

**Annual Cable EEO Public File Report
for
Paragould Light Water & Cable
Paragould, Arkansas**

Employment Unit ID# 013980

Covering the Period from 10/1/2018 – 9/30/2019

This EEO Public File Report is filed pursuant to Federal Communication Commission's (FCC) equal employment opportunity (EEO) rules for multi-channel video programming distributors (MVPD). The FCC's Rule requires that this report contain the following information:

1. A list of all full-time vacancies filled by the cable employment unit during the preceding year, identified by job title.
2. For each such vacancy, the recruitment source(s) used to fill the specific vacancy, together with the address, contact person, and telephone number of each source.
3. The recruitment source that referred the hiree for each full-time vacancy during the preceding year.
4. Data reflecting the total number of persons interviewed for full-time vacancies during the preceding year and the total number of interviewees referred by each recruitment sources utilized in connection with such vacancies.
5. A list and brief description of all "recruitment initiatives" implemented during the preceding year, if applicable.

The tables which follow have be designed, in the aggregate, to provide the required information.

PARAGOULD LIGHT WATER & CABLE

EEO PUBLIC FILE REPORT

October 1, 2018 – September 30, 2019

I. VACANCY LIST

See Master Recruitment Source List (MRSL) for recruitment source data

| Job Title | Recruitment Sources (RS) Used to Fill Vacancy | RS Referring Hiree |
|---|--|---------------------------|
| Fiber Service Technician, Level I | 3, 4, 5, 9, 10, 16, 17, 18, 19, 20, 21 | 10 |
| Call Center CSR | 3, 4, 16, 17, 18 | 19 |
| After Hours Call Center CSR | 9, 10, 16, 17, 18, 19, 20 | 9, 16 |
| Network Operations Center (NOC) Support Technician (3) | 16, 17, 18 | 17 |
| Accounting Clerk | 16, 17, 18, 19, 20 | 19 |
| Electrical Engineer | 16, 17, 18, 19 | 16 |
| Assistant Customer Service Department Manager | 16 | 16 |
| Groundman | 3, 4, 5, 9, 10, 16, 17, 18, 19, 20, 21 | 19 |
| Apprentice Lineman | 3, 4, 5, 9, 10, 16, 17, 18, 19, 20, 21 | 19 |

II. MASTER RECRUITMENT SOURCES LIST (MRSL)

| RS Number | RS Information | No. of Interviewees Referred by RS over 12-month period |
|-----------|--|---|
| 1 | The Commercial Appeal Contact Person: Sydney 495 Union Avenue Memphis, TN 38103 901-529-5252 | |
| 2 | Arkansas Democrat-Gazette Contact Person: Susan Webb P.O. Box 2221 Little Rock, AR 72203-2221 501-378-3844 | |
| 3 | Paragould Daily Press Contact Person: Melissa Cobb 1401 W Hunt Paragould, AR 72450 870-239-8562 | |
| 4 | Jonesboro Sun 518 Carson St Jonesboro, AR 72401 870-935-5525 | 2 |
| 5 | Daily Dunklin Democrat P.O. Box 669 Kennett, MO 63857 573-888-4505 | 1 |
| 6 | Region 8 Job Link KAIT 8 P. O. Box 790 Jonesboro, AR 72403-0790 | |
| 7 | Southeast Missouri/Northeast Arkansas Association Contact Person: Brett Bradford P.O. Box 9 Paragould, AR 72451 | |
| 8 | Arkansas Municipal Power Association Contact Person: Richard Arnold P.O. Box 99 Conway, Arkansas, 72033 | |
| 9 | Hometown Employment Contact Person: Diane Culver 1801 W. Kingshighway, Suite 11 Paragould, AR 72450 870-215-0555 | |

| | | |
|----|---|----|
| 10 | Express Employment Professionals Contact Person: Melissa Bowers 2307 Linwood Drive Paragould, AR 72450 (870) 236-4888 | 6 |
| 11 | Arkansas State University Alumni Association Contact Person: Beth Smith Cooper Alumni Center P.O. Box 1990 State University, AR 72467 | |
| 12 | www.jobsarkansas.com | |
| 13 | www.indeed.com | |
| 14 | www.monster.com | |
| 15 | www.glassdoor.com | |
| 16 | Internal PLWC Job Posting Contact Person: Amy Adams 870-239-7700 | |
| 17 | PLWC Website (www.paragould.com) Contact Person: Amy Adams 870-239-7700 | 14 |
| 18 | PLWC Facebook Page Contact Person: Mandy Pillow 870-239-7700 | |
| 19 | Employee Referrals | 19 |
| 20 | Non-Employee Referrals | 11 |
| 21 | Walk-In Applicants | 1 |

**PARAGOULD LIGHT WATER & CABLE
RECRUITMENT INITIATIVES FORMS**
October 1, 2018 – September 30, 2019

| TYPE OF RECRUITMENT INITIATIVE | DATE | BRIEF DESCRIPTION OF ACTIVITY & SCOPE OF CABLE OPERATOR'S PARTICIPATION | RECRUITING (AND MANAGEMENT STAFF) IN ATTENDANCE |
|---|-------------|---|---|
| Participation in at least two events sponsored by organizations representing groups present in the community interested in multichannel programming distributor employment issues, including conventions, career days, workshops and similar activities. (iv) | 05/10/19 | PLWC hosted a session of Leadership Paragould discussing Telecommunications and Cable TV. Main focus was Internet speeds and technology and Cable Infrastructure changes. | Darrell Phillips, General Manager/CEO, Marcus Dowdy, Fiber Department Manager |
| Establishment of training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions (viii) | Ongoing | All Fiber service installers and technicians are provided training through the National Cable Television Institute. Successful completion of training provides personnel with skills and knowledge needed to qualify them for higher level positions. | Marcus Dowdy, Fiber Department Manager, Todd Boyd, Headend Technician (coordinating supervisors); Seth Allbritton, Robert Beck, Paul Brincks, Michael Bryant, Chris Carter, Gary Cothren, Trase Davis, Josh Harmon, Blake Isom, Jacob Johnston, Jason McClelland, Terry Roush, Daniel Smith, Jake Smith, and AJ Taylor, Will Turnipseed (training participants) |

| TYPE OF RECRUITMENT INITIATIVE | DATE | BRIEF DESCRIPTION OF ACTIVITY & SCOPE OF CABLE OPERATOR'S PARTICIPATION | RECRUITING (AND MANAGEMENT STAFF) IN ATTENDANCE |
|---|------------------------|--|---|
| | Ongoing | All Customer Service Reps are provided training through the National Cable Television Institute. Successful completion of training provides personnel with skills and knowledge needed to qualify them for higher level positions. | DaRae Roberts, Customer Service Department Manager (coordinating supervisor), Jordan Bennet, Michele Boling, Bill Branch, Sheila Brown, Mark Bunch, Heidi Dacus, Mitch Eacret, Shane Eubanks, Teresa Houston, Cindy Posey and Barbie Vaughn (training participants) |
| | 10/15/18 – 11/19/18 | Stepping Up to Supervision | Todd Boyd, Matthew McFadden, Lisa Golden |
| | 3/12/19 – 3/13/19 | Understanding Human Behavior | Michael Sims, DaRae Roberts, Robert Ring, Amy Adams |
| | 3/28/19 | Women's Business Leadership Conference | Heidi Dacus, Michele Boling, DaRae Roberts |
| | 4/23/19 – 4/25/19 | Intermediate Microsoft Excel | Sheila Brown |
| | 4/25/19 | Paragould Young Professionals Leadership Conference | DaRae Roberts, Jordan Bennett |
| | 5/14/19 | Forklift Train the Trainer Class | Bill McCracken |
| Participation in at least two events or programs sponsored by educational institutions relating to career opportunities in multichannel video programming communications. (x) | Ongoing 2/21/19 | Provides two high schools in the community with their own public education and government TV channel. Fiber Department Employees assist in training students on cable techniques and service. Exhibitor at the Paragould Chamber Showcase sponsored by the Paragould Chamber of Commerce. | Marcus Dowdy Fiber Department Manager, Andy Stokes, Chief Technician, & Todd Boyd, Headend Technician Marcus Dowdy Fiber Department Manager, Holly Gordon, Cable Studio Manager |

| TYPE OF RECRUITMENT INITIATIVE | DATE | BRIEF DESCRIPTION OF ACTIVITY & SCOPE OF CABLE OPERATOR'S PARTICIPATION | RECRUITING (AND MANAGEMENT STAFF) IN ATTENDANCE |
|--|-----------------|---|---|
| Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination (xiv) | 4/3/19 – 4/5/19 | Arkansas Human Resources Conference | Amy Adams, Chief Human Resources Officer, Mandy Pillow, Human Resources Assistant |