

Federal Communications Commission Washington, D.C. 20554  <b>FCC 396-C</b>	OMB 3060-1033 September 2003  FOR FCC USE ONLY
<b>Multi-Channel Video Program Distributor EEO                  Program Annual Report</b>  Read INSTRUCTIONS Before Filling Out Form	FOR COMMISSION USE ONLY FILE NO. B396 - 20081022AAU

**SECTION I IDENTIFYING INFORMATION**

A. Name of Operator:  
COMCAST CORPORATION

MSO Name:  
COMCAST CORPORATION

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

City PHILADELPHIA	State PA	Zip Code 19103-
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Emp. Unit ID # 12122

**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  
ENFIELD, CT

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 HR AND ORGANIZATIONAL EFFECTIVENESS
Date 9/30/2008	Name of Respondent KERRI ST. JEAN
Telephone No. (include area code) 6036951508	

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    | <input type="text"/> | [Exhibit 4]  |
| 2. Professionals             | <input type="text"/> | [Exhibit 5]  |
| 3. Technicians               | <input type="text"/> | [Exhibit 6]  |
| 4. Sales Workers             | <input type="text"/> | [Exhibit 7]  |
| 5. Office and Clerical       | <input type="text"/> | [Exhibit 8]  |
| 6. Craft Workers (skilled)   | <input type="text"/> | [Exhibit 9]  |
| 7. Operatives (semi-skilled) | 3                    | [Exhibit 10] |
| 8. Laborers (unskilled)      | <input type="text"/> | [Exhibit 11] |
| 9. Service Workers           | <input type="text"/> | [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]

<b>EMP UNIT ID:</b> 12122	<b>MSO NAME:</b> COMCAST CORPORATION
	<b>OPR NAME:</b> COMCAST CORPORATION

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## Exhibits

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### Exhibit 10

#### Description: JOB DESCRIPTIONS

THERE ARE NO OPERATIVES EMPLOYED AS THIS UNIT. THREE JOB DESCRIPTIONS FOR EMPLOYEES WORKING AT THIS UNIT HAVE BEEN PROVIDED.

JOB TITLE: CAE- GENERAL CUSTOMER SUPPORT REPRESENTATIVE 1

OVERVIEW: MAY PERFORM ANY OR ALL OF THE FOLLOWING DUTIES

HANDLES LARGE VOLUME OF INCOMING TELEPHONE CALLS, COVERING FULL RANGE OF CUSTOMER SERVICE IN A PROMPT AND PROFESSIONAL MANNER, OBTAINING ALL INFORMATION FOR RESOLUTION OF TRANSACTION.

ANSWERS CUSTOMER QUESTIONS REGARDING BILLING AND/OR PROBLEMS.

CORRECTS ERRORS AND DISCREPANCIES ON CUSTOMER BILLINGS AS NECESSARY.

PREPARES WORK ORDERS FOR MAINTENANCE REQUESTS AFTER DETERMINING IF FIELD VISITS ARE REQUIRED, AND ENSURES APPROPRIATE FOLLOW-UP PROCEDURES ARE MET.

PERFORMS BILLING AND POSTING OF CUSTOMER ACCOUNTS.

SERVES AS A SALES REPRESENTATIVE TO SELL COMPLETE PACKAGES OF EXISTING CABLE SERVICES.

RESOLVES DELINQUENT ACCOUNT BALANCES.

REPRESENTS COMCAST IN PROFESSIONAL AND POSITIVE MANNER IN ALL SITUATIONS.

PUNCTUAL, REGULAR AND CONSISTENT ATTENDANCE.

PERFORM OTHER RELATED RESPONSIBILITIES AS ASSIGNED.

JOB TITLE: CUSTOMER ACCOUNT EXECUTIVE (RETENTION)

OVERVIEW:

THIS CRITICAL CUSTOMER CONTACT POSITION IS RESPONSIBLE FOR RETAINING CUSTOMERS IN ORDER TO MAINTAIN MARKET REVENUE PERFORMANCE.

REPRESENTS COMCAST AS THE INCUMBENT CABLE PROVIDER AND DISSUADES CUSTOMERS FROM DISCONNECTING AND/OR DOWNGRADING THEIR SERVICES.

RE-ENERGIZES THE CUSTOMER EXPERIENCE AND RELATIONSHIP BY RESELLING THE BENEFITS AND VALUE OF COMCAST PRODUCTS AND SERVICES.

PUNCTUAL, REGULAR AND CONSISTENT ATTENDANCE.

ABILITY TO WORK OVERTIME AS NEEDED. PERFORM OTHER RELATED RESPONSIBILITIES AS ASSIGNED.

JOB TITLE: TECHNICAL CUSTOMER ACCOUNT EXECUTIVE

JOB RESPONSIBILITIES:

ELICITS AND RECORDS CUSTOMER INFORMATION AND INQUIRIES, FOLLOWING PROMPTS FROM A COMPUTERIZED SYSTEM.

TROUBLESHOOTS AND RESOLVES TECHNICAL PROBLEMS OVER THE PHONE IN A SINGLE CUSTOMER INTERACTION TO MAXIMIZE THE CUSTOMER EXPERIENCE.

EFFECTIVELY GAINS THE CUSTOMERS COOPERATION TO WORK THROUGH THE TROUBLE-SHOOTING PROCESS, AVOIDING A TRUCK ROLL.

RESEARCHES AND IDENTIFIES TRENDS IN SERVICE/EQUIPMENT PROBLEMS AND DOCUMENTS PROCESSES USED TO CORRECT ISSUES, REPORTING CONSISTENT PROBLEMS TO THE ESCALATION AGENT.

PROACTIVELY LEARNS NEW TECHNOLOGIES WITHIN THE COMCAST PRODUCTS.

PREPARES WORK ORDERS WHEN REQUIRED, AND ENSURES APPROPRIATE PROCEDURES ARE FOLLOWED.

PROMOTES AND SELLS SERVICES, ENTERS AND CONFIRMS SALES.

SUPPORTS OTHER LINES OF BUSINESS AS CALL VOLUME DICTATES.

MAINTAINS AND COORDINATES INTERDEPARTMENTAL COMMUNICATIONS.

CONSISTENTLY MEETS OR EXCEEDS ESTABLISHED GOALS AND PERFORMANCE METRICS.  
ACHIEVES OVERALL PERFORMANCE GOALS OF THE ORGANIZATION.  
ATTENDS TRAINING AS REQUIRED AND PERFORMS OTHER RELATED DUTIES AS ASSIGNED.  
PUNCTUAL, REGULAR AND CONSISTENT ATTENDANCE.  
ABILITY TO WORK OVERTIME AS NEEDED.  
PERFORM OTHER RELATED RESPONSIBILITIES AS ASSIGNED.

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## Attachment 10

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### 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.

THE UNIT PARTICIPATES IN A NUMBER OF CAREER EVENTS AND JOB FAIRS THAT DRAW A DIVERSE CANDIDATE SLATE OF FULL-TIME OPPORTUNITIES WITHIN OUR ORGANIZATION. JOB OPENINGS ARE POSTED IMMEDIATELY AND BRANCH OUT TO OUR COMPANY WEBSITE AS WELL AS A NUMBER OF WEBSITES THAT ARE DIVERSE, INDUSTRY SPECIFIC AND GENERAL IN CONTENT. NETWORKING RELATIONSHIPS ARE BUILT AND MAINTAINED IN THE COMMUNITY WITH ORGANIZATIONS SUCH AS THE URBAN LEAGUE OF GREATER HARTFORD, HEROES FOR HIRE AND THE CT LABOR DEPARTMENT, AS WELL AS PARTICIPATION IN THEIR CAREER FAIRS. WE HOLD ON SITE JOB FAIRS AS WELL WITH OPEN DOORS TO THE COMMUNITY AND ATTRACT CANDIDATES THROUGH NEWSPAPER ADS, INTERNET POSTINGS AND FLYERS.

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

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## Attachment 13

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### 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.

WE POST OUR EEO POLICY IN COMMON AREAS THROUGHOUT THE BUILDING.

WE DISCUSS THE EEO POLICY IN ORIENTATION WITH ALL NEW HIRES.

WE ADVERTISE OUR EEO POLICY IN OUR APPLICATIONS, AT JOB FAIRS THAT WE ATTEND, IN ALL POSTED JOB ADVERTISEMENTS, AS WELL AS IN OUR STANDARD OFFER LETTERS TO CANDIDATES.

**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.

**Attachment 16**

**Exhibit 22**

**Description:** EEO PUBLIC FILE REPORT

**Attachment 22**

Description
<a href="#">EEO Public File</a>

Comcast Cable Communications  
2008FCC Sourcing Report  
Reporting Period: 9/1/07 - 8/31/08  
Unit # 12122

Requisition#	Job Title	Working Location	Source	# of Interviews	# of Hires
40883BR	Manager Customer Care	CTE12 - Enfield CT	I - COMCAST.COM	1	1
	Manager Customer Care	CTE12 - Enfield CT	INTERNAL CANDIDATE	1	0
			<b>TOTAL</b>	2	1
41627BR	Training Coordinator	CTE12 - Enfield CT	Internal	1	1
			<b>TOTAL</b>	1	1
45677BR	Supervisor, Customer Care	CTE12 - Enfield CT	ICOMCAST - COMCAST.COM	1	1
	Supervisor, Customer Care	CTE12 - Enfield CT	INTERNAL CANDIDATE	1	1
	Supervisor, Customer Care	CTE12 - Enfield CT	N - SPRINGFIELD REPUBLICAN	1	1
			<b>TOTAL</b>	3	3
47178BR	Regional Care Business Operations Manager	CTE12 - Enfield CT	I - CAREERBUILDER.COM	3	0
	Regional Care Business Operations Manager	CTE12 - Enfield CT	I - COMCAST.COM	1	0
	Regional Care Business Operations Manager	CTE12 - Enfield CT	I - HISPANIC-JOBS.COM	1	0
	Regional Care Business Operations Manager	CTE12 - Enfield CT	Internal	1	1
	Regional Care Business Operations Manager	CTE12 - Enfield CT	V - TV COMMERCIAL	1	0
			<b>TOTAL</b>	7	1
47556BR	Director, Customer Care	CTE12 - Enfield CT	I - COMCAST.COM	2	1
			<b>TOTAL</b>	2	1
47778BR	Receptionist	CTE12 - Enfield CT	Internal	1	1
			<b>TOTAL</b>	1	1
48331BR	Retention Specialist	CTE12 - Enfield CT	ICOMCAST - COMCAST.COM	3	3
	Retention Specialist	CTE12 - Enfield CT	Internal	5	5
	Retention Specialist	CTE12 - Enfield CT	INTERNAL CANDIDATE	16	16
	Retention Specialist	CTE12 - Enfield CT	R - EMPLOYEE REFERRAL	1	1
	Retention Specialist	CTE12 - Enfield CT	T - TRAINING AND	1	1
			<b>TOTAL</b>	26	26
49257BR	CAE-General Cust Support Rep 1	CTE12 - Enfield CT	A - CABLE/TEL PUBLIC AFFAIRS	1	0
	CAE-General Cust Support Rep 1	CTE12 - Enfield CT	A - EMPLOYMENT	1	0
	CAE-General Cust Support Rep 1	CTE12 - Enfield CT	I - CAREERBUILDER.COM	36	18
	CAE-General Cust Support Rep 1	CTE12 - Enfield CT	I - COMCAST.COM	5	2
	CAE-General Cust Support Rep 1	CTE12 - Enfield CT	ICOMCAST - COMCAST.COM	21	7
	CAE-General Cust Support Rep 1	CTE12 - Enfield CT	N - HARTFORD COURANT	1	0
	CAE-General Cust Support Rep 1	CTE12 - Enfield CT	O - COMMUNITY BULLETIN	1	0
	CAE-General Cust Support Rep 1	CTE12 - Enfield CT	REMPREF - EMPLOYEE	5	1
	CAE-General Cust Support Rep 1	CTE12 - Enfield CT	V - TV COMMERCIAL	8	2
			<b>TOTAL</b>	79	30
49911BR	Retention Supervisor	CTE12 - Enfield CT	INTERNAL CANDIDATE	5	2
			<b>TOTAL</b>	5	2
50958BR	Sales Coach	CTE12 - Enfield CT	Internal	4	1
			<b>TOTAL</b>	4	1
51608BR	Supervisor, Customer Care	CTE12 - Enfield CT	I - COMCAST.COM	1	0
	Supervisor, Customer Care	CTE12 - Enfield CT	INTERNAL CANDIDATE	3	2
			<b>TOTAL</b>	4	2

Comcast Cable Communications  
2008FCC Sourcing Report  
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51987BR	Manager, Customer Care	CTE12 - Enfield CT	I - COMCAST.COM	3	1
	Manager, Customer Care	CTE12 - Enfield CT	I - MONSTER.COM	1	0
	Manager, Customer Care	CTE12 - Enfield CT	REMPREF - EMPLOYEE	1	0
			<b>TOTAL</b>	5	1
52115BR	Check-In Rep 1	CTE12 - Enfield CT	Internal	2	1
			<b>TOTAL</b>	2	1
52123BR	Dispatch Rep 2	CTE12 - Enfield CT	Internal	1	1
			<b>TOTAL</b>	1	1
52286BR	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	A - CABLE	1	0
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	A - CABLE/TEL PUBLIC AFFAIRS	1	1
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	A - NATIONAL FEDERATION OF	1	1
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	C - HARFORD COMMUNITY	1	1
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	I - CAREERBUILDER.COM	2	1
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	I - COMCAST.COM	5	0
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	I - HISPANIC-JOBS.COM	1	0
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	I - MONSTER.COM	2	1
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	I - YAHOO.COM	1	0
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	ICOMCAST - COMCAST.COM	18	7
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	R - EMPLOYEE REFERRAL	2	1
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	R - WORD OF MOUTH	2	0
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	REMPREF - EMPLOYEE	10	4
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	T - CABLEVISION	1	0
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	V - CAREERS ON DEMAND	2	1
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	V - LOCHANNEL	2	2
	Customer Account Executive - Technical Representative	CTE12 - Enfield CT	V - TV COMMERCIAL	9	2
			<b>TOTAL</b>	61	22
54056BR	Technical Customer Account Executive	CTE12 - Enfield CT	I - CAREERBUILDER.COM	1	0
	Technical Customer Account Executive	CTE12 - Enfield CT	I - COMCAST.COM	29	23
	Technical Customer Account Executive	CTE12 - Enfield CT	I - MONSTER.COM	2	1
	Technical Customer Account Executive	CTE12 - Enfield CT	ICOMCAST - COMCAST.COM	7	0
	Technical Customer Account Executive	CTE12 - Enfield CT	Internal	1	0
	Technical Customer Account Executive	CTE12 - Enfield CT	INTERNAL CANDIDATE	1	1
	Technical Customer Account Executive	CTE12 - Enfield CT	M - DIGITAL CABLE	1	0
	Technical Customer Account Executive	CTE12 - Enfield CT	R - EMPLOYEE REFERRAL	2	0
	Technical Customer Account Executive	CTE12 - Enfield CT	REMPREF - EMPLOYEE	1	0
	Technical Customer Account Executive	CTE12 - Enfield CT	V - TV COMMERCIAL	4	0
			<b>TOTAL</b>	49	25
54132BR	Business Account Executive	CTE12 - Enfield CT	Internal	2	2
			<b>TOTAL</b>	2	2
54473BR	Customer Care Supervisor	CTE12 - Enfield CT	INTERNAL CANDIDATE	1	1
			<b>TOTAL</b>	1	1

Comcast Cable Communications  
2008FCC Sourcing Report  
Reporting Period: 9/1/07 - 8/31/08  
Unit # 12122

55045BR	Financial Analyst	CTE12 - Enfield CT	A - WOMEN IN CABLE/TEL	1	0
	Financial Analyst	CTE12 - Enfield CT	I - CAREERBUILDER.COM	2	1
	Financial Analyst	CTE12 - Enfield CT	I - COMCAST.COM	3	0
	Financial Analyst	CTE12 - Enfield CT	I - CONNECTICUTNOW.COM	1	0
	Financial Analyst	CTE12 - Enfield CT	I - HOTJOBS.COM	1	0
	Financial Analyst	CTE12 - Enfield CT	I - MONSTER.COM	1	0
			<b>TOTAL</b>	9	1
55067BR	Regional Workforce Management Analyst	CTE12 - Enfield CT	I - COMCAST.COM	3	1
	Regional Workforce Management Analyst	CTE12 - Enfield CT	INTERNAL CANDIDATE	1	1
			<b>TOTAL</b>	4	2
55330BR	Dispatch Rep 2	CTE12 - Enfield CT	I - CAREERBUILDER.COM	1	0
	Dispatch Rep 2	CTE12 - Enfield CT	I - COMCAST.COM	3	0
	Dispatch Rep 2	CTE12 - Enfield CT	ICOMCAST - COMCAST.COM	1	1
	Dispatch Rep 2	CTE12 - Enfield CT	R - EMPLOYEE REFERRAL	2	0
	Dispatch Rep 2	CTE12 - Enfield CT	R - WORD OF MOUTH	1	0
	Dispatch Rep 2	CTE12 - Enfield CT	REMPREF - EMPLOYEE	2	0
			<b>TOTAL</b>	10	1
56607BR	Retail Representative	CTE12 - Enfield CT	R - EMPLOYEE REFERRAL	1	1
			<b>TOTAL</b>	1	1
56621BR	Customer Account Executive - Video Billing	CTE12 - Enfield CT	I - COMCAST.COM	16	12
			<b>TOTAL</b>	16	12
57327BR	Tier 2 Coordinator	CTE12 - Enfield CT	Internal	8	1
			<b>TOTAL</b>	8	1
57406BR	Support Desk Administrator	CTE12 - Enfield CT	INTERNAL CANDIDATE	1	1
			<b>TOTAL</b>	1	1
57643BR	Regional Reporting Analyst	CTE12 - Enfield CT	I - COMCAST.COM	1	1
			<b>TOTAL</b>	1	1
58005BR	Supervisor, Customer Care	CTE12 - Enfield CT	INTERNAL CANDIDATE	3	3
			<b>TOTAL</b>	3	3
58436BR	Workforce Mgmt Analyst	CTE12 - Enfield CT	Internal	5	1
			<b>TOTAL</b>	5	1
58556BR	Workforce Mgmt Rep 1	CTE12 - Enfield CT	Internal	4	3
			<b>TOTAL</b>	4	3
59025BR	Custsomer Account Executives	CTE12 - Enfield CT	I - COMCAST.COM	14	14
	Custsomer Account Executives	CTE12 - Enfield CT	ICOMCAST - COMCAST.COM	2	0
	Custsomer Account Executives	CTE12 - Enfield CT	R - EMPLOYEE REFERRAL	1	0
	Custsomer Account Executives	CTE12 - Enfield CT	R - WORD OF MOUTH	1	0
	Custsomer Account Executives	CTE12 - Enfield CT	REMPREF - EMPLOYEE	2	1
	Custsomer Account Executives	CTE12 - Enfield CT	V - CAREERS ON DEMAND	1	0
			<b>TOTAL</b>	21	15
59784BR	Administrative Asst 2	CTE12 - Enfield CT	I - COMCAST.COM	1	1
	Administrative Asst 2	CTE12 - Enfield CT	Internal	1	0
			<b>TOTAL</b>	2	1

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59807BR	MDU Account Executive	CTE12 - Enfield CT	ICOMCAST - COMCAST.COM	1	1
	MDU Account Executive	CTE12 - Enfield CT	Internal	2	0
			TOTAL	3	1
60173BR	Advanced Resolution & Support Customer Account Executive	CTE12 - Enfield CT	INTERNAL CANDIDATE	10	10
			TOTAL	10	10
60177BR	Customer Care Supervisor - Advanced Resolution & Support	CTE12 - Enfield CT	INTERNAL CANDIDATE	1	1
			TOTAL	1	1
60387BR	Direct Sales Rep	CTE12 - Enfield CT	I - CAREERBUILDER.COM	1	1
			TOTAL	1	1
60413BR	Technical Customer Account Executive	CTE12 - Enfield CT	I - COMCAST.COM	4	4
	Technical Customer Account Executive	CTE12 - Enfield CT	I - MONSTER.COM	2	2
	Technical Customer Account Executive	CTE12 - Enfield CT	J - HARFORD COUNTY JOB FAIR	1	1
	Technical Customer Account Executive	CTE12 - Enfield CT	P - CAREER CONCEPTS	1	1
	Technical Customer Account Executive	CTE12 - Enfield CT	R - EMPLOYEE REFERRAL	4	3
	Technical Customer Account Executive	CTE12 - Enfield CT	V - TV COMMERCIAL	2	1
			TOTAL	14	12
60416BR	Customer Account Executives - Retention	CTE12 - Enfield CT	INTERNAL CANDIDATE	9	9
			TOTAL	9	9
60963BR	Operational Communications Specialist	CTE12 - Enfield CT	INTERNAL CANDIDATE	1	1
			TOTAL	1	1
61086BR	Assoc Training & Dev Prof	CTE12 - Enfield CT	Internal	1	1
			TOTAL	1	1
61923BR	IT Field Support Analyst	CTE12 - Enfield CT	Internal	1	1
			TOTAL	1	1
61952BR	Customer Care Supervisor	CTE12 - Enfield CT	I - COMCAST.COM	1	1
	Customer Care Supervisor	CTE12 - Enfield CT	INTERNAL CANDIDATE	1	1
			TOTAL	2	2
62770BR	Customer Account Executives	CTE12 - Enfield CT	A - EMPLOYMENT	1	0
	Customer Account Executives	CTE12 - Enfield CT	C - CONNECTICUT SCHOOL OF	1	0
	Customer Account Executives	CTE12 - Enfield CT	J - COMCAST OPEN HOUSE	2	1
	Customer Account Executives	CTE12 - Enfield CT	REMPREF - EMPLOYEE	2	1
			TOTAL	6	2
63411BR	Workforce Mgmt Analyst	CTE12 - Enfield CT	INTERNAL CANDIDATE	1	1
			TOTAL	1	1
63472BR	Human Resources Generalist	CTE12 - Enfield CT	R - EMPLOYEE REFERRAL	1	0
	Human Resources Generalist	CTE12 - Enfield CT	I - COMCAST.COM	1	1
			TOTAL	2	1
63724BR	Technical Customer Account Executive	CTE12 - Enfield CT	INTERNAL CANDIDATE	10	10
			TOTAL	10	10
64871BR	Customer Account Executive	CTE12 - Enfield CT	I - COMCAST.COM	3	2
	Customer Account Executive	CTE12 - Enfield CT	J - MONSTER JOB FAIRS	1	1
	Customer Account Executive	CTE12 - Enfield CT	R - EMPLOYEE REFERRAL	7	7
	Customer Account Executive	CTE12 - Enfield CT	T - CABLEVISION	1	1
			TOTAL	12	11

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64874BR	Customer Account Executive (Technical)	CTE12 - Enfield CT	INTERNAL CANDIDATE	10	10
			TOTAL	10	10
65719BR	Retention Supervisor	CTE12 - Enfield CT	INTERNAL CANDIDATE	1	1
			TOTAL	1	1
65728BR	Retention Supervisor	CTE12 - Enfield CT	INTERNAL CANDIDATE	2	1
			TOTAL	2	1

GRAND TOTAL: 427 241

**Comcast Cable Communications**  
**2008 Source Contact List**  
**Reporting Period: 9/1/07 - 8/31/08**  
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Source Name	Contact Name	Contact Title	Address	Phone #
I- Careerbuilder.com	JWT- Nicole Lenchner	Account Supervisor	<a href="mailto:nicole.lenchner@jwt.com">nicole.lenchner@jwt.com</a>	212.210.8526
A- American Payroll Association	Website only		<a href="http://www.americanpayroll.org">www.americanpayroll.org</a>	
A- Cable Telecommunications Association	Website only		<a href="http://www.ncta.com">www.ncta.com</a>	
A- Women in Cable/Tel	Website only		<a href="http://careers.wict.org/post.cfm">http://careers.wict.org/post.cfm</a>	
A-Cable/Telecommunications Human Resources Association	Website only		<a href="http://www.cthra.com">www.cthra.com</a>	
A-Cable/Telecommunications Marketing Association	Website only		<a href="http://www.ctam.com">www.ctam.com</a>	
C- Gateway Community Technical College	Career Services		60 Sargent Drive, New Haven, CT 06511	(203) 285-2110
C- Hartford Community College	Career Services		950 Main Street, Hartford CT	860.906.3000
C- University of Connecticut	Career Services		368 Fairfield Way, Unit 2051 Storrs, CT	860-486-3013
DiversityInc.	Website only		<a href="http://www.diversityinc.com">www.diversityinc.com</a>	website
HBCUconnect	website only		<a href="http://www.hbcuconnect.com">www.hbcuconnect.com</a>	website
I- ajb.com	JWT- Nicole Lenchner	Account Supervisor	<a href="mailto:nicole.lenchner@jwt.com">nicole.lenchner@jwt.com</a>	212.210.8527
I- Bostonhire.com	Website only		<a href="http://www.bostonhire.com">www.bostonhire.com</a>	
I- Connecticutnow.com	JWT- Nicole Lenchner	Account Supervisor	<a href="mailto:nicole.lenchner@jwt.com">nicole.lenchner@jwt.com</a>	212.210.8531
I- Jobfind.net	JWT- Nicole Lenchner	Account Supervisor	<a href="mailto:nicole.lenchner@jwt.com">nicole.lenchner@jwt.com</a>	212.210.8528
I- Monster.com	JWT- Nicole Lenchner	Account Supervisor	<a href="mailto:nicole.lenchner@jwt.com">nicole.lenchner@jwt.com</a>	212.210.8529
ICOMCAST.COM	<a href="http://www.comcast.com">www.comcast.com</a>		website	website
iHispano.com	Website only		<a href="http://www.ihispano.com">www.ihispano.com</a>	website
I-Yahoo.com	JWT- Nicole Lenchner	Account Supervisor	<a href="mailto:nicole.lenchner@jwt.com">nicole.lenchner@jwt.com</a>	212.210.8530
J- Employment Guide Job Fair	Eunice White	Hartford Courant, Manager	285 Broad St., Hartford CT	860.520.6904
M- Comcast Bill Insert	Brian Ferney	Dr of Marketing Communications	222 New Park Drive Berlin, CT	860.505.2079
M- Comcast Now hiring Sign	Brian Ferney	Dr of Marketing Communications	223 New Park Drive Berlin, CT	860.505.2080
M- Comcast Van Sign	Brian Ferney	Dr of Marketing Communications	224 New Park Drive Berlin, CT	860.505.2081
M- Valpak	Brian Ferney	Dr of Marketing Communications	225 New Park Drive Berlin, CT	860.505.2082
N- Hartford Courant	William Trainor	Consultant	285 Broad St., Hartford CT	860.520.6931
N- New Haven Register	Carol Crittendon	Classified Ad Manager	40 Sargent Drive New Haven, CT	203.789.5352
N- Springfield Republican	Mark French	Advertising Director	1860 Main Street, Springfield, MA 01101	413-788-1108
O- Radio	Sean Scola	Account Executive	Buyer's Advertising, 189 Wells Ave, Wellesley, MA	617.969.4646 X144
S - Career Point	Yolanda Rodriguez	Bus. Account Rep.	850 High Street, Holyoke, MA 01040	413-532-4900 X126
S- Berks Career & Tech Center	Administration		1057 County Rd. Leesport, PA	610.374.4073
S- Broadcasting & Cable	Sean Scola	Account Executive	Buyer's Advertising, 189 Wells Ave, Wellesley, MA	617.969.4646 X144
T- Cablevision	Sales Office			1-800-613-9857
TeamComcast.com (Internal)	<a href="http://www.teamcomcast.com">www.teamcomcast.com</a>		website	website
V- Careers on Demand	Nicole Lenchner	Account Supervisor	<a href="mailto:nicole.lenchner@jwt.com">nicole.lenchner@jwt.com</a>	212.210.8526
V- Lochannel	Sean Scola	Account Executive	Buyer's Advertising, 189 Wells Ave, Wellesley, MA	617.969.4646 X144
V- TV Commercial	Sean Scola	Account Executive	Buyer's Advertising, 189 Wells Ave, Wellesley, MA	617.969.4646 X145

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Recruiting Event	Sponsor	Date	System Personnel Involved	Narrative
On Site - Employer Information Session - Technical Schools	Staffing	12/11/07	Jill Stauffer, Carol Ferro, Barbara Reed, Steve Schofield	Technical Overview of upcoming Customer Account Executive Technical positions.
CAE Career Fair	Staffing	3/10/2008	Barbara Reed, Deb Cooper, Karen Read, Lee Daniels, Chris Sas	CAE Recruitment
Tunis Community College	Staffing	2-Apr-08	Carol Ferro	College Pilot Program - General Recruitment
CT Department of Labor Career Fair	Staffing	10/2/2007	Barbara Reed, Deb Cooper, Karen Read	General Recruitment
Heroes 4 Hire Career Fair (Veterans)	Staffing	1/29/2008	Deb Cooper, April Rodriguez, Karen Read	General Recruitment
College 2 Career Expo	Staffing	3/25/2008	Deb Cooper, April Rodriguez, Karen Read	General Recruitment
Career Builders' Career Fair	Staffing	4/8/2008	Barbara Reed, Deb Cooper, Karen Read	General Recruitment
College Career Centers of				
Western Mass.	Staffing	9-Apr-08	Deb Cooper, April Rodriguez, Karen Read	General Recruitment
Urban League Career	Staffing	17-Apr-08	Barbara Reed, Deb Cooper, Karen Read	General Recruitment
Ingleside @Holyoke Mall	Staffing	20-Jun-08	Deb Cooper, Karen Read, April Rodriguez	General Recruitment
Mass-In-Demand				
Accessing A Skilled				
Workforce in				Recruitment Seminar
Western Mass	Staffing	18-Jun-08	Barbara Reed	