

**SERVICE AREA 5 CABLE LLC
EEO PUBLIC FILE REPORT
September 1, 2022-August 31, 2023**

Reporting period	September 1, 2022-August 31, 2023
Number of new fulltime employees	1
Small Market Exemption:	Yes

During the Reporting Period, 1 full-time position was filled. The information required by FCC Rule 73.2080(c)(6) is provided in the information that follows.

OUTREACH INITIATIVES

The employment unit engaged in the following outreach initiatives in accordance with various elements of FCC Rule 73.2080(c)(2):

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

The Company launched a new cloud contact software platform. The platform provides a menu of options for the customer to choose based on the reason for the call. Calls are routed to the specific representatives based on their proficiencies. This provides the customer with the best experience and allows the representative to excel in their area of expertise. The platform also allows us to identify peak hours per day for more efficient staffing coverage, providing better customer experience. Since the implementation of the platform, we have seen a dramatic increase in our service level and higher employee satisfaction. It also provides managers with a greater visibility into contact center performance.

We have begun a door-to-door sales and community outreach training program. Interested representatives have an opportunity to expand their roles within the company, working directly in the community as company ambassadors promoting our products and services. This also provides them with the opportunity to earn greater commissions.

Our partnership with Direct TV has also provided our representative with another avenue to earn incremental commissions.

Provision of training to management Personnel as to the methods of ensuring Equal employment and preventing Discrimination

All of the managers and supervisors of Service Area 5 Cable LLC attended the annual EEO policy training meeting. At this meeting the company EEO policy, and the responsibilities of managers and supervisors were reviewed. We addressed the state and federal policies to ensure that the workplace is free from unlawful discrimination and harassment. We also reviewed the procedure to make changes to the EEO policy. This year there were no changes to the EEO policy.

The company diversity group, formed last year, is made up of a variety of employees from frontline to officers. At each monthly meeting we discuss ways to continue to improve diversity and equity within the workplace. Human resource representatives are present at each meeting to guide the group members, reviewing company policies and responsibilities.

VACANCY LIST

Vacancies Filed	Recruitment Sources (RS) Used to Fill Vacancy	Interviewed	Hired
Job Title: Customer Service Representative	Service Area 5 Cable LLC Career site	0	0
Date Opened: August 2022	Job Board - Indeed	2	0
Date Filled: October 10, 2022	Referral (employee referral)	3	1
	Television Commercial	0	0

Amend

Print



EEO Form 396-C
File No.: CBL0009842
Filing Status: Ready for Review

Reference
Copy
OMB Control
No. 3060-1033

7861

General Information

FCC Registration Number (FRN)
0003596293

Filing Year
2023

Employment Unit ID (EUID)
7861

Section I - Identifying Information

Has the identifying information associated
with this EUID changed?
No

Operator Legal Name
i3 Broadband

Operator Address 1
57 Everett Street

Operator City
WARREN

Operator state
RI

Operator Zip Code
02885

State of Employment Office
RI

County of Employment Office
Bristol

Application Purpose
New Program Report

Supplemental Investigation Sheet (SIS)
Required
false

Category of Respondent
Six (6) or more full-time employees during the
selected reporting period

Reporting Period Start Date
2022-09-01

Reporting Period End Date
2023-08-31

Section II - Community Information

PSID

Communities

022382

RI0011, RI0010, RI0012

Section III - EEO Policy and Program Requirements

Complied with outreach provisions

Yes

Disseminated widely EEO Program

Yes

Contacted multiple sources of applicants

Yes

Offered promotions in nondiscriminatory manner

Yes

Sought out entrepreneurs in a nondiscriminatory manner

Yes

Analyzed the results of efforts to recruit hire promote and use services

Yes

Defined responsibility of management

Yes

Conducted continuing program to exclude prejudice

Yes

Conducted continuing review of job structure

Yes

Section IV - Additional Information

FCC FORM 396-C -- Supplemental Investigation Sheet PART I - PART I - Employee Job Descriptions

PART II - Inquiries Concerning EEO Program and Practices

PART III - EEO Public File Report

Exhibits

Certifications

I certify that to the best of my knowledge, information and belief, all statements contained in this filing are true and correct. 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).

Certifier Information

Certifying Official Name and Signature

Janet Ann unangst

Certifying Official Title

Controller

Certifying Official Phone

401-310-0110

Certifying Official Email

Janet.unangst@i3broadband.com

Certifying Date Signed

2023-09-21