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

SECTION I IDENTIFYING INFORMATION

| | | |
|---|-------------|--------------------|
| A. Name of Operator: RCN | | |
| MSO Name: RCN CORPORATION | | |
| B. Employment Unit's Mailing Address 196 VAN BUREN STREET SUITE 300 | | |
| City HERNDON | State VA | Zip Code 20170- |
| Emp. Unit ID # 11831 | | |

| |
|---|
| Application Purpose |
| <input checked="" type="radio"/> New Program Report |
| <input type="radio"/> Amendment to Program Report |

| |
|--|
| <input type="checkbox"/> Supplemental Investigation Sheet (SIS) Attached |
|--|

| |
|---|
| C. County and State in which unit's employment office is located MIDDLESEX, MA |
|---|

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|---|
| D. Category of Respondent (check applicable box) |
| <input type="checkbox"/> Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V |
| <input checked="" type="checkbox"/> 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 |

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|--|
| E. Pay Period Covered by this Report (inclusive dates) 09/19/2009 - 10/02/2009 |
|--|

| |
|---|
| 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 any additions or deletions, using the format noted above. Exhibit 1

NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS.

| | | | |
|---|-------------------------------------|---|-------------------------------------|
| <input type="button" value="Validate"/> | <input type="button" value="Save"/> | <input type="button" value="Edit FRN"/> | <input type="button" value="Menu"/> |
|---|-------------------------------------|---|-------------------------------------|

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 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

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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 CORPORATE DIRECTOR, HR |
| Date 9/30/2009 | Name of Respondent ALBERT A. WILLIAMS |
| Telephone No. (include area code) 7034348275 | |

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).

**FCC/EEO Program Annual Record
Full Time Vacancies
July 15, 2008 through July 14, 2009**

| FCC Unit ID # | Description | Job Title | Vacancies |
|----------------------|--------------------|--|------------------|
| 11831 | Boston Market | CPE/Warehouse Technician | 1 |
| 11831 | Boston Market | Direct Sales Representative | 7 |
| 11831 | Boston Market | Direct Sales Representative, MDU | 1 |
| 11831 | Boston Market | Sales Ops Specialist | 1 |
| 11831 | Boston Market | Sales Supervisor | 1 |
| 11831 | Boston Market | Sr. Finance/ Business Manager | 1 |
| 11831 | Boston Market | Fiber Engineer | 1 |
| 11831 | Boston Market | Payment Processor/ Customer Service Agent | 1 |
| 11831 | Boston Market | Customer Maintenance Specialist 1 | 2 |
| 11831 | Boston Market | College / Student intern | 1 |
| 11831 | Boston Market | Small Business Direct Sales Representative | 1 |
| 11831 | Boston Market | Business Services Sales Representative | 1 |
| 11831 | Boston Market | C1 Direct Sales Representative | 2 |
| 11831 | Boston Market | Sr. C1 Account Executive | 1 |
| 11831 | Boston Market | Data Technician | 1 |
| | | Total | 23 |

FCC Annual Report - Boston, MA
 Recruitment Sources Utilized for Vacancies Filed -- 76.1702(b)(2)
 July 15, 2008 - July 14, 2009

| Name of Source | Address | City | State | Zip | Phone | email | Contact Name |
|---|--|-------------|-------|-------|-----------------------|-------------------------------------|-----------------------|
| Multi-Industry Job Fair @ The Career Place | Trade Center Park, 100 Sylvan Rd, G100 | Woburn | MA | 01801 | 781.932.5500 | jbryant@delma.org; rreidy@delma.org | Joy Bryant; Bob Reidy |
| Bunker Hill Community College - Career Center | Bunker Hill Community College | Charlestown | MA | 01801 | 617.228.2245 | CareerCenter@dhcc.mass.edu | |
| Career Fair | 2 Forbes Rd. | Woburn | MA | 01801 | 781.433.6938 | mhaverly@cnc.com | Michael Haverly |
| Wickedlocal.com | 2 Forbes Rd. | Woburn | MA | 01801 | 781.433.6938 | mhaverly@cnc.com | Michael Haverly |
| Yahoolojobs.com | 2 Forbes Rd. | Woburn | MA | 01801 | 781.433.6938 | mhaverly@cnc.com | Michael Haverly |
| Metrowest Daily News | 2 Forbes Rd. | Woburn | MA | 01801 | 781.433.6938 | mhaverly@cnc.com | Michael Haverly |
| Daily News Tribune | 2 Forbes Rd. | Woburn | MA | 01801 | 781.433.6938 | mhaverly@cnc.com | Michael Haverly |
| Millford Daily News | 2 Forbes Rd. | Woburn | MA | 01801 | 781.433.6938 | mhaverly@cnc.com | Michael Haverly |
| CareerBuilder.com | 200 N LAsalle St., Ste 1100 | Chicago | IL | 60601 | 773.527.3600 | | |
| RCN Employee Referral Program | 956 Massachusetts Ave | Arlington | MA | 02476 | 781-316-8847 | Alzira.Rodrigues@rcn.net | Alzira Rodrigues |
| Boston Globe | 135 Morrissey Blvd | Boston | MA | 02125 | 508-839-4754 | gunning@globe.com | Trudy Gunning |
| Utilities Power and Communication Job Fair @ | 591 Springs Road | Bedford | MA | 01730 | 781.932.5500 | jbryant@delma.org | Joy Bryant |
| Middlesex Community College | 4 Choke Cherry Rd | Rockville | MD | 20850 | 301.354.1552 | sbsmith@accessintel.com | Sabrina Smith |
| Cable360Jobs.com | 196 Van Buren Street | Herridon | VA | 20170 | 703-434-8200 | Stacy.Murray@rcn.net | Stacy Murray |
| RCN.com | 196 Van Buren Street | Herridon | VA | 20170 | 703-434-8200 | Stacy.Murray@rcn.net | Stacy Murray |
| RCN Internal Job Posting Database | 146 Main Street | Maynard | MA | 01754 | 1-800-MONSTER x2832 | Adam.Grenier@Monster.com | Adam Grenier |
| Monster.com | 146 Main Street | Maynard | MA | 01754 | 1-800-MONSTER x2832 | Adam.Grenier@Monster.com | Adam Grenier |
| Advancinwomen.com | 225 State Street, suite 300 | New London | CT | 06320 | 860.440.0635 ext. 322 | d.kalenkowitz@jbrangel.com | Derek Kalenkowitz |

FCC Annual Report - (Boston MA)
 Recruitment Source Evaluation - 76.1702(b)(4)
 July 15, 2008 through July 14, 2009

| Referral Type | # of Applicants | # of Interviewees | # of Hires |
|---|-----------------|-------------------|------------|
| 3rd Party / Agency / Temp to Perm | 9 | 1 | 0 |
| Advancingwomen.com | 0 | 0 | 0 |
| Brochures | 1 | 0 | 0 |
| Cable360Jobs.com | 0 | 0 | 0 |
| CareerBuilder.com | 170 | 4 | 2 |
| College Board | 2 | 0 | 0 |
| Contractor | 2 | 2 | 2 |
| Earth Festival and Country Festival | 0 | 0 | 0 |
| Employment Commission/UE Job Board | 2 | 0 | 0 |
| Former RCN Employee | 9 | 5 | 5 |
| Internal Candidate | 3 | 0 | 0 |
| Job Fair - Bunker Hill Community College | 14 | 0 | 0 |
| Job Fair - Career Fair | 21 | 0 | 0 |
| Job Fair - Multi-Industry Job Fair | 22 | 2 | 0 |
| Job Fair - Utilities, Power and Communication | 13 | 1 | 0 |
| Local Access Channel Advertising | 3 | 0 | 0 |
| Local Job Board | 34 | 2 | 0 |
| Media Advertisement - TV / Radio | 3 | 0 | 0 |
| Monster.com | 58 | 2 | 1 |
| Newspaper | 7 | 0 | 0 |
| Open House / Walk-in | 1 | 0 | 0 |
| Print - Boston Globe | 4 | 1 | 1 |
| Print - Daily News Tribune | 0 | 0 | 0 |
| Print - Metrowest Daily News | 0 | 0 | 0 |
| Print - Milford Daily News | 0 | 0 | 0 |
| Professional/ Business Referral | 5 | 0 | 0 |
| RCN Employee Referral Program | 21 | 10 | 6 |
| RCN Internal Job Posting Database | 1 | 1 | 1 |
| RCN Storefront Window Banners | 0 | 0 | 0 |
| RCN.com | 250 | 14 | 5 |
| YahooHotjobs.com | 0 | 0 | 0 |
| | <u>655</u> | <u>45</u> | <u>23</u> |

RCN Corporation - Boston, MA
 FCC General Recruitment Report-76.1702(b)(3)
 July 15, 2008 through July 14, 2009

| Outreach Efforts | Sponsor | Date | Description |
|----------------------------------|---|--|--|
| Job Fairs | Multi-Industry Job Fair @ The Career Place | 1/02/09 | Recruited for Sales Supervisor, CPE/Warehouse Tech, DSR, Customer Satisfaction/Payment Processor |
| | Bunker Hill Community College - Career Center | 11/19/08 | Recruited for CPE/Warehouse Tech, Payment Processor/Customer Service Agent |
| | Career Fair - Hilton Hotel Utilities, Power and Communication Job Fair @ Middlesex Community College | 03/26/09 06/11/09 | Recruited for DSRs Recruited for DSRs, Auto Cad Drafter (aka CAD Engineer), Small Business Direct Sales Rep |
| Employee Training | Boston University | 4/15-4/16/09 | Building High Performance Teams - Training for all management employees from supervisor level and above; designed to assist management in building, managing, motivating, and developing their employee groups |
| | RCN | 02/03/09 | Labor Relations Refresher - Designed for managers as refresher for building and maintaining productive employee relations |
| | Dr. Fred Kohanna | 02/03/09 | Workplace Health Issues and the ADA Amendment |
| | Boston University | 4/8/09, 5/14/09, 6/4/09 | Customer Service & Support - Training for all employees to enhance and improve customer service skills |
| | RCN | October 2008 | Respect in the Workplace and Code of Business Conduct training for all employees, EEO and Harassment policies reviewed |
| RCN | Winter 2008-2009 | Technical training for DSRs to understand installation procedures, equipment use, wiring options. | |
| RCN | July 2008 | Bridge Training - Training for CSTs; a series of mini training modules designed to increase troubleshooting skills as well as prepare technicians for advancement. | |
| RCN | November 2008 | Performance Review Process training for all managers and supervisors. | |
| Brochures | RCN | 05/30/09 | Distributed fliers at Earth Festival and Country Music Festival to recruit DSR candidates |
| | RCN | 5/11/2009; ongoing | Distributed fliers in local RCN payment centers to recruit DSR candidates |
| Local Access Channel Advertising | RCN | July 2008 through July 2009 | Advertised career opportunities on local access channels throughout the year |
| | University of Mary Washington | May - July 2009 | Provided learning opportunities for a local college student in marketing and sales areas |