

Federal Communications Commission Washington, D.C. 20554 FCC 396-C	OMB 3060-1033 September 2003 FOR FCC USE ONLY
Multi-Channel Video Program Distributor EEO Program Annual Report Read INSTRUCTIONS Before Filling Out Form	FOR COMMISSION USE ONLY FILE NO. B396 - 20081029ACX

SECTION I IDENTIFYING INFORMATION

A. Name of Operator:
 COMCAST CORPORATION

MSO Name:
 COMCAST CABLE COMMUNICATIONS

B. Employment Unit's Mailing Address
 1701 JFK BLVD
 WEST DIVISION

City PHILADELPHIA	State PA	Zip Code 19103-
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Emp. Unit ID # 12110

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
 EL PASO, 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 HR VP
Date 9/24/2008	Name of Respondent RON PHILLIPS
Telephone No. (include area code) 7202672560	

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: 12110	MSO NAME: COMCAST CABLE COMMUNICATIONS
	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:

CUSTOMER CARE AGENT REPAIR
QUALITY REPRESENTATIVE
CAE ALL PRODUCT SUPPORT

CUSTOMER CARE AGENT REPAIR

RESPONSIBILITIES:

IN THIS ROLE, YOU'LL BE RESPONSIBLE FOR PROVIDING FIRST CLASS CUSTOMER SERVICE AND TECHNICAL SUPPORT FOR COMCAST CABLE TELEVISION PRODUCTS.
REPRESENT THE COMPANY BY OPERATING IN ACCORDANCE WITH CUSTOMER CARE POLICIES, PROCEDURES, WORKFLOWS AND PERFORMANCE STANDARDS.
HANDLE GENERAL ACCOUNT INQUIRIES AND TROUBLESHOOTING OF COMPANY PRODUCTS TO RESOLVE SERVICE ISSUES AS APPROPRIATE.
ENSURES QUALITY SERVICE THROUGH ACCURACY AND COMMITMENT TO FIRST CALL RESOLUTION.
INITIATES SALES AND RETENTION ACTIVITIES, UP-SELLING AND UPGRADING CUSTOMERS TO COMPANY PRODUCTS OR SERVICES THAT BEST MEET INDIVIDUAL CUSTOMER NEEDS.
PERFORMS DIAGNOSTIC TROUBLESHOOTING TASKS REQUIRING RESEARCH AND ANALYSIS OF ROOT CAUSES FOR A VARIETY OF UNPREDICTABLE SERVICE AND REPAIR CALLS.
ASSESSES AND COMMUNICATES COMPLEX TECHNICAL ISSUES; CREATES AND CODES TROUBLE TICKETS, GATHERS CUSTOMER HISTORY AND SCHEDULES TROUBLE CALLS.
IDENTIFIES AND REPORTS SYSTEM-RELATED SERVICE INTERRUPTIONS.
MUST BE FLEXIBLE AND WILLING TO WORK VARIOUS SHIFTS IN A 24 X 7 CALL CENTER OPERATION.
PERFORM OTHER RELATED DUTIES AS ASSIGNED.
PUNCTUAL, REGULAR, AND CONSISTENT ATTENDANCE.
ABILITY TO WORK OVERTIME AS NEEDED.
(NON-EXEMPT)

REQUIREMENTS:

HIGH SCHOOL DIPLOMA OR RECOGNIZED EQUIVALENT.
ONE YEAR OF PRIOR CUSTOMER SERVICE EXPERIENCE REQUIRED, PREVIOUS CALL CENTER EXPERIENCE PREFERRED.
POSITION REQUIRES BASIC TECHNICAL KNOWLEDGE AND EXPERIENCE.
BASIC PERSONAL COMPUTER SKILLS ARE NECESSARY, INCLUDING; INTERNET, MICROSOFT WORD AND EXCEL.
MUST HAVE PROFICIENT DATA ENTRY SKILLS.
MUST HAVE STRONG WRITTEN AND VERBAL INTERPERSONAL COMMUNICATION SKILLS, AND TROUBLE-SHOOTING SKILLS.

COMCAST IS AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION/DRUG-FREE WORKPLACE EMPLOYER.

QUALITY REPRESENTATIVE

JOB RESPONSIBILITIES:

EVALUATE CUSTOMER INTERACTIONS AND WORK ORDERS TO PROVIDE FEEDBACK TO CAE'S AND VARIOUS FUNCTIONAL LEADERS IN A TIMELY AND THOROUGH MANNER.
INVESTIGATE AND CORRECT ERRORS ON CUSTOMERS' ACCOUNTS.
PERFORM SIDE-BY-SIDES WITH EMPLOYEES TO OBSERVE CALL INTERACTIONS AND DELIVER FEEDBACK USING THE COACHING FOR EXCELLENCE MODEL.

MEET WITH GROUPS OF EMPLOYEES ON A REGULAR BASIS TO PROVIDE ASSISTANCE AND TO DELIVER INFORMATION.
CONTACT CUSTOMERS IN ESCALATED SITUATIONS TO RESOLVE ONGOING ISSUES.
ANALYZES TRENDS IN CUSTOMER INTERACTIONS AND MAKES RECOMMENDATIONS/REPORTS TO MANAGEMENT.
WORKS CLOSELY WITH SUPERVISORS IN A SUPPORTING ROLE TO IMPROVE CAE PERFORMANCE.
ESTABLISHES AND MAINTAINS EFFECTIVE CROSS-FUNCTIONAL BUSINESS PARTNERSHIPS ACROSS ALL LEVELS.
FACILITATES MUTUAL UNDERSTANDING OF INFORMATION AMONG MULTIPLE BUSINESS PERSPECTIVES.

SERVES AS AN ADVOCATE FOR THE QUALITY PROGRAM BY INTERPRETING AND TRANSLATING THE FRAMEWORK IN SUCH A WAY THAT HELPS OTHERS UNDERSTAND HOW IT WORKS AND WHY IT IS IN PLACE, AND HOW TO USE IT PROPERLY.
TAKES INITIATIVE TO CONSISTENTLY LEARN AND APPLY NEW KNOWLEDGE FOR SELF-DEVELOPMENT.
PUNCTUAL, REGULAR AND CONSISTENT ATTENDANCE.
ABILITY TO WORK OVERTIME AS NEEDED.
OTHER JOB DUTIES AS ASSIGNED.
(NON-EXEMPT)

REQUIREMENTS:
HIGH SCHOOL DIPLOMA OR GED REQUIRED. ONE (1) YEAR EXPERIENCE IN CUSTOMER SERVICE INDUSTRY OR THREE YEARS EXPERIENCE IN CONTACT WITH PUBLIC. PREVIOUS CALL CENTER EXPERIENCE AND COLLEGE COURSE WORK PREFERRED.
INTERNAL APPLICANTS WITH A HIGH COMMITMENT TO QUALITY AND CUSTOMER FIRST.
SOLID WRITING SKILLS, WHICH INCLUDE GOOD SPELLING AND GRAMMAR, ARE NECESSARY.
PREVIOUS EXPERIENCE WITH MS EXCEL, MS WORD, CSG AND THE INFORMER.
ABILITY TO PROVIDE FEEDBACK IN A POSITIVE AND EFFECTIVE MANNER.
KNOWLEDGE OF ICOMS AND MICROSOFT ACCESS PREFERRED.
PROVEN SUCCESS IN INDIVIDUAL WORK ORDER AND CALL EVALUATION SCORES REQUIRED.

COMCAST IS AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION/DRUG-FREE WORKPLACE EMPLOYER.

CAE ALL PRODUCT SUPPORT

JOB RESPONSIBILITIES:

SERVES AS A SALES REPRESENTATIVE FOR CHSI PRODUCTS AND SERVICES.

HANDLES TELEPHONE AND E-MAIL INQUIRIES, COVERING FULL RANGE OF CUSTOMER SERVICES (SERVICEABILITY, SALES, SERVICE PROBLEMS AND BILLING) IN A PROMPT AND PROFESSIONAL MANNER.

TROUBLESHOOTS PC/@ CHSI/E-MAIL/MODEM PROBLEMS WITH CUSTOMER; ESCALATES ADVANCED TROUBLESHOOTING PROBLEMS TO TECHNICAL SUPPORT GROUP WHEN APPROPRIATE.

REPRESENTS COMCAST IN A PROFESSIONAL AND POSITIVE MANNER

PERFORMS OTHER RELATED DUTIES AS ASSIGNED.

PUNCTUAL, REGULAR, AND CONSISTENT ATTENDANCE

REQUIREMENTS:

EXPERIENCE WITH PERSONAL COMPUTERS, INSTALLING SOFTWARE PROGRAMS AND TROUBLESHOOTING OPERATING SYSTEMS, SOFTWARE AND HARDWARE.

FAMILIARITY WITH MAC AND WINDOWS OPERATING SYSTEMS (IN-DEPTH KNOWLEDGE OF AT LEAST ONE), PROFICIENCY WITH WWW AND INTERNET, E-MAIL, AND BASIC TROUBLESHOOTING REQUIRED.

GOOD WRITTEN AND ORAL COMMUNICATION, INTERPERSONAL AND PROBLEM SOLVING SKILLS.

INBOUND AND OUTBOUND TELEPHONE SALES EXPERIENCE DESIRED.

TECHNICAL SUPPORT EXPERIENCE WITH MIN. 1 YEAR OF CUSTOMER SERVICE RELATED WORK EXPERIENCE AND ALSO 1 YEAR OF SALES EXPERIENCE WITH EXPOSURE TO PC'S AND OTHER OFFICE EQUIPMENT.

EDUCATION:

HIGH SCHOOL DIPLOMA AND FOUR TO SIX YEARS CUSTOMER SERVICE EXPERIENCE, OR ASSOCIATES DEGREE AND 2-3 YEARS EXPERIENCE, OR BACHELORS DEGREE AND 1-2 YEARS CUSTOMER SERVICE EXPERIENCE OR SIX MONTHS OF FULLY SATISFACTORY CUSTOMER SERVICE ASSOCIATE I EXPERIENCE.

COMCAST IS AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION/DRUG-FREE WORKPLACE EMPLOYER.

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 FULL-TIME 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 BUSINESS UNIT UTILIZES AN EMAIL DISTRIBUTION PROCESS TO NOTIFY OUTREACH WEBSITES OF COMCAST FULL-TIME OPPORTUNITIES. THE INFORMATION IS DISSEMINATED INSTANTANEOUSLY AND QUALIFICATIONS ARE CLEAR FOR EACH POSITION. THE BUSINESS UNIT HAS PARTNERED WITH THE WORKFORCE CENTER; PIKES PEAK DISABLED VETERANS PROGRAM AND HELD A JOB FAIR TO ATTRACT VETERANS TO THE OPPORTUNITIES.

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.

COMCAST HUMAN RESOURCES REVIEWS THE COMPANYS EEO POLICY IN ALL NEW HIRE ORIENTATIONS.

THE COMPANYS EEO POLICY IS POSTED ON BULLETIN BOARDS IN ENTRY WAYS AND THE LUNCH OR BREAK ROOM AREAS.

THE COMPANYS EMPLOYMENT APPLICATIONS; ON-LINE POSTINGS AND NEWSPAPER ADDS INCLUDE THE PHRASE EEO/AA.

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.

COMCAST OFFERS AN INTERNAL INTERNSHIP PROGRAM EXTENDED TO CUSTOMER SERVICE EMPLOYEES WHO HAVE DEMONSTRATED PROFICIENCY IN THEIR ROLE. IN THIS PROGRAM THE PARTICIPANTS ARE ABLE TO TRIAL OTHER POSITIONS WITHIN THE ORGANIZATION TO GAIN KNOWLEDGE OF THE INNER WORKINGS OF THE BUSINESS WHILE EXPANDING THEIR SKILL SET. THE PROGRAM AFFORDS PARTICIPANTS TO TRIAL A POSITION FOR A PERIOD OF THREE MONTHS.

Attachment 16

Exhibit 22

Description: EEO PUBLIC FILE

Attachment 22

Description
EEO Public File 12110

Requisition#	Job Title	Working Location	Source	# of Interviews	# of Hires
52599BR	Lead Customer Support Representative	COC76 - Colorado Springs CO	Internal	22	2
			Total	22	2
53691BR	Customer Account Executive - Repair/Trbleshooting Rep 2	COC76 - Colorado Springs CO	I - COMCAST.COM	2	1
			I - HOTJOBS.COM	1	1
			ICOMCAST - COMCAST.COM	3	0
			Internal	4	4
			M - COMCAST NOW HIRING SIGN	4	3
			N - JOB RECRUITER	1	1
			O - CAREER CENTER	1	0
			R - EMPLOYEE REFERRAL	2	1
			REMPREF - EMPLOYEE REFERRAL	4	3
			V - CAREERS ON DEMAND	1	1
			V - TV COMMERCIAL	1	1
			Total	24	16
53692BR	Customer Account Executive - All Products Rep 3	COC76 - Colorado Springs CO	A - CABLE TELECOMMUNICATIONS ASSOC.	2	1
			A - EMPLOYMENT MANAGEMENT ASSOCIATION	1	1
			I - CAREERBUILDER.COM	2	1
			I - COMCAST.COM	6	3
			I - HOTJOBS.COM	1	0
			ICOMCAST - COMCAST.COM	1	1
			Internal	8	8
			I - COMCAST.COM	1	1
			R - EMPLOYEE REFERRAL	4	3
			R - REFERRED BY GOVERNMENT OFFICIAL	1	0
			REMPREF - EMPLOYEE REFERRAL	4	4
			T - CABLEVISION	1	0
			V - TV COMMERCIAL	2	1
			Total	34	24
53745BR	CAE - Inbound Sales/Retention Rep 3	COC76 - Colorado Springs CO	A - AMERICAN SOC FOR TRAINING & DEVELOPMENT	1	1
			A - EMPLOYMENT MANAGEMENT ASSOCIATION	1	0
			I - COMCAST.COM	5	1
			I - MONSTER.COM	1	0
			ICOMCAST - COMCAST.COM	1	1
			Internal	1	0
			J - AOL JOB FAIR	1	0
			M - COMCAST NOW HIRING SIGN	1	0
			M - DIGITAL CABLE ADVERTISEMENT	1	0
			O - CAREER SOURCE	1	1
			R - EMPLOYEE REFERRAL	2	0
			R - WORD OF MOUTH	1	0
			REMPREF - EMPLOYEE REFERRAL	4	1
			V - TV COMMERCIAL	2	1
			Total	23	6
53815BR	Cust Support QA Rep 2	COC76 - Colorado Springs CO	Internal	24	3
			Total	24	3
55313BR	Customer Account Executive - Repair/Trbleshooting Rep 2	COC76 - Colorado Springs CO	A - CABLE TELECOMMUNICATIONS ASSOC.	1	0
			I - COMCAST.COM	2	1
			I - COROFLOT.COM	1	0

			I - MONSTER.COM	1	1
			Internal	3	3
			M - COMCAST NOW HIRING SIGN	2	1
			M - DIGITAL CABLE ADVERTISEMENT	1	0
			N - EMPLOYMENT NEWS	1	1
			R - WORD OF MOUTH	1	0
			REMPREF - EMPLOYEE REFERRAL	5	3
			Total	18	10
55314BR	Customer Account Executive - All Products Rep 3	COC76 - Colorado Springs CO	A - CABLE TELECOMMUNICATIONS ASSOC.	1	1
			A - CABLE/TEL HUMAN RESOURCES ASSOC	2	2
			A - NATIONAL ASSOC OF COLLEGES/EMPLOYERS	1	0
			F - SEARCH FIRM	1	1
			I - CAREERBUILDER.COM	1	1
			I - COMCAST.COM	1	0
			I - MONSTER.COM	2	0
			I - WWW.JOBGING.COM	1	0
			Internal	1	1
			M - JOB HOTLINE	1	0
			O - CAREER CENTER	1	1
			REMPREF - EMPLOYEE REFERRAL	9	6
			T - FORBES	1	1
			V - CAREERS ON DEMAND	1	1
			V - WEATHER CHANNEL CRAWL	1	0
			Total	25	15
55380BR	Customer Support Manager	COC76 - Colorado Springs CO	Internal	4	1
			Total	4	1
55905BR	CARE - Service & Sales Associate Trainer	COC76 - Colorado Springs CO	Internal	12	1
			Total	12	1
56075BR	Resource Management Specialist	COC76 - Colorado Springs CO	Internal	1	1
			Total	1	1
56495BR	Supervisor, Customer Support	COC76 - Colorado Springs CO	F - SEARCH FIRM	1	0
			I - COMCAST.COM	1	0
			Internal	20	2
			M - COMCAST BILL INSERT	1	0
			R - WORD OF MOUTH	1	0
			Total	24	2
56664BR	Customer Account Executive - Repair/Trblshooting Rep 2	COC76 - Colorado Springs CO	A - CABLE TELECOMMUNICATIONS ASSOC.	1	1
			A - EMPLOYMENT MANAGEMENT ASSOCIATION	1	1
			A - INTL CUSTOMER SERVICE ASSOC	1	0
			I - COMCAST.COM	2	1
			I - YAHOO.COM	2	0
			ICOMCAST - COMCAST.COM	1	1
			Internal	1	1
			J - WORKSOURCE JOB FAIR	1	1
			M - COMCAST NOW HIRING SIGN	1	0
			N - DAILY LOCAL	1	1
			R - EMPLOYEE REFERRAL	1	0
			REMPREF - EMPLOYEE REFERRAL	1	1
			T - AD WEEK	1	0

			T - CABLEVISION	1	1
			A - CABLE TELECOMMUNICATIONS ASSOC.	1	0
			I - YAHOO!HOTJOBS DIRECT	1	1
			Internal	4	4
			J - AOL JOB FAIR	1	0
			J - NW CLASSIFIEDS JOBEXPO	1	1
			R - EMPLOYEE REFERRAL	7	1
			REMPREF - EMPLOYEE REFERRAL	14	3
			V - CAREERS ON DEMAND	1	0
			Total	46	19
60885BR	CAE - Inbound Sales/Retention Rep 3	COC76 - Colorado Springs CO	A - CABLE/TEL MARKETING ASSOC	2	0
			I - CALLCENTERJOBS.COM	2	1
			I - CAREERBUILDER.COM	2	0
			I - COMCAST.COM	18	2
			I - INDEED.COM	1	0
			I - MILITARYRESUMES.COM	1	0
			I - MONSTER.COM	11	2
			I - YAHOO.COM	2	0
			Internal	3	1
			M - COMCAST NOW HIRING SIGN	3	1
			M - COMCAST VAN SIGN	1	0
			M - JOB HOTLINE	3	2
			O - JOBS & EMPLOYMENT SERVICES	1	0
			R - EMPLOYEE REFERRAL	9	1
			R - WORD OF MOUTH	3	2
			REMPREF - EMPLOYEE REFERRAL	15	4
			T - AD WEEK	1	0
			V - CAREERS ON DEMAND	1	0
			V - TV COMMERCIAL	1	1
			V - WEATHER CHANNEL CRAWL	1	0
			Total	81	17
62168BR	Inbound Sales Supervisor	COC76 - Colorado Springs CO	Internal	9	2
			Total	9	2
62170BR	Lead Customer Support Representative	COC76 - Colorado Springs CO	Internal	40	3
			Total	40	3
62523BR	Customer Account Executive - Repair/Trblshooting Rep 2	COC76 - Colorado Springs CO	A - CABLE TELECOMMUNICATIONS ASSOC.	3	1
			A - EMPLOYMENT MANAGEMENT ASSOCIATION	1	0
			A - INTL CUSTOMER SERVICE ASSOC	1	1
			I - CAREERBUILDER.COM	1	1
			I - CAREERJOURNAL.COM	1	1
			I - COMCAST.COM	7	1
			I - INDEED.COM	2	2
			I - MYJOBHUNTER.COM	1	1
			ICOMCAST - COMCAST.COM	1	1
			M - COMCAST NOW HIRING SIGN	1	1
			M - JOB HOTLINE	1	0
			O - US ARMY	1	0
			R - EMPLOYEE REFERRAL	5	3
			R - WORD OF MOUTH	1	0

			REMPREF - EMPLOYEE REFERRAL	7	5
			V - CAREERS ON DEMAND	2	1
			V - WEATHER CHANNEL CRAWL	1	1
			Total	37	20
62558BR	Supervisor, Customer Support	COC76 - Colorado Springs CO	I - COMCAST.COM	2	0
			I - MONSTER.COM	2	1
			Internal	17	0
			Total	21	1
64820BR	Resource Management Specialist	COC76 - Colorado Springs CO	Internal	8	1
			Total	8	1
65591BR	Lead Customer Support Representative	COC76 - Colorado Springs CO	Internal	12	1
			Total	12	1
68087BR	Training and Development Professional	COC76 - Colorado Springs CO	I - CAREERBUILDER.COM	2	0
			I - COMCAST.COM	2	0
			I - MONSTER.COM	2	0
			Internal	6	1
			M - JOB HOTLINE	1	0
68904BR			Internal	1	1
			Total	14	2
70214BR	Customer Service Representative	COC76 - Colorado Springs CO	A - EMPLOYMENT MANAGEMENT ASSOCIATION	1	1
			I - CAREERBUILDER.COM	6	1
			I - COMCAST.COM	8	1
			I - INDEED.COM	1	1
			I - MONSTER.COM	4	2
			I - WWW.JOBGING.COM	1	0
			J - MONSTER JOB FAIRS	1	1
			M - COMCAST NOW HIRING SIGN	2	0
			M - COMCAST VAN SIGN	1	1
			M - DIGITAL CABLE ADVERTISEMENT	2	0
			R - EMPLOYEE REFERRAL	10	1
			R - WORD OF MOUTH	1	0
			REMPREF - EMPLOYEE REFERRAL	16	7
			V - CAREERS ON DEMAND	1	1
			Total	55	17
70488BR	Administrative Assistant 3	COC76 - Colorado Springs CO	I - COMCAST.COM	1	1
	Administrative Assistant 3	COC76 - Colorado Springs CO	I - COMCAST.COM	2	0
			Total	3	1
			Grand Total	537	165

FCC Recruitment Menu Activity	Recruiting Event	Sponsor	Date	System Personnel Involved	Narrative
Participation in at least two job fairs by unit personnel who have substantial responsibility in making hiring decisions.	Employment Guide Career Fair	Employment Guide & AARP	9/25/2007	HR Generalist	Participation in job fair

	Employment Guide Career Fair	Employment Guide & AARP	9/25/2007	HR Generalist	Participation in job fair		
	Women Helping Women	Colorado Federation Of Republican Women	10/19/2007	HR Generalist	Participation in job fair		
	Women Helping Women	Colorado Federation Of Republican Women	10/19/2007	HR Generalist	Participation in job fair		
	Sanmina SCI	PP Workforce Management Center	11/1/2007	HR Generalist	Participation in job fair		
	Goodwill Milestone	Goodwill Industries	11/29/2007	HR Generalist	Participation in job fair		
	Goodwill Support Group	Goodwill Business Group	11/29/2007	HR Generalist	Participation in job fair		
	ICT	ICT Work Fair	1/22/2008	HR Generalist	Participation in job fair		
	Military Job Fair	Military Services	2/7/2008	HRG and Recruiting Manager	Participation in job fair		
	Westwood College Career Fair	Westwood College	4/22/2008	HR Generalist	Participation in job fair		
	Westwood College Career Fair	Westwood College	4/22/2008	HR Generalist	Participation in job fair		
	Vetern Services	Pikes Peak Workforce Center	6/11/2008	HR Generalist	Employer of the Day		
	Vetern Services	Pikes Peak Workforce Center	7/9/2008	HR Generalist	Employer of the Day		
	Vetern Services	Pikes Peak Workforce Center	7/9/2008	HR Generalist	Employer of the Day		
	30th Annual Adult Diversity Career Fair	Urban League of Metropolitan Denver	9/3/2008	HRG and HR Manager	Participation in job fair		
Hosting at least one job fair.	CAE On-Site Job Fair	Colorado Springs Call Center	9/12/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	9/20/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	9/21/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	9/26/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	9/27/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	9/28/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	10/2/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	10/3/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	10/4/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	10/5/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	10/9/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	10/10/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	10/11/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	10/12/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	11/6/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	11/7/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	11/8/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	11/13/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	11/14/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	11/15/2007	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	1/15/2008	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	1/16/2008	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	1/17/2008	HR Generalist	Hosted CAE Job Fair		
	CAE On-Site Job Fair	Colorado Springs Call Center	3/3/2008	HR Generalist	Hosted CAE Job Fair		

	CAE On-Site Job Fair	Denver (Iliiff) Call Center	5/28/2008	HR Generalist	Hosted CAE Job Fair	
	CAE On-Site Job Fair	Denver (Iliiff) Call Center	7/2/2008	HR Generalist	Hosted CAE Job Fair	
	CAE On-Site Job Fair	Denver (Iliiff) Call Center	7/16/2008	HR Generalist	Hosted CAE Job Fair	
	CAE On-Site Job Fair	Denver (Iliiff) Call Center	8/14/2008	HR Generalist	Hosted CAE Job Fair	
	CAE On-Site Job Fair	Denver (Iliiff) Call Center	10/15/2008	HR Generalist	Hosted CAE Job Fair	
Co-sponsoring at least one job fair with organizations in the business and professional community whose membership includes substantial participation of women and minorities.	ACCEL Meeting Community Outreach	Accel Outreach	1/18/2008	HR Generalist	Attend function to introduce Comcast and invite to University Day	

The below organizations, educational institutions, and other recruitment sources were used to attract applicants for job vacancies when they became available.

College/University/Contact Name/Title	Phone	Fax	Email	City
Arapahoe Community College Jan McLees	303.797.5805	303.797.5926	Careers@araphoe.edu	Littleton
Auraria Higher Educ. Center Cheryl Cook	303.556.3664	303.556.4035	ccook28@mscd.edu	Denver
College America Mary Gordy	303.691.9756	303.692.9156		Denver
Colorado School of Mines Debbie Behnfield	303.273.3233	303.273.3956		Golden
Colorado State University Diane Kull	970.491.5707	970.491.1134		Ft. Collins
Community College of Aurora Student Advising Office	303.360.4835	303.360.4791		Aurora
Community College of Denver Lynn Stefanowski	303.352.3208	303.352.6077	lynn.stefanowski@cod.edu	Denver
Fort Lewis College Chris	970.247.7562	970.247.7653		Durango
Front Range Community College Job Services	303.453.8600	303.438.9524		Westminster
Front Range Community College Mandy Clancey	303.678.3736	303.678.3743		Longmont
ITT Technical Institute Genny Campbell	303.288.4488	303.288.8166		Denver
Lamar Community College Career Counseling	719.336.1538	719.336.2448		Lamar/Pueblo
National American University Career Services	303.758.6700	303.758.6810		Denver
National American University Haley Sampson	719.590.8366	719.277.0589		Colorado Springs
Otero Junior College Brad Smith	719.384.6869	719.384.6933		La Junta
Parks College (South) Kori Roda	303.745.6244	303.745.0762		Aurora
Red Rocks Community College Darlene Marshall	303.914.6258	303.988.6191		Golden
Univ. of Colorado at Colorado Springs Bev Kratzer	719.262.3340	719.262.3875		Colorado Springs
Univ. of Southern Colorado Career Services	719.549.2980	719.549.2289		Pueblo
University of Denver Career Center	303.871.2156	303.871.4335		Denver
Western State College Candace	970.943.7122	970.943.2702		Gunnison
Univ. of Northern Colorado Solomon Little Owl	970.351.1125	970.351.1999	solomon.littleowl@unco.edu	Greeley
Univ. of Northern Colorado Patricia Escobar	970.351.2424	970.351.2360	patricia.escobar@unco.edu	Greeley
Univ. of Northern Colorado Elizabeth Overson	970.351.2552	970.351.1182		Greeley
Regis University Don Linley	303.458.4928	303.964.5530		Lakewood
CO Women's Employment Center Carrie Edson	303.892.8444	303.892.8375		Denver
CO Center for the Blind Jennifer Stevens	303.778.1597	303.778.1598		Denver
Rocky Mountain SER Eric Wright	303.292.3203	303.292.3341		Denver
Denver Family Learning Barbara Wallace	303.433.3118	303.433.3667		Denver
Denver Indian Center Dina Yazzie	303.937.0401	303.936.2699		Denver
Discovery Job Network Liz	303.220.3384	303.220.3385		Denver
MiCasa Resource Center Ken Lyon	303.573.1302	303.595.0422		Denver
Urban League of Denver Carla Mourning	303.388.5861	303.388.3523		Denver