ANNUAL EEO
PUBLIC FILE REPORT

System: Customer Service Center

For Calendar Year: 9/1/2021 - 8/31/2022

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I. Job Vacancies Filled - List all job vacancies filled by job title and the recruitment sources used,
   including their address, contact and phone number.

<mark>Highlight the name of the recruitment source that referred the candidate who filled the position.</mark>

Position	Date Filled	Recruitment Sources
Part Time Billing Agent	Active	Agency Candidate, Indeed Free
Full Time Billing Agent	8/23/22	Company Website, Agency Candidate, Indeed Free, Internal Applicant, LinkedIn+Limited
Drafter	Active	Site Applicant, Indeed
Central Dispatcher	Active	Agency Candidate, Indeed Free, Internal Applicant, Company Website, LinkedIn+Limited
Project Mgr - Construction	Active	Indeed Free
FT CSR	8/22/22, 8/23/22, 8/11/22, 8/23/22, 8/23/22	Company Website, Indeed Free, Internal Applicant, ZipRecruiter Free, Indeed, Site Applicant, Agency Candidate, Internal Referral
Solution Developer - BI	8/18/22	Agency Resume, Indeed, Indeed Free, Company Website
FT TSR	8/23/22, 8/23/22, 8/25/22, 8/15/22, 8/22/22, 8/23/22, 8/23/22, 8/25/22,	Indeed Free, Company Website, Indeed, Site Applicant,
CSR	8/2/22	Internal Applicant
CSR	8/2/22	Internal Applicant
PT CSR 1	8/11/22, 8/11/22, 8/11/22, 8/23/22, 8/23/22, 8/25/22	Indeed Free, Company Website, Indeed, Site Applicant, Employee Lead, ZipRecruiter Free, LinkedIn+Limited
PT CSR 1	Closed	
Mgr - CSC Daily Ops	Active	Indeed Freee, Company Website, Internal Applicant, LinkedIn+Limited
FT TSR	Closed	Indeed Free, Company Website, Site Applicant
FT CSR 1	7/27/22	Indeed Free, Internal Applicant, Company Website, Site Applicant
FT TSR	8/3/22, 7/25/22	Internal Applicant, Company Website, Site Applicant
CSR 4 Lead	7/5/22	Internal Applicant
PT TSR	8/22/22, 8/23/22	Company Website, Indeed, Indeed Free, Site Applicant, LinkedIn+Free
Sr Solution Dev – Web	Active	Company Website, Site Appliant
Network Design Engineer	Active	Indeed Free, Internal Applicant, Agency Candidate, LinkedIn+Limited, Site Applicant
Sub Supervisor - Universal	7/20/22	Internal Applicant, Company Website
CSR Email Chat	7/6/22	Internal Applicant, Company Website, Indeed Free, ZipRecruiter Free, Site Applicant
Supervisor - TechService	6/28/22	Internal Applicant, Indeed Free, Site Applicant, Company Website, LinkedIn+Limited
Universal Agent 1	6/8/22, 8/11/22	Internal Applicant, Company Website

Position	Date	Source
CSR 4 Lead	7/5/22	Internal Applicant
Project Mgr - Construction	8/11/22	Internal Applicant, Company Website, Site Applicant
CSR	5/3/22, 6/20/22	Internal Applicant, Indeed Free, Company Website, Site Applicant
FT TSR	5/2/22, 5/2/22, 6/24/22, 6/30/22	Internal Applicant
PT CSR 1	6/9/22, 6/1/22, 6/13/22, 6/23/22, 6/23/22	Company Website, Indeed, Indeed Free
PT TSR 1	6/15/22, 6/21/22, 6/23/22	Company Website, Indeed, Indeed Free, Site Applicant, LinkedIn+Limited
Drafter	8/11/22	Indeed, Indeed Free, LinkedIn+Limited, Internal Applicant, Company Website, Agency
Technical Service Lead	Active	Internal Applicant, Company Website
PT CSR 1	4/26/22, 4/27/22, 4/26/22, 4/26/22, 4/27/22	Indeed Free, Indeed, Company Website
FT TSR Lead	3/28/22	Internal Applicant
Full Time Serviceability Agent	3/18/22	Internal Applicant, Indeed Free, Company Website, Site Applicant, LinkedIn+Limited
PT TSR 1	3/15/22, 3/29/22, 3/29/22, 3/29/22, 4/1/22, 4/1/22, 4/1/22	Posting Response, Recruiting Target, Company Website, Site Applicant, Indeed, Internal Referral, Indeed Free
Solution Developer - BI	8/9/22	Agency Resume, Indeed Free, Internal Applicant, Agency Candidate
		LinkedIn+Limited Company Website, Site Applicant, Indeed
FT TSR	3/21/22, 3/18/22	Internal Applicant, Indeed Free, Company Website, Site Applicant, LinkedIn+Limited
Technical Service Lead	3/25/22	Internal Applicant
NOC Technician	3/7/22, 3/7/22	Internal Applicant
Engineer, Network Design	Active	LinkedIn+Limited, Company Website, LinkedIn, Internal Referral, Indeed,
		Site Applicant, Indeed Free, Agency Resume, Agency Candidate
Outside Plant Engineer	4/5/22	Internal Applicant, Company Website, Agency Resume, Indeed Free, LinkedIn+Limited
NOC Technician	3/7/22, 2/18/22	Internal Applicant, Indeed Free, Site Applicant
CSR 4 Lead	2/15/22	Internal Applicant, Indeed Free
Commercial NOC Technician	2/15/22	Internal Applicant, LinkedIn+Limited
Copyright Infringement Agent	3/4/22	Internal Applicant, Indeed Free
Network Design Engineer	7/19/22	Indeed, Indeed Free, Internal Applicant, Agency Resume, LinkedIn, LinkedIn+Limited
Network Technician	2/22/22	Internal Applicant, LinkedIn+Limited, Site Applicant, Indeed Free
PT TSR 1	2/8/22, 2/8/22, 2/8/22, 2/11/22	Indeed, Internal Referral, Company Website, Indeed Free, Site Applicant, Internal Applicant
Universal Agent 1	2/3/22, 2/4/22	Internal Applicant, Indeed Free
Commercial NOC Technician	1/27/22	Internal Applicant
Commercial NOC Technician	1/27/22	Internal Applicant, Indeed Free, LinkedIn+Limited
Service Desk Analyst	2/28/22	Internal Applicant, Indeed Free, LinkedIn+Limited, Company Website, Agency Resume, Site Applicant
Inside Sales Agent	2/15/22	Internal Applicant, Indeed Free, Company Website
Application Administrator	1/21/22	Internal Applicant
Network Engineer	1/7/22	Internal Applicant
NOC Technician	1/14/22	Internal Applicant, Company Website, Indeed Free

Position	Date	Sources
PT TSR 1	12/10/21	BC3
CSR / Email-Chat Agent	1/5/22	Internal Applicant, Site Applicant, Indeed Free, Company Website, ZipRecruiter Free
PT TSR 1	12/1/21, 12/1/21, 12/1/21, 12/6/21	Indeed Free, Posting Response, BC3, Company Website, Indeed, Site Applicant
Network Engineer	1/6/22	Internal Applicant, Indeed Free, LinkedIn+Limited, Company Website, Site Applicant
Ops Support Sys Developer	12/7/21	Internal Applicant, Indeed Free, Company Website, LinkedIn+Limited
Network Design Engineer	11/2/21	Internal Applicant
Project Coordinator 1	2/9/22	Indeed, Internal Applicant, Site Applicant, Company Website, Internal Referral
Manager of Field Operations	12/14/21	Internal Applicant, Company Website
Fiber Splicing Supervisor	12/14/21	Internal Applicant, Site Applicant
Drafter / Designer	1/21/22, 1/21/22	Internal Applicant, LinkedIn+Limited, Company Website, Indeed Free
Drafter	11/21/21, 1/27/22, 4/6/22	Company Website, Indeed, Indeed Free, LinkedIn+Limited, Site Applicant, ZipRecruiter Free
Manager of NOC	12/13/21	Internal Applicant, Company Website, Indeed Free, LinkedIn+Limited
Commercial Agent	11/10/21	Internal Applicant, Company Website
PT TSR 1	Closed	
TSR Lead 3	11/10/21	Internal Applicant
Network Design Engineer	10/21/21	Internal Applicant, Site Applicant, Indeed Free, LinkedIn
Technician- Voice Ops	1/12/22	Indeed, Indeed Free, Internal Applicant, Company Website, LinkedIn+Limited, Indeed
Universal Agent 1	10/18/21	Internal Applicant
Sub Supervisor - TSR 3	11/23/21	Internal Applicant
Technical Service Rep	11/29/21, 11/23/21	Internal Applicant, Indeed Company Website
PT TSR	10/27/21	Indeed Free, Company Website, Site Applicant, Indeed, Posting Response
Fiber Splicer/Corp Const	1/6/2022, 5/9/22, 5/23/22	Internal Applicant, Agency Referral, Company Website, Indeed Free, Indeed, ZipRecruiter Free, LinkedIn+Limited
Lead Data Scientist	8/24/22	Internal Applicant
Sr BI Developer	Closed	Indeed Free, Company Website, Agency Candidate, LinkedIn+Limited, Agency Resume
Service Desk Analyst	2/28/22	Company Website, Indeed Free, ZipRecruiter Free, Internal Applicant, LinkedIn+Limited
Systems Analyst	Active	Company Website, Agency Candidate
Senior Systems Analyst	10/27/21	Agency Resume, Indeed Free, LinkedIn+Limited
Retention Agent	Active	
Field Operations Trainer	12/17/21	Internal Applicant, Company Website, Indeed Free, Site Applicant

II. Total number of persons interviewed: 310

III. Total number of interviews by recruitment source:

Source	#Interviewed
ZipRecruiter Free	2
Company Website	53
Internal Applicant	124
Site Applicant	1
Indeed	66
Indeed Free	39
Site Applicant	2
Agency Candidate	5
Agency Resume	7
Posting Response	3
Internal Referral	2

BC3	2
LinkedIn+Limited	2
Agency Referral	2
	310

IV. Recruitment Initiatives - briefly list and describe the initiatives taken the preceding year:

Online postings, company website, internal job postings, posting at local college