

Federal Communications Commission Washington, D.C. 20554 <p style="text-align: center;">FCC 396-C</p>	OMB 3060-1033 September 2003 FOR FCC USE ONLY
<p>Multi-Channel Video Program Distributor EEO Program Annual Report</p> <p>Read INSTRUCTIONS Before Filling Out Form</p>	FOR COMMISSION USE ONLY FILE NO. B396 - 20081022AAR

SECTION I IDENTIFYING INFORMATION

A. Name of Operator:
COMCAST CORPORATION

MSO Name:
COMCAST CORPORATION

B. Employment Unit's Mailing Address
ONE COMCAST CENTER
1701 JFK BLVD

City PHILADELPHIA	State PA	Zip Code 19103-
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Emp. Unit ID # 12063

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
ARAPAHOE, CO

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) 8/24/08 - 9/06/08

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 [Exhibit 1] any additions or deletions, using the format noted above. NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS.

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
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	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 VP OF HR
Date 9/30/2008	Name of Respondent MARGIE TOLEN
Telephone No. (include area code) 2152868303	

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).

FORM FCC 396-C - SUPPLEMENTAL INVESTIGATION SHEET

Part I Employee Job Descriptions

Give brief job descriptions for employees in the job categories specified below. The number specified in the box indicates the number of different job descriptions that are to be submitted for each category. Job descriptions should include the position title and a brief description of the major duties and responsibilities of the individual(s) in the position.

- | | | |
|------------------------------|---|--------------|
| 1. Officials and Managers | | [Exhibit 4] |
| 2. Professionals | | [Exhibit 5] |
| 3. Technicians | | [Exhibit 6] |
| 4. Sales Workers | | [Exhibit 7] |
| 5. Office and Clerical | | [Exhibit 8] |
| 6. Craft Workers (skilled) | | [Exhibit 9] |
| 7. Operatives (semi-skilled) | 3 | [Exhibit 10] |
| 8. Laborers (unskilled) | | [Exhibit 11] |
| 9. Service Workers | | [Exhibit 12] |

Part II Inquiries Concerning EEO Program and Practices

Submit responses to the inquiries indicated by a "check" Responses should be brief, but must provide sufficient information to describe the employment unit's activity and efforts in the area of inquiry.

1. Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75(b). [Exhibit 13]
2. Describe the employment unit's efforts to disseminate widely its equal employment opportunity program to job applicants, employees, and those with whom it regularly does business. [Exhibit 14]
3. Name the minority organizations, organizations for women, media, educational institutions, and other recruitment sources used to attract minority and female applicants whenever job vacancies become available. [Exhibit 15]
4. Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility. [Exhibit 16]
5. Describe the employment unit's efforts to encourage entrepreneurs to conduct business in a nondiscriminatory manner with all parts of its operation and provide an analysis of the results of those efforts. [Exhibit 17]
6. Report the findings of the employment unit's analysis of its efforts to recruit, hire and promote in a nondiscriminatory manner and explain any difficulties encountered in implementing its EEO program. [Exhibit 18]
7. Describe the responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO policy and explain the procedure for review and control of managerial and supervisory performance. [Exhibit 19]
8. Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices. [Exhibit 20]
9. Other Inquiries: [Exhibit 21]

Part III EEO Public File Report

Attach a copy of the EEO public file report from the previous year. Cable entities are required to place annually such information as is required by 47 C.F.R. Section 76.1702 in their public files. [Exhibit 22]

EMP UNIT ID: 12063	MSO NAME: COMCAST CORPORATION
	OPR NAME: COMCAST CORPORATION

Exhibits

Exhibit 10

Description: JOB DESCRIPTIONS

THIS UNIT DOES NOT EMPLOY SEMI-SKILLED OPERATIVES. INSTEAD, THE UNIT IS PROVIDING THE FOLLOWING JOB DESCRIPTIONS - TECHNICAL SUPPORT REPRESENTATIVE TIER I, TECHNICAL SUPPORT REPRESENTATIVE TIER I-VOICE AND TECHNICAL SUPPORT.

POSITION: TECHNICAL SUPPORT TECHNICIAN TIER II
REPORTS TO: TECHNICAL OPERATIONS MANAGER

ESSENTIAL FUNCTIONS OF POSITION INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:*

PROVIDE CUSTOMER FACING SUPPORT TO COMMERCIAL CUSTOMERS.
KNOWLEDGEABLE ABOUT COMMON LAN/WAN CONFIGURATION, DELIVERY OF CABLE MODEM SERVICE ON THE CABLE INFRASTRUCTURE, EMAIL APPLICATIONS/CONCEPTS/CONFIGURATION/SPAM ISSUES, TCP/IP, VPN AND 3RD PARTY DEVICES AND THEIR INTERACTION WITH OUR SERVICE.
KNOWLEDGE OF PC CONCEPTS AND A GOOD UNDERSTANDING OF PC OPERATING SYSTEMS (NT, 98, 95, LINUX, MAC OS 9 & 10) ALONG WITH EXTENSIVE PC APPLICATIONS, AND GENERAL WEB DEVELOPMENT KNOWLEDGE.
TROUBLESHOOT THE FOLLOWING ISSUES & EQUIPMENT:
OCONNECTIVITY
ONETWORK: ACL, DHCP, RF
OEQUIPMENT: MODEM, ROUTER OR COMBINATION DEVICE (STABILITY OF EQUIPMENT AS WELL AS CONFIGURATION)
OLAN ISSUES: IDENTIFY CUSTOMER LAN ISSUES
OEMAIL
OEMAIL DELIVERY PROBLEMS
OCLIENT CONFIGURATION
ODOMAIN ISSUES
ODNS PROBLEMS
OIDENTIFICATION OF SERVER LEVEL ISSUES
ODNS & PROXY SERVER CONFIGURATION
OWEBHOSTING
OUNDERSTANDING OF FRONTPAGE, FTP
OKNOWLEDGE OF HTML
OEXPERIENCE WITH THE FOLLOWING TOOLS AND/OR CONCEPTS
OPC / MAC WORKSTATION CONFIGURATION
ODST/CABLEDATA, ACSR/CSG
OONMS / SVP (AUSPICE)
OCLARIFY
OPING/TRACERT, TELNET
ODNS DIG UTILITIES
OTCP/IP
SUPPORT ESCALATION OF HOSPITALITY ISSUES FROM MOORESTOWN NOC.
HANDLE EXECUTIVE LEVEL ESCALATIONS, DIVISION COMPLAINTS, LARGE ACCOUNT PROBLEMS.
PROVIDE TIMELY AND ACCURATE UPDATES TO APPROPRIATE PARTIES.
SUPPORT OF RIPV2 STATIC CUSTOMERS (ABILITY TO OPERATION NETCONTROL, CREATE CONFIGURATION FILES, UTILIZE THE TFTP SERVERS & TROUBLESHOOT ROUTING PROBLEMS)
IDENTIFY AREAS FOR IMPROVEMENT OF PROCESS AND PROCEDURE & PROVIDE FEEDBACK TO SUPERVISORS
WILL ASSUME OWNERSHIP OF ANY ISSUE ESCALATED FROM TIER 1. FOLLOW UP AND CUSTOMER CALL BACKS INCLUDED.
IDENTIFY AREAS OF TRAINING AND COACHING FOR TIER I
WILL ASSIST WITH INCOMING CALLS WHEN CALL VOLUME PEAKS.
PARTICIPATE IN WEEKLY ROTATING ON-CALL PROGRAM.
OTHER DUTIES AS ASSIGNED.

MINIMUM REQUIREMENTS:

(6) MONTHS EXPERIENCE TROUBLESHOOTING COMCAST BUSINESS CLASS (COMMERCIAL) PRODUCTS AND SERVICES.

BACHELORS DEGREE OR EQUIVALENT WORK EXPERIENCE.

PREVIOUS CUSTOMER SERVICE/CALL CENTER EXPERIENCE IS HIGHLY DESIRABLE.

COMPREHENSIVE & DEMONSTRATED KNOWLEDGE OF PRODUCTS, PROCESS AND TECHNOLOGY MENTIONED ABOVE.

CUSTOMER AND SERVICE ORIENTED FOCUS.

SUPERIOR LISTENING SKILLS.

EXCELLENT ORAL AND WRITTEN COMMUNICATION SKILLS.

ABLE TO EFFECTIVELY INTERACT WITH ALL LEVELS OF MANAGEMENT.

ABILITY TO WORK AUTONOMOUSLY, EFFICIENTLY & EFFECTIVELY.

ABILITY TO MANAGE MULTIPLE TIME SENSITIVE ISSUES.

ABILITY TO MAINTAIN ENTHUSIASM AND POSITIVE ATTITUDE.

FLEXIBLE IN TERMS OF SHIFT CHANGES AND ABLE TO ADAPT EASILY TO CHANGE.

PUNCTUAL, REGULAR AND CONSISTENT ATTENDANCE.

CCNA PREFERRED.

MINIMUM OF A SOLID PERFORMANCE RATING PREFERRED.

POSITION: TECHNICAL SUPPORT REPRESENTATIVE TIER I

REPORTS TO: TECHNICAL SUPPORT SUPERVISOR

JOB SUMMARY:

THE TECHNICAL SUPPORT REPRESENTATIVE TIER 1 (TSR1) PROVIDES TECHNICAL ASSISTANCE TO INBOUND TELEPHONE INQUIRIES FROM COMCAST COMMERCIAL BUSINESS CUSTOMERS.

ESSENTIAL FUNCTIONS OF POSITION INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:*

REPRESENTS COMCAST IN A PROFESSIONAL AND POSITIVE MANNER IN ALL SITUATIONS.

MAY BE RESPONSIBLE FOR SUPPORTING THE NATIONAL SALES TEAM ON ALL PRE AND POST ORDER ACCOUNT MANAGEMENT ON THE COMCAST NATIONAL / MULTI-SITE WORKPLACE PRODUCT.

WORKS WITH FIELD OPERATION PERSONNEL TO ENSURE CUSTOMER SATISFACTION.

COMMUNICATES WITH INTERNAL AND EXTERNAL CUSTOMERS.

PROVIDES CUSTOMER FACING SUPPORT TO COMMERCIAL CUSTOMERS.

DIAGNOSES CUSTOMER ISSUES THROUGH PROCESS OF ELIMINATION BY ASKING PROBING QUESTIONS.

DETERMINES THE APPROPRIATE SOLUTION BASED ON DIAGNOSIS AND EXECUTES THE MOST LOGICAL FIX PROVIDING VERBAL INSTRUCTION TO CUSTOMER AT A LEVEL OF DETAIL COMMENSURATE WITH CUSTOMER PC KNOWLEDGE AND EXPERIENCE.

IDENTIFIES CUSTOMER LAN ISSUES.

TROUBLESHOOTS CUSTOMER CONNECTIVITY INCLUDING BUT NOT LIMITED TO: DHCP, RF, MODEM, ROUTER, OR COMBINATION DEVICE (STABILITY OF EQUIPMENT AS WELL AS CONFIGURATION).

TROUBLESHOOTS CUSTOMER EMAIL ISSUES SUCH AS DELIVERY PROBLEMS, CLIENT CONFIGURATION, AND DNS PROBLEMS.

ACTIVATION, CONFIGURATION, AND USE OF WEB SPACE SERVICE.

PROVIDING, VERIFYING, AND/OR MODIFYING NETWORK SETTINGS (TCP/IP).

RESETS AND/OR RE-PROVISIONS CUSTOMER MODEM.

OBTAINS, PROVISIONS, ADDS, OR DELETES MULTIPLE IP ADDRESSES.

CHECKS FOR OUTAGES BY REVIEWING OUTAGE PAGE FOR KNOWN PROBLEMS AND/OR CHECKS ROUTER. NOTIFIES THE APPROPRIATE PARTIES AND ADVISES THE CUSTOMER ACCORDINGLY.

DOCUMENTS DETAILS OF CUSTOMER INTERACTION BY OPENING TICKET IN THE TROUBLE TICKETING SYSTEM AND RECORDS APPROPRIATE INFORMATION IN DATABASE.

ASSIGNS TICKET TO LOCAL MARKET TO DISPATCH SERVICE CALL OR ASSIGNS TO TSR2 FOR ADVANCED TROUBLESHOOTING.

IDENTIFIES AREAS FOR IMPROVEMENT OF PROCESS AND PROCEDURE, AND PROVIDES FEEDBACK TO SUPERVISORS.

MEETS OR EXCEED BUSINESS GOALS (METRICS).

SCHEDULE FLEXIBILITY TO COVER 24X7 OPERATIONS.

PUNCTUAL, REGULAR, AND CONSISTENT ATTENDANCE.

ABILITY TO WORK MANDATORY OVERTIME.

PERFORM OTHER DUTIES AS ASSIGNED.

MINIMUM QUALIFICATIONS:

EDUCATION:

ASSOCIATES TECHNICAL DEGREE OR EQUIVALENT WORK EXPERIENCE.

EXPERIENCE:

BASIC COMPUTER SKILLS AND KNOWLEDGE OF MS OFFICE.

2 YEARS DEMONSTRATED SKILLS TROUBLESHOOTING PC HARDWARE, EXTENSIVE PC APPLICATIONS, OPERATING SYSTEMS (NT, 98, 95, LINUX, MAC OS 9 & 10), COMMON LAN/WAN CONFIGURATIONS, EMAIL APPLICATIONS/CONCEPTS/CONFIGURATION/SPAM ISSUES, TCP/IP, AND VPN.

KNOWLEDGE OF WEBHOSTING WITH AN UNDERSTANDING OF FRONTPAGE, FTP, AND HTML.

2 YEARS CUSTOMER SERVICE/CALL CENTER EXPERIENCE.

SUPERIOR LISTENING SKILLS.

STRONG WRITTEN AND ORAL COMMUNICATION SKILLS.

ABILITY TO WORK INDEPENDENTLY EFFICIENTLY AND EFFECTIVELY TO RESOLVE CUSTOMER CONCERNS AND OR ISSUES.

ABILITY TO MANAGE MULTIPLE TIME SENSITIVE ISSUES.

ABILITY TO MAINTAIN ENTHUSIASM AND POSITIVE ATTITUDE.

ABILITY TO ADAPT EASILY TO A CONSTANT CHANGING ENVIRONMENT.

*THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED BY THE PEOPLE ASSIGNED TO THIS JOB. THEY ARE NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL RESPONSIBILITIES, DUTIES AND SKILLS REQUIRED OF THE JOB.

POSITION: TECHNICAL SUPPORT REPRESENTATIVE TIER I-VOICE

REPORTS TO: TECHNICAL SUPPORT SUPERVISOR

JOB SUMMARY:

THE TECHNICAL SUPPORT REPRESENTATIVE TIER I-VOICE (TSR I-VOICE) PROVIDES TECHNICAL ASSISTANCE/TROUBLESHOOTING TO INBOUND TELEPHONE INQUIRIES, MANAGES AND PERFORMS DIGITAL VOICE PROVISIONING AND DAY OF INSTALLATION SUPPORT FOR COMCAST BUSINESS SERVICES CUSTOMERS.

ESSENTIAL FUNCTIONS OF POSITION INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:*

REPRESENTS COMCAST IN A PROFESSIONAL AND POSITIVE MANNER IN ALL SITUATIONS.

UTILIZES APPROPRIATE SYSTEMS TO RETRIEVE CUSTOMER ORDER ERROR DISCREPANCIES.

PERFORMS DATA ANALYSIS AND APPLIES CORRECTIVE ACTION TO ACCURATELY RESOLVE ORDER ISSUES AND REFLWS THE ORDER THROUGH THE VARIOUS SYSTEMS, OR MANUALLY COMPLETES THE ACTIVITIES WITHIN THE SYSTEMS ARCHITECTURE TO ENSURE THE CUSTOMERS SERVICE COMMITMENT IS MET.

MAINTAINS ACCURATE ORDER INFORMATION NOTES WITHIN THE WDV SYSTEMS WHERE MANUAL INTERVENTION IS NECESSARY TO RESOLVE ORDER DISCREPANCY(S).

PROVIDES TRAINING TO OTHER EMPLOYEES ON VARIOUS WDV APPLICATIONS, SYSTEMS AND TECHNOLOGIES.

SUPPORTS AND ESCALATES AS APPROPRIATE INCOMING CALLS FROM LOCAL OPERATIONS, LECS, CALL CENTER, AND CUSTOMERS TO TROUBLESHOOT AND RESOLVE ORDERS AND DAY OF INSTALL ISSUES.

ACTS AS A LIAISON BETWEEN PROVISIONING AND INTERNAL AND EXTERNAL OPERATIONS ORGANIZATIONS AND HAS REGULAR INTERACTION WITH LOCAL OPERATIONS, INSTALL TECHS AND THE CUSTOMER.

PROVIDES DETAILED, DIGITAL VOICE FIRST LEVEL TROUBLESHOOTING OF INBOUND CUSTOMER REPAIR CALLS.

MEETS OR EXCEED BUSINESS GOALS (METRICS).

SCHEDULE FLEXIBILITY TO COVER 24X7 OPERATIONS.

PUNCTUAL, REGULAR, AND CONSISTENT ATTENDANCE.

ABILITY TO WORK MANDATORY OVERTIME.

PERFORM OTHER DUTIES AS ASSIGNED.

MINIMUM QUALIFICATIONS:

EDUCATION:

ASSOCIATES TECHNICAL DEGREE OR EQUIVALENT WORK EXPERIENCE.

EXPERIENCE:

2 YEARS CUSTOMER SERVICE/TECHNICAL OPERATIONS CENTER EXPERIENCE.

6-12 MONTHS TELEPHONY ORDER PROCESS SUPPORT.
SUPERIOR LISTENING SKILLS.
STRONG WRITTEN AND ORAL COMMUNICATION SKILLS.
ABILITY TO WORK INDEPENDENTLY EFFICIENTLY AND EFFECTIVELY TO RESOLVE CUSTOMER CONCERNS AND OR ISSUES.
ABILITY TO MANAGE MULTIPLE TIME SENSITIVE ISSUES.
ABILITY TO MAINTAIN ENTHUSIASM AND POSITIVE ATTITUDE.
ABILITY TO ADAPT EASILY TO A CONSTANT CHANGING ENVIRONMENT.

*THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED BY THE PEOPLE ASSIGNED TO THIS JOB. THEY ARE NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL RESPONSIBILITIES, DUTIES AND SKILLS REQUIRED OF THE JOB.

Attachment 10

Exhibit 13

Description: RESPONSE # 1

THE EMPLOYMENT UNIT HAS ESTABLISHED AND MAINTAINS A POSITIVE CONTINUING PROGRAM OF OUTREACH ACTIVITIES DESIGNED TO ENSURE EQUAL OPPORTUNITY AND NONDISCRIMINATION IN EMPLOYMENT. THE UNIT RECRUITS FOR FULL-TIME JOB VACANCIES IN ITS OPERATION THAT ARE NOT FILLED BY INTERNAL APPLICANTS. THE UNIT USES RECRUITMENT SOURCES FOR EACH VACANCY TO DISSEMINATE JOB OPENINGS FROM A LIST THAT IT HAS COMPILED OF MINORITY AND WOMENS ORGANIZATIONS IN ITS EMPLOYMENT AREA AS WELL AS NATIONAL EMPLOYMENT WEBSITES. THE UNIT ALSO PROVIDES NOTIFICATION OF EACH FULLTIME VACANCY TO ANY ORGANIZATION THAT DISTRIBUTES INFORMATION ABOUT EMPLOYMENT OPPORTUNITIES TO JOB SEEKERS OR REFERS JOB SEEKERS TO EMPLOYERS, UPON REQUEST BY SUCH ORGANIZATION.

PLEASE REFER TO THE ATTACHED LIST OF OUTREACH ACTIVITIES THAT THE UNIT UNDERTAKES EACH YEAR.

THE FULTON BUSINESS SERVICES CENTER PROVIDES ON-GOING PARTNERSHIP WITH OUTREACH AGENCIES THROUGHOUT THE COMMUNITY TO FILL FULL-TIME POSITIONS. AGENCIES ARE NOTIFIED OF OPEN POSITIONS IMMEDIATELY VIA FAX. WORKING RELATIONSHIPS ARE KEPT BETWEEN RECRUITER AND OUTREACH PARTNERS TO ENSURE AGENCIES ARE AWARE OF WHAT QUALIFICATIONS COMCAST IS LOOKING FOR.

Attachment 13

Exhibit 14

Description: RESPONSE #2

COMCASTS EMPLOYEE MANUAL CONTAINS THE COMPANYS EEO POLICY STATEMENT AND IS MADE AVAILABLE TO ALL EMPLOYEES.

THE COMPANYS EEO POLICY STATEMENT IS POSTED IN THE EMPLOYMENT UNITS OFFICE AND ON BULLETIN BOARDS ACCESSIBLE TO EMPLOYEES AND APPLICANTS, INFORMING THEM OF THEIR EQUAL EMPLOYMENT OPPORTUNITY RIGHTS, AND THEIR RIGHT TO NOTIFY THE EQUAL EMPLOYMENT OPPORTUNITY COMMISSION, THE FCC, OR OTHER APPROPRIATE AGENCY IF THEY BELIEVE THEY HAVE BEEN DISCRIMINATED AGAINST.

ORIENTATION MEETINGS FOR NEW EMPLOYEES AND COMCASTS IN-HOUSE TRAINING PROGRAMS DISCUSS COMCASTS EEO POLICY.

RECRUITMENT SOURCES ARE MADE AWARE OF THE COMPANYS EEO HIRING POLICY AND OF THE

COMPANYS POLICY THAT ALL JOB APPLICANTS WILL BE TREATED WITHOUT REGARD TO RACE, COLOR, RELIGION, NATIONAL ORIGIN, AGE OR SEX.

COMCAST CABLE INCLUDES THE PHRASE EOE/AA ON EMPLOYMENT APPLICATIONS, IN NEWSPAPER ADVERTISEMENTS AND OTHER EXTERNAL ADVERTISEMENTS.

COMCAST INDICATES THAT IT IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER ON PURCHASE ORDERS, LEASE AGREEMENTS AND OTHER CONTRACTS WITH ITS VENDORS.

COMCAST COMMUNICATES WITH THE STATE EMPLOYMENT SECURITY OFFICE IN WRITING REGARDING ITS EEO POLICY.

COMCAST COMMUNICATES THAT IT IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER WHEN IT PARTICIPATES IN OR HOSTS A JOB FAIR.

OUR EEO POLICY IS POSTED ON OUR BULLETIN BOARDS, WHICH IS LOCATED IN THE EMPLOYEE LUNCHROOM AS WELL AS THE HUMAN RESOURCES DEPARTMENT AREA. WE COVER THE COMPANYS EEO POLICY IN ALL NEW HIRE ORIENTATIONS. WE INCLUDE THE PHRASE EEO/AA ON OUR EMPLOYMENT APPLICATIONS AND IN EMPLOYMENT ADS IN THE NEWSPAPERS.

Attachment 14

Exhibit 16

Description: RESPONSE # 4

PERFORMANCE APPRAISALS ARE CONDUCTED ANNUALLY. DURING THIS ANNUAL ASSESSMENT EMPLOYEES ARE PROVIDED WITH SUGGESTIONS AS TO HOW TO IMPROVE THEIR WORK PERFORMANCE, RECOMMENDATIONS ARE MADE REGARDING TRAINING OPPORTUNITIES, AND CAREER GUIDANCE IS PROVIDED.

REGULAR FULL-TIME EMPLOYEES ARE ELIGIBLE FOR THE COMPANYS EDUCATION ASSISTANCE PROGRAM. THE PROGRAM PROVIDES FOR TUITION REIMBURSEMENT TO ELIGIBLE EMPLOYEES WHO ARE PURSUING A CAREER RELATED DEGREE. EMPLOYEES ARE ENCOURAGED TO SEEK A DEGREE THAT RELATES TO THEIR CURRENT POSITION OR TO A POSITION IN THE COMPANY TO WHICH THEY ASPIRE.

ALL OPEN POSITIONS ARE ADVERTISED THROUGHOUT THE ENTIRE EMPLOYEE BASE. INTERNAL CANDIDATES THAT MEET THE MINIMUM CRITERIA ARE GRANTED AN INTERVIEW. CANDIDATES WHO DO NOT MEET THE QUALIFICATIONS ARE PROVIDED WITH CAREER COUNSELING REGARDING FUTURE OPPORTUNITIES.

COMCAST UNIVERSITY OFFERS NATIONWIDE TRAINING AND DEVELOPMENT OPPORTUNITIES FOR ITS EMPLOYEES. COMCAST UNIVERSITY PROGRAM OFFERINGS INCLUDE COURSE WORK TO ENHANCE THE SUBSTANTIVE AND LEADERSHIP SKILLS OF ITS EMPLOYEES.

PROFESSIONAL DEVELOPMENT SKILLS ARE REVIEWED TWICE A YEAR WITH EMPLOYEES IN CONNECTION MEETINGS WITH THEIR DIRECT SUPERVISOR.

ALL EMPLOYEES ARE ENCOURAGED TO SEEK CAREER GROWTH AND OPPORTUNITIES WITHIN THE COMPANY VIA THE LEARNING PORTAL AND MEDIA INDUSTRY.

THERE IS A TALENT MANAGEMENT INITIATIVE DRIVEN BY THE FULTON BUSINESS SERVICES MANAGEMENT TEAM AND HUMAN RESOURCES; ALL EMPLOYEES ARE INVITED TO SUBMIT THEIR SKILLS PROFILES INTO THE EMPLOYEE SELF SERVICE DATABASE FOR THE PURPOSE OF INTERNAL RECRUITMENT AND DEVELOPMENT OF HIGH POTENTIALS.

Attachment 16

Exhibit 22

Description: EEO PUBLIC FILE

Attachment 22

Description
EEO Public File # 12063

FCC SOURCING REPORT

Effective Date :9/1/2007-8/31/2008

FCC Unit# 12063

County and State: Arapahoe County, CO

Requisition#	Job Title	Working Location	Source	# of Interviews	# of Hires
48990BR	Senior Operations Manager	COC75 - Centennial CO	I - COMCAST.COM	8	1
			Total	8	1
52208BR	Senior Reporting Analyst	COC75 - Centennial CO	I - COMCAST.COM	4	0
			INTERNAL CANDIDATE	2	0
			I - MONSTER.COM	1	1
			I - CRAIGSLIST.COM	1	0
			R - EMPLOYEE REFERRAL	1	0
			Total	9	1
53185BR	Technical Support Representative Tier 1 - Voice	COC75 - Centennial CO	I - COMCAST.COM	11	11
			Total	11	11
53408BR	Technical Operations Support Supervisor - Voice	COC75 - Centennial CO	INTERNAL CANDIDATE	12	2
			Total	12	2
53509BR	Technical Support Representative Tier 1	COC75 - Centennial CO	I - CAREERBUILDER.COM	9	3
			I - COMCAST.COM	28	14
			I - CRAIGSLIST.COM	10	8
			I - MONSTER.COM	2	1
			R - EMPLOYEE REFERRAL	6	3
			Total	55	29
53548BR	Manager Customer Operations Process & Implementation	COC75 - Centennial CO	I - COMCAST.COM	5	1
			Total	5	1
54281BR	Technical Support Representative - Voice	COC75 - Centennial CO	I - CAREERBUILDER.COM	1	1
			I - COMCAST.COM	19	13
			I - CRAIGSLIST.COM	3	1
			R - EMPLOYEE REFERRAL	3	2
			Total	26	17
54599BR	Technical Operations Support Supervisor	COC75 - Centennial CO	INTERNAL CANDIDATE	9	2
			Total	9	2
54892BR	Technical Operations Support Supervisor - Voice	COC75 - Centennial CO	I - COMCAST.COM	9	1
			Total	9	1
55410BR	Technical Support Representative - Voice	COC75 - Centennial CO	I - COMCAST.COM	19	13
			I - CRAIGSLIST.COM	2	1
			I - MONSTER.COM	1	1
			R - EMPLOYEE REFERRAL	1	1
			Total	23	16

55898BR	Technical Support Representative - Voice	COC75 - Centennial CO	I - CAREERBUILDER.COM	2	1
			I - COMCAST.COM	14	7
			I - CRAIGSLIST.COM	1	1
			I - HOTJOBS.COM	1	1
			I - MONSTER.COM	1	1
			R - EMPLOYEE REFERRAL	4	4
			Total	23	15
56444BR	Technical Support Representative Tier 1	COC75 - Centennial CO	I - CAREERBUILDER.COM	4	2
			I - COMCAST.COM	6	2
			I - CRAIGSLIST.COM	3	2
			I - MONSTER.COM	2	0
			R - EMPLOYEE REFERRAL	3	2
			Total	18	8
57585BR	Technical Operations Support Supervisor - Voice	COC75 - Centennial CO	I - COMCAST.COM	18	1
			I - MONSTER.COM	2	0
			R - WORD OF MOUTH	1	0
			R - EMPLOYEE REFERRAL	3	0
			T - TRAINING AND DEVELOPM	1	0
			Total	25	1
58336BR	Technical Trainer	COC75 - Centennial CO	I - CAREERBUILDER.COM	2	0
			I - INDEED.COM	1	0
			INTERNAL CANDIDATE	5	1
			Total	8	1
60089BR	Technical Support Representative, Tier 1 - Voice	COC75 - Centennial CO	INTERNAL CANDIDATE	26	13
			Total	26	13
60567BR	Technical Support Representative - Tier 1	COC75 - Centennial CO	V - CAREERS ON DEMAND	1	1
			I - YAHOO.COM	1	1
			I - CAREERBUILDER.COM	2	2
			R - EMPLOYEE REFERRAL	1	1
			Total	5	5
63538BR	Operations and Workforce Manager	COC75 - Centennial CO	I - COMCAST.COM	2	0
			I - CAREERBUILDER.COM	1	0
			I - CRAIGSLIST.COM	1	0
			I - MONSTER.COM	1	0
			R - WORD OF MOUTH	1	1
			Total	6	1
63589BR	Technical Support Representative, Tier 1 - Voice	COC75 - Centennial CO	I - CAREERBUILDER.COM	1	1
			I - COMCAST.COM	7	0
			I - CRAIGSLIST.COM	2	0
			INTERNAL CANDIDATE	9	7
			Total	19	8
63994BR	Technical Support Representative, Tier 1	COC75 - Centennial CO	I - CAREERBUILDER.COM	3	1

			I - COMCAST.COM	4	2
			I - CRAIGSLIST.COM	2	1
			INTERNAL CANDIDATE	2	1
			R - EMPLOYEE REFERRAL	1	1
			Total	12	6
64960BR	Technical Operations Support Supervisor	COC75 - Centennial CO	I - COMCAST.COM	6	1
			Total	6	1
64961BR	Technical Operations Support Supervisor	COC75 - Centennial CO	I - COMCAST.COM	6	1
			I - CRAIGSLIST.COM	1	0
			Total	7	1
67710BR	Technical Support Representative Tier 1	COC75 - Centennial CO	I - CAREERBUILDER.COM	2	1
			I - COMCAST.COM	5	3
			I - CRAIGSLIST.COM	1	1
			I - MONSTER.COM	2	2
			R - EMPLOYEE REFERRAL	1	1
			M - COMCAST BILL INSERT	1	0
			M - COMCAST NOW HIRING S	1	1
			V - TV COMMERCIAL	1	1
			Total	14	10
68823BR	Technical Support Representative, Tier 1 - Voice	COC75 - Centennial CO	A - HISPANIC ALLIANCE	1	0
			A - CABLE/TEL MARKETING	1	1
			I - BROADBAND CAREERS	1	0
			I - CAREERBUILDER	2	2
			I - CAREER JOURNAL	1	1
			I - COMCAST.COM	17	15
			I - CRAIGSLIST.COM	1	1
			I - INDEED	1	1
			I - MONSTER.COM	3	2
			M - COMCAST NOW HIRING S	2	1
			M - OTHER	1	1
			N - DENVER POST	1	1
			O - COMMUNITY DEVELOPME	1	0
			R - EMPLOYEE REFERRAL	4	4
			R - WORD OF MOUTH	2	1
			V - TV COMMERCIAL	1	0
			Total	40	31
68982BR	Technical Support Representative - Tier 1	COC75 - Centennial CO	A - AFRICAN AMERICAN ASSO	1	0
			C - COMMUNITY COLLEGE	1	0
			I - CAREERBUILDER.COM	1	1
			F - SEARCH FIRM	1	0
			I - COMCAST.COM	6	4
			I - CRAIGSLIST.COM	3	2

			I - MONSTER.COM	1	0
			N - DENVER POST	1	1
			R - EMPLOYEE REFERRAL	3	2
			R - WORD OF MOUTH	1	1
			T - BLACK EMPLOYMENT		
			V - TV COMMERCIAL	1	1
			Total	21	12
			GRAND TOTAL	397	194

FCC Sourcing Report Contact List

Effective Date: 19/01/2007 - 08/31/2008

FCC Unit #12063

County and State: Arapahoe, CO

Source Name	Contact Name	Contact Title	Address	Phone
A - AFRICAN AMERICAN ASSOCIATION	Amir Faraji	Career	700 East 24th Ave, Ste 8, Denver, CO 80205	303-299-9055
A - ASSOC FOR WOMEN IN COMMUNICATIONS	Women in Cable Television	Women in Cable Television	14555 Avion Parkway, Suite 250 Chantilly, Virginia 20151	703-234-9810
A - CABLE/TELMARKETING ASSOC	National Cable and Telecommunications Association	National Cable and Telecommunications Association	25 Massachusetts Ave, NW - suite 100, Washington, DC 20001	202-222-2300
A - HISPANIC ALLIANCE		Hispanic Alliance	25 E Washington, suite 820, Chicago, IL 60602	312.435.0498
C - ARAPAHOE COMM COLLEGE	Jan McLees	Coordinator, Career Education	2500 West College, Littleton, CO 80160-9002	303-797-5805
C - COMMUNITY COLLEGE OF AURORA	Liz Reed	Academic/Career Advisor	16000 East Centretch Pkwy, Ste A203, Aurora, CO 80011-9036	303-360-4835
C - COMMUNITY COLLEGE OF DENVER	Francis Robles	Community College of Denver	1111W Colfax Ave, PO Box 173363, Denver CO 80217-3363	303-556-2600
C - UNIVERSITY OF COLORADO AT DENVER	Universty of Colorado at Denver	University of Colorado at Denver	Campus Box 167, PO Box 173364, Denver CO 80217-3364	303-556-2704
I - AJB.COM (AMERICANS JOB BANK)	AJB.com	America's Job Bank	www.ajb.com	
I - BROADBAND CAREERS			www.broadbandcareers.com	
I - CAREERBUILDER.COM	Careerbuilder.com	Careerbuilder	www.careerbuilder.com	
I - CAREERJOURNAL.COM	Career Journal.com	Wall Street Journal	PO Box 300, Princeton, NJ, 08543-0300	
I - COMCAST.COM	Comcast.com	Comcast Cable	1500 Market St, Philadelphia, PA	215-888-2222
I - CRAIGSLIST.COM	Denver.craigslist.org	Craigslist	www.denver.craigslist.org	
I - HOTJOBS.COM	Hotjobs.com	Yahoo Hotjobs	45 West 18th St, 6th floor, New York, NY, 10011	646 351 5300
I - MONSTER.COM	Monster.com	Monster	www.monster.com	
I - YAHOO.COM	Yahoo.com	Yahoo	www.yahoo.com	
I - TELEPHONY MAGAZINE	Telephony Online	Telephone Online	www.telephonyonline.com	
INTERNAL	TeamComcast.com	Comcast Cable	1500 Market St, Philadelphia, PA	215-222-3333
J - COMCAST OPEN HOUSE	Comcast	Comcast Cable	1500 Market St, Philadelphia, PA	215-888-2222
M - COMCAST BILL INSERT	Comcast	Comcast Cable	1500 Market St, Philadelphia, PA	215-888-2222
M - COMCAST NOW HIRING SIGN	Comcast	Comcast Cable	1500 Market St, Philadelphia, PA	215-888-2222
M - COMCAST VAN SIGN	Comcast	Comcast Cable	1500 Market St, Philadelphia, PA	215-888-2222
N - DENVER POST	The Denver post	The Denver post	101 W Colfax Avenue, Denver CO 80202-5177	303-954-1050
O - NAIA (NORTH AMERICAN INDIAN ASSOC)	North American Indiation Association of Detroit	North American Indiation Association of Detroit	22720 Plymouth Road, Detroit, MI 28239	313-535-2966

S - DEVRY INST	Devry University Career Fair	Devry Career Services	1870 W 122nd, Westminster, CO 80234	303-280-7400
V - CAREERS ON DEMAND	Comcast	Comcast Cable	1500 Market St, Philadelphia, PA	215-888-2222

FCC Recruitment Menu Activity	Recruiting Event	Sponsor	Date	System Personnel Involved	Narrative
1	<u>Participation</u> in at least two job fairs by unit personnel who have substantial responsibility in making hiring decisions.				
2	<u>Hosting</u> at least one job fair.				
	Open House Recruiting Event for Technical Support Representatives	Comcast Cable - FBSC	11/2/2007	FBSC - Denver	Recruiting for both HSI and Voice Representatives
	Open House Recruiting Event for Customer Account Executives	Comcast Cable - NCSDC	3/3/2008	NCSDC - Denver	On-site recruiting for Customer Account Executives
	Open House Recruiting Event for Customer Account Executives	Comcast Cable - NCSDC	3/11/2008	NCSDC - Denver	On-site recruiting for Customer Account Executives
	Open House Recruiting Event for Customer Account Executives	Comcast Cable - NCSDC	8/18/2008	NCSDC - Denver	On-site recruiting for Customer Account Executives
3	<u>Co-sponsoring</u> at least one job fair with organizations in the business and professional community whose membership includes substantial participation of women and minorities.				
4	Participate in at least two events sponsored by organizations representing groups present in the community interested in cable television employment issues, including conventions, career days, workshops, and similar activities.				
5	Establishment of an internship program designed to assist members of the community to acquire skills needed for cable television employment.				

6 Participation in general (as opposed to vacancy-specific) outreach efforts such as job banks and internet programs designed to promote outreach generally.

7 Participation in scholarship programs designed to assist students interested in pursuing a career in the cable industry.

8 Establishment of training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions.

9 Establishment of a mentoring program for unit personnel.

10 Participation in at least two events or programs sponsored by educational institutions relating to career opportunities in the cable industry.

Internship and Job Fair

University of Colorado at Denver

9/25/2007

FBSC - Denver

participation in job fair

11 Sponsorship of at least one event in the community designed to inform and educate members of the public as to employment opportunities in the cable industry.

12 Listing of each upper-level category opening in a job bank or newsletter of media trade groups whose membership includes substantial participation of women and minorities.

Job posting for NCAR Director E911 Operations

Women in Cable Telecommunications (WICT) website

5/6/2008

NCAR - Denver

On-line job posting/recruiting for upper level position

Job posting for NCAR Sr. Manager of Operations

Women in Cable Telecommunications (WICT) website

5/6/2008

NCAR - Denver

On-line job posting/recruiting for upper level position

13	Provision of assistance to unaffiliated non-profit entities in the maintenance of web sites that provide counseling on the process of searching for cable industry employment and/or other career development assistance pertinent to the cable industry.					
14	Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination.	Management Training - Recruiting/Interviewing	Comcast - FBSC	11/9/2007	FBSC - Denver	Ensuring Equal Employment Opportunity and Preventing Discrimination
		Management Training - Recruiting/Interviewing	Comcast - FBSC	1/14/2008	FBSC - Denver	Ensuring Equal Employment Opportunity and Preventing Discrimination
15	Provision of training to personnel of unaffiliated non-profit organizations interested in cable industry employment opportunities that would enable them to refer better job candidates for cable television video programming positions.					
16	Participation in other activities reasonably calculated by the unit to further the goal of disseminating employment opportunity information to job candidates who might otherwise be unaware of such opportunities.					