	NY	10996
Women, Work & Community	laurie.mcdonnell@maine.edu	207-621-3434	175 Main Street	South Portland	ME	4106
York County CareerCenter at Springvale	allen.blackstone@maine.gov	207-324-5460	9 Bodwell Court	Sanford	ME	4083
YWCA of Central Maine	mjackson@ywcamaine.org	207-795-4050	130 East Avenue	Lewiston	ME	4240

2021 FCC Source Evaluation Report

FCC Unit: 13545 Northern New England

Source	Applicant Count	Interview Count	Hire Count
Ad - Print	7	7	4
Campaign - Indeed	1	1	1
Direct Sourcing - ATS	1	1	0
Direct Sourcing - Indeed	40	40	26
Direct Sourcing - LinkedIn	2	2	2
Former Employee - Rehire	5	5	5
Internal - Internal Hire	5	5	0
Internet - Craigslist.com	1	1	1
Internet - Facebook.com	1	1	0
Internet - Indeed	211	210	126
Internet - LinkedIn	4	4	1
Internet - Ziprecruiter	1	1	1
Job Fair - External	1	1	1
Other	4	4	3
Referral - Employee Referral	29	29	23
Referral - Manager Referral	1	1	1
Website - External Career Site	1890	152	5
Total	2204	465	200

2021 FCC Source Report

FCC Unit: 13545 Northern New England

Requisition ID	Job Title	Source	Applicant Count	Interview Count	Hire Count
266765BR	Rep 1, Spectrum Mobile	Ad - Print	1	1	1
		Website - External Career Site	127	55	0
268533BR	Field Technician II	Internet - Indeed	2	2	1
		Website - External Career Site	12	6	0
268982BR	Rep 1, Spectrum Mobile	Ad - Print	2	2	1
		Internet - Craigslist.com	1	1	1
		Internet - Facebook.com	1	1	0
		Internet - Indeed	26	26	6
		Internet - LinkedIn	1	1	0
		Other	1	1	1
		Referral - Employee Referral	4	4	2
		Website - External Career Site	175	3	0
268984BR	Rep 1, Spectrum Mobile	Ad - Print	1	1	1
		Internet - Indeed	23	23	15
		Job Fair - External	1	1	1
		Other	1	1	1
		Referral - Employee Referral	3	3	2
		Website - External Career Site	127	2	0
269252BR	Field Technician II	Internet - Indeed	1	1	1
		Website - External Career Site	20	16	0
269254BR	Field Technician II	Internal - Internal Hire	1	1	0
		Internet - Indeed	1	1	1
		Website - External Career Site	21	7	0
269298BR	Field Technician II	Direct Sourcing - Indeed	1	1	1
		Internet - Indeed	3	3	2
		Website - External Career Site	40	12	0
269526BR	Store Associate	Direct Sourcing - Indeed	3	3	1
		Referral - Employee Referral	1	1	1
		Website - External Career Site	12	1	0
269622BR	Sup, Maintenance & Field Ops	Internet - Indeed	1	1	1
		Website - External Career Site	4	2	0
269801BR	Store Associate	Internet - Indeed	1	1	1
		Website - External Career Site	6	1	0
270124BR	Store Associate	Referral - Employee Referral	1	1	1
		Website - External Career Site	12	1	0
270244BR	Account Executive	Website - External Career Site	28	3	1

Requisition ID	Job Title	Source	Applicant Count	Interview Count	Hire Count
270465BR	Recruiter I	Direct Sourcing - LinkedIn	1	1	1
		Internet - Indeed	1	1	0
		Website - External Career Site	82	1	0
270502BR	Rep 1, Spectrum Mobile	Ad - Print	1	1	0
		Internet - Indeed	18	18	11
		Referral - Employee Referral	2	2	2
		Website - External Career Site	150	3	1
270577BR	Field Technician II	Internet - Indeed	1	1	1
		Website - External Career Site	6	4	0
270983BR	Field Technician II	Internet - Indeed	2	2	2
		Website - External Career Site	24	10	0
271062BR	Strategic Account Spec - HC	Former Employee - Rehire	1	1	1
		Website - External Career Site	20	1	0
271436BR	Direct Sales Rep	Former Employee - Rehire	1	1	1
		Website - External Career Site	3	0	0
272045BR	Field Technician II	Internet - Indeed	1	1	1
		Website - External Career Site	1	0	0
272207BR	Rep 1, Spectrum Mobile	Ad - Print	1	1	1
		Internet - Indeed	20	20	15
		Other	1	1	0
		Referral - Employee Referral	1	1	0
		Website - External Career Site	128	5	0
272209BR	Rep 1, Spectrum Mobile	Internet - Indeed	25	25	16
		Internet - LinkedIn	2	2	0
		Internet - Ziprecruiter	1	1	1
		Referral - Employee Referral	1	1	1
		Website - External Career Site	155	6	1
272294BR	Direct Sales Rep	Direct Sourcing - Indeed	4	4	2
		Website - External Career Site	14	4	0
272411BR	Talent Sourcing Partner 1	Former Employee - Rehire	1	1	1
		Website - External Career Site	9	1	0
272451BR	MAE - Major Account Exec	Direct Sourcing - LinkedIn	1	1	1
		Website - External Career Site	22	1	0
272960BR	Account Executive	Internet - Indeed	1	1	1
		Website - External Career Site	22	3	0
273074BR	Rep 1, Spectrum Mobile	Internet - Indeed	24	24	12
		Referral - Employee Referral	2	2	2
		Website - External Career Site	158	3	1

Requisition ID	Job Title	Source	Applicant Count	Interview Count	Hire Count
273176BR	Account Executive	Internet - Indeed	1	1	1
		Website - External Career Site	20	3	0
273306BR	Asst Mgr, Store	Direct Sourcing - Indeed	1	1	1
		Website - External Career Site	17	8	0
273360BR	Store Associate	Referral - Employee Referral	1	1	1
		Website - External Career Site	9	0	0
273365BR	Store Associate	Direct Sourcing - Indeed	2	2	1
		Website - External Career Site	4	0	0
273762BR	Field Technician II	Internet - Indeed	3	3	2
		Website - External Career Site	2	1	0
273766BR	Field Technician II	Internet - Indeed	2	2	1
		Website - External Career Site	14	9	0
273776BR	Store Associate	Internal - Internal Hire	2	2	0
		Referral - Employee Referral	1	1	1
		Website - External Career Site	12	0	0
273918BR	Direct Sales Rep	Referral - Employee Referral	1	1	1
273921BR	Direct Sales Rep	Direct Sourcing - Indeed	2	2	2
		Website - External Career Site	12	9	0
274362BR	Direct Sales Rep	Direct Sourcing - Indeed	4	4	0
		Referral - Employee Referral	1	1	1
		Website - External Career Site	8	4	0
274482BR	Field Technician II	Internet - Indeed	1	1	1
		Website - External Career Site	2	1	0
274494BR	Field Technician II	Internet - Indeed	2	2	1
		Website - External Career Site	8	4	0
274498BR	Field Technician II	Referral - Employee Referral	1	1	1
		Website - External Career Site	12	5	0
274835BR	Direct Sales Rep	Direct Sourcing - Indeed	1	1	1
		Internal - Internal Hire	1	1	0
		Website - External Career Site	8	4	0
275068BR	Direct Sales Rep	Direct Sourcing - Indeed	3	3	1
		Website - External Career Site	23	12	0
275387BR	Field Technician II	Internet - Indeed	2	2	2
		Referral - Manager Referral	1	1	1
		Website - External Career Site	9	5	0
275470BR	Direct Sales Rep	Direct Sourcing - Indeed	1	1	1
		Website - External Career Site	1	0	0

Requisition ID	Job Title	Source	Applicant Count	Interview Count	Hire Count
275825BR	Direct Sales Rep	Direct Sourcing - Indeed	1	1	1
		Website - External Career Site	18	4	0
275911BR	Rep 1, Spectrum Mobile	Ad - Print	1	1	0
		Internet - Indeed	22	22	15
		Referral - Employee Referral	2	2	2
		Website - External Career Site	90	9	0
275971BR	Human Resources Generalist	Internet - Indeed	1	1	1
		Website - External Career Site	16	2	0
276242BR	Store Associate	Internal - Internal Hire	1	1	0
		Referral - Employee Referral	1	1	1
		Website - External Career Site	8	2	0
276248BR	Store Associate	Direct Sourcing - Indeed	1	1	1
		Website - External Career Site	5	0	0
276291BR	Store Associate	Referral - Employee Referral	1	1	1
		Website - External Career Site	5	1	1
276482BR	Direct Sales Rep	Direct Sourcing - Indeed	1	1	1
		Website - External Career Site	1	1	0
276602BR	Field Technician II	Referral - Employee Referral	1	1	1
		Website - External Career Site	7	5	0
276605BR	Field Technician II	Internet - Indeed	2	2	1
		Website - External Career Site	6	4	0
276887BR	Field Technician II	Former Employee - Rehire	1	1	1
		Website - External Career Site	6	0	0
277021BR	Direct Sales Rep	Direct Sourcing - Indeed	4	4	2
		Referral - Employee Referral	1	1	1
		Website - External Career Site	12	2	0
277246BR	Direct Sales Rep	Direct Sourcing - Indeed	1	1	1
277340BR	Field Technician II	Internet - Indeed	1	1	0
		Referral - Employee Referral	1	1	1
		Website - External Career Site	7	1	0
277448BR	Field Technician II	Internet - Indeed	2	2	1
		Website - External Career Site	1	0	0
277818BR	Store Associate	Other	1	1	1
		Website - External Career Site	11	0	0
278159BR	Store Associate	Direct Sourcing - Indeed	1	1	1
278321BR	Store Associate	Direct Sourcing - Indeed	2	2	1
		Website - External Career Site	16	2	0

Requisition ID	Job Title	Source	Applicant Count	Interview Count	Hire Count
278413BR	Asst Mgr, Store	Direct Sourcing - Indeed	1	1	1
		Website - External Career Site	5	0	0
278608BR	Strategic Account Spec - HC	Former Employee - Rehire	1	1	1
		Website - External Career Site	13	0	0
278819BR	Rep 1, Spectrum Mobile	Internet - Indeed	11	11	6
		Referral - Employee Referral	2	2	0
		Website - External Career Site	38	4	0
279038BR	Field Technician II	Internet - Indeed	3	3	2
		Website - External Career Site	14	3	0
279261BR	Field Technician II	Internet - Indeed	2	2	1
		Website - External Career Site	5	3	0
279328BR	Store Associate	Direct Sourcing - Indeed	1	1	1
		Website - External Career Site	7	2	0
279342BR	Field Technician II	Internet - Indeed	2	2	2
		Website - External Career Site	16	6	0
279349BR	Field Technician II	Direct Sourcing - ATS	1	1	0
		Internet - Indeed	1	1	1
		Website - External Career Site	4	2	0
279786BR	Account Executive	Internet - Indeed	1	1	1
279955BR	Store Associate	Direct Sourcing - Indeed	1	1	1
		Website - External Career Site	5	0	0
279971BR	Store Associate	Campaign - Indeed	1	1	1
		Internet - Indeed	1	1	0
		Website - External Career Site	5	1	0
280415BR	Direct Sales Rep	Direct Sourcing - Indeed	1	1	1
		Website - External Career Site	4	3	0
281141BR	Store Associate	Direct Sourcing - Indeed	1	1	1
		Website - External Career Site	9	0	0
281567BR	Asst Mgr, Store	Direct Sourcing - Indeed	1	1	1
		Website - External Career Site	7	1	0
281639BR	Account Executive	Internet - LinkedIn	1	1	1
		Website - External Career Site	3	1	0
281747BR	Store Associate	Direct Sourcing - Indeed	1	1	1
		Website - External Career Site	7	0	0