

## Federal Communications Commission

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Description: FCC 396-C MULTI CHANNEL VIDEO PROGRAM DISTRIBUTOR EEO  
PROGRAM

Application Reference Number: 20090930ABY  
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Federal Communications Commission Washington, D.C. 20554	OMB 3060-1033 September 2003	FOR FCC USE ONLY
<b>FCC 396-C</b>		
<b>Multi-Channel Video Program Distributor EEO Program Annual Report</b>		FOR COMMISSION USE ONLY FILE NO. B396 - 20090930ABY
Read INSTRUCTIONS Before Filling Out Form		

<b>SECTION I IDENTIFYING INFORMATION</b>			
A. Name of Operator: CONSOLIDATED TELEPHONE COMPANY			
MSO Name: CONSOLIDATED TELEPHONE COMPANY			
B. Employment Unit's Mailing Address 1102 MADISON STREET PO BOX 972			
City BRAINERD	State MN	Zip Code 56401-	
Emp. Unit ID # 20574			
<b>Application Purpose</b>			
<input checked="" type="radio"/> New Program Report			
<input type="radio"/> Amendment to Program Report			
<input checked="" type="checkbox"/> Supplemental Investigation Sheet (SIS) Attached			
C. County and State in which unit's employment office is located CROW WING, MN			
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) 09/04/2009			
F. Attachments: (See "Exhibit" buttons, below.)			
<b>SECTION II COMMUNITY INFORMATION</b>			
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 [Exhibit 1] 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 Opportunity Rule, 47 C.F.R. Section 76.75(h), 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 CEO/GM
Date 9/29/2009	Name of Respondent KEVIN T. LARSON
Telephone No. (include area code) 2184541234	

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               | 3                    | [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) | <input type="text"/> | [Exhibit 10] |
| 8. Laborers (unskilled)      | <input type="text"/> | [Exhibit 11] |

9. Service Workers



[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> 20574	<b>MSO NAME:</b> CONSOLIDATED TELEPHONE COMPANY
	<b>OPR NAME:</b> CONSOLIDATED TELEPHONE COMPANY

Approved by OMB  
3060-1033

**Exhibits**

**Exhibit 1**  
**Description:** EXHIBIT 1

SEE ATTACHMENT.

**Attachment 1**

Description
Exhibit 1

**Exhibit 6**  
**Description:** EXHIBIT 6 - EMPLOYEE JOB DESCRIPTIONS - TECHNICIANS

SEE ATTACHMENT

**Attachment 6**

Description
Exhibit 6 - Part 1 - Employee Job Descriptions - Technicians

**Exhibit 15**

**Description:** EXHIBIT 15 - PART II INQUIRIES CONCERNING EEO PROGRAM AND PRACTICES

ATTACHED IS EXHIBIT 15 - PART II INQUIRIES CONCERNING EEO PROGRAM AND PRACTICES - QUESTION 3.

**Attachment 15**

Description
Exhibit 15 Question 3

**Exhibit 17**

**Description:** EXHIBIT 17 - PART II INQUIRIES CONCERNING EEO PROGRAM AND PRACTICES

ATTACHED IS EXHIBIT 17 - PART II INQUIRIES CONCERNING EEO PROGRAM AND PRACTICES - QUESTION 5.

**Attachment 17**

Description
Exhibit 17 Question 5

**Exhibit 18**

**Description:** EXHIBIT 18 - PART II INQUIRIES CONCERNING EEO PROGRAM AND PRACTICES

ATTACHED IS EXHIBIT 18 - PART II INQUIRIES CONCERNING EEO PROGRAM AND PRACTICES - QUESTION 6

**Attachment 18**

Description
Exhibit 18 Question 6

**Exhibit 22**

**Description:** EXHIBIT 22 - PART III EEO PUBLIC FILE REPORT

ATTACHED IS EXHIBIT 22 - PART III EEO PUBLIC FILE REPORT

**Attachment 22**

Description
Exhibit 22 Public File Report

**Exhibit 1**

<b>Ident No</b>	<b>Community</b>	<b>Location</b>	<b>Type</b>
1172	Randall	MN	Incorporated City
1169	Lincoln	MN	Unincorporated
1170	Pillager	MN	Incorporated City
1171	Motley	MN	Incorporated City
1185	Nokay Lake	MN	Unincorporated
1187	Brainerd	MN	Incorporated City
1186	Baxter	MN	Incorporated City
1183	Mission	MN	Unincorporated

**FCC – Form 396-C Supplemental Investigation Sheet  
20574 - CONSOLIDATED TELEPHONE COMPANY, CROW WING MN**

**EXHIBIT 6 – Part I Employee Job Descriptions – 3. Technicians**

**Position Title: COE Technician**

**Reports To: Manager – Network Services**

**General Summary:**

Install, maintain and test all types of central office facilities including Siemens EWSD, Taqua, Genband M6 Switch applications, OC-12 and OC-48 toll transport equipment, AFC subscriber carrier systems, Panaway, Calix, Optical Solutions fiber to the home network equipment, Cisco transport equipment, and SOMA wireless platforms, and all other central office associated equipment. Monitors the quality of toll, EAS, special circuits and other subscriber carrier facilities. Monitors alarm reporting and reacts accordingly. Takes trouble reports and clears trouble. Performs second level trouble shooting for Combination Technician's customer trouble reports.

Maintains CTC's entertainment video service offering. This is to include maintaining the video head-end and antenna systems. Negotiate and acquire programming. Prepare and maintain required regulatory records and files. Insure the IP and RF video distributions systems are performing at their optimum. Research and acquire appropriate video entertainment enhancements to keep CTC video offering competitive.

Writing and maintaining software related to Internet equipment and Internet processes, performs second level trouble shooting for Internet related customer trouble reports. Performs adds, moves, and changes to CTC's internal communication and data networks.

A Central Office Technician may not be proficient in all aspects of the above duties, however they will be familiar enough to perform emergency restoration actions in all aspects of the above duties. Central Office Technicians will be allowed to specialize in various aspects of Central office duties at the direction of the Network Operations Manager.

**Essential Job Functions:**

The listed examples may not include all duties performed by all positions in this class. Duties may vary somewhat from position to position within a class.

- Maintains digital Central Office equipment including Siemens EWSD and Tekelec Soft Switch applications, remote units, carrier system equipment and other associated equipment. Assists in the installation, service, and removal of Central Office facilities and equipment.
- Repairs Central Office equipment by performing diagnostic tests to locate trouble and performing necessary repairs using mechanical and electrical power tools and test equipment.
- Ensures functionality of newly installed Central Office equipment by performing acceptance tests as appropriate.
- Ensures quality service by monitoring quality of toll, extended area service (EAS), special circuits, and other subscriber carrier facilities.
- Is responsible for researching, designing, developing, and testing all maintenance, software, hardware, and upgrades for video systems. This will include the video antennas, Headend, middleware and interfaces to the CTC distribution network.
- Prepares appropriate regulatory files and records. Maintain Content providers contracts, Maintains historical video records including equipment failures, additions, and customer trouble reports.
- Develops procedures for adding and supporting video users.
- Assists in long range planning for designs and upgrades of the CTC video network infrastructure and related services and systems. Implements designs that are approved by CTC management.
- Main responsibility is to research, develop and test all maintenance, software, hardware, and upgrades for network systems.
- Designs and implements CTC's internal communications and data network to support current and future service needs.
- Designs, tests, and implements best practices security procedures for CTC internal network and Internet networks.

- Designs, implements, maintains, and upgrades CTC internal network infrastructure and internet related services and systems.
- Maintains communications with all levels of CTC as to the needs and status of the CTC network systems.
- Designs, implements, and updates recovery plan and practices.
- Provides technical support to both internal and external users as needed.
- Mentoring and training of other CTC personnel.
- Provides customer service by receiving trouble reports and clearing trouble. Completes appropriate reports and records and forwards information to appropriate departments.
- May assist Outside Plant Technicians with troubleshooting as needed.
- Performs "On Call" rotation duties.
- Performs all other related duties as assigned by management. \*

\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

**Education and Experience:**

Knowledge of digital switching and Soft Switch technologies, TCP/IP Protocols, routing, Unix administration, testing methods, central office protection practices, fiber optic systems, and subscriber and trunk carrier systems.

**FCC – Form 396-C Supplemental Investigation Sheet  
20574 - CONSOLIDATED TELEPHONE COMPANY, CROW WING MN**

**EXHIBIT 6 – Part I Employee Job Descriptions – 3. Technicians**

**Position Title: Network Analyst**

**Reports To: Sales Manager**

**General Summary:**

The primary responsibility of the Network Analyst is to analyze, plan, implement, maintain, and support customer networks and related operating systems. The Network Analyst will also be responsible for pre-sales and post-sales business customer support issues when applicable.

**Essential Job Functions:**

- Plan, implement, analyze, maintain, troubleshoot and support current and future customer networks and related operating systems.
- Conduct research and evaluation of network technology.
- Document network problems and resolutions for future reference.
- Work with vendors to resolve complex network problems.
- Install, upgrade, and configure network printing, directory structures, user access, security, software, and file services.
- Recommend network solutions for short-, medium-, and long-range network projects.
- Serve as technical specialist in network problems and emergencies.
- Troubleshooting and maintenance of all PC devices.
- Provide connection for LAN and WAN and related applications to include wireless LAN applications.
- Ability to maintain confidentiality both customer and company information
- Establish and maintain cooperative and effective working relationships with customers and vendors.
- Use performance-monitoring software and interpret results.
- Use anti-virus software to correct customer virus caused problems.
- Train and provide work direction to others, including customer personnel.
- Document procedures and technical information.
- Assist personnel of other departments as a computer resource
- Performs all other related duties as assigned by management.\*

\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

**Education and Experience:**

Any combination equivalent to: bachelor's degree in computer science or related field and two years experience working in a network environment. MCSE & CCNA certifications strongly desired but not required.

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**EXHIBIT 6 – Part I Employee Job Descriptions – 3. Technicians**

**Position Title: Service Assurance Technician**

**Reports To: Supervisor, Customer Service**

**General Summary:**

The primary responsibility of the Service Assurance Technician is to respond to customers that are experiencing trouble with voice, data, or video services. Provides escalated repair resolution for the customer. Creates and maintains all trouble record information based on customer reports. Generation of internal and external reporting to monitor trouble tickets. Assist CTC customers with “after-hours” repair calls; evaluate the trouble and dispatch appropriate on-call personnel. This position requires high level customer service skills with the ability to translate complex information to customers effectively.

**Essential Job Functions:**

The listed examples may not include all duties performed by all positions in this class. Duties may vary somewhat from position to position within a class.

- Provide customer support to all CTC members (residential and business).
- Is responsible for taking the first step in isolating trouble complaints, advising customer on proper operations of services, and verifying trouble before dispatching personnel.
- Monitors service quality by tracking and following up on trouble and service complaints. Provides regular follow-up to business customers on status of trouble tickets.
- Submits and clears trouble tickets through the CTC trouble tickets system and logs information as appropriate.
- Works with COE Technicians and vendors to diagnose and fix customer troubles.
- In conjunction with the Combination Technician(s), install, repair, and troubleshoot customers CPE and network equipment.
- Provision and stage CPE units.
- Responsible for providing technical support to Internet customers by troubleshooting software and hardware problems, and explaining features and service changes.
- Assists customers with video questions concerning set top box programming and simple trouble shooting.
- Completes service orders in VMS when making changes of CPE when provisioning products and services.
- Processing all returned CPE and verify if it is operational. If needed, process for RMA (returned material authorization). Work closely with Supply and Staging Technician for processing.
- Mandatory participating in on-call rotation schedule.
- Special projects will be assigned in this position for research, review, and analysis.
- Follow-up on all trouble tickets to completion and within the established service assurance timeframes.
- Must protect the confidentiality of customer’s financial and personal information.
  
- In a network or customer emergency situation, Service Assurance Technician may be required to work outside of regular business hours.
- Performs all other related duties as assigned by management. \*

\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

**Essential Requirements:**

- High school diploma or GED or the equivalent in training and experience. Two-year college or technical degree preferred.
- Telephone industry experience (2+ years) working in a customer service or technical operations position.
- Excellent knowledge of telephony, including understanding of physical plant and all services offered to customers.
- Possess excellent verbal and written communications skills both with internal and external customers.
- Willingness to acquire the appropriate training, certifications, or licenses.

**FCC – Form 396-C Supplemental Investigation Sheet**  
**20574 - CONSOLIDATED TELEPHONE COMPANY, CROW WING MN**

**Exhibit 15 - Part II – Inquiries Concerning EEO Program and Practices – Question 3**

Consolidated Telephone Company utilizes web based, newspaper, and economic development sites as recruitment sources to post job advertisements. Examples include: Brainerd Daily Dispatch, Minneapolis Star Tribune, MN Employment and Economic Development, Minnesota Telephone Association, National Telecommunications Cooperative Association, YahooJobs, Central Lakes College, Temporary Placement Agencies (ProStaff).

**FCC – Form 396-C Supplemental Investigation Sheet**  
**20574 - CONSOLIDATED TELEPHONE COMPANY, CROW WING MN**

**Exhibit 17 - Part II – Inquiries Concerning EEO Program and Practices – Question 5**

Consolidated Telephone Company utilizes contract services for certain aspects of the business, primarily technical and temporary services. Our EEO policy is established as a company guideline for those to follow. Additionally, our major contractors are asked to supply their EEO statements to CTC to ensure they are compliant in this area.

**FCC – Form 396-C Supplemental Investigation Sheet**  
**20574 - CONSOLIDATED TELEPHONE COMPANY, CROW WING MN**

**Exhibit 18 - Part II – Inquiries Concerning EEO Program and Practices – Question 6**

Consolidated Telephone Company keeps recruitment files and analysis for each position that is open and recruited for within the organization. All candidates, with no exception based on their current physical location and EEO status, are communicated with in regards to receipt of their application and their candidate status for the position. Each candidate receives written notice of their application status and if they have been selected for an interview. Each candidate has the CTC EEO policy and has a direct contact number to call with any questions about the selection process. The only difficulty CTC encounters is the lack of diversity amongst telecommunications candidates in general. The industry, as a whole, needs to continue to work with high schools and technical colleges to promote diversity within the industry.

CONSOLIDATED TELEPHONE COMPANY

Filed in EEO Public Inspection file at:		Consolidated Telephone Company Website Consolidated Telephone Company Headquarters Consolidated Telephone Company Service/Sales Center		Equal Employment Opportunity - Public Inspection File (October 1, 2008 - September 30, 2009)								
Full Time Vacancies Filled By Job Title	Name	Address	Contact Person	Telephone Number	Recruitment Source that Referred Hiree	# BY RECRUITMENT SOURCE						
						CTC Internal	CTC Website	Newspapers	NTCA Website	MTA Website	Other	Total
Graphic Designer	Internal Posting	1102 Madison Street, Brainerd MN 56401	HR Dept	218-454-1105	Newspaper		3	7				10
	CTC Website	1102 Madison Street, Brainerd MN 56401	HR Dept	218-454-1105								
	Brainerd Dispatch	506 James Street, Brainerd MN 56401	Media Consultant	218-855-5823								
Plant & Provisioning Specialist	Internal Posting	1102 Madison Street, Brainerd MN 56401	HR Dept	218-454-1105	Internal	2	2					
Service Assurance Technician	Internal Posting	1102 Madison Street, Brainerd MN 56401	HR Dept	218-454-1105	Internal	2	1					
	CTC Website	1102 Madison Street, Brainerd MN 56401	HR Dept	218-454-1105								
	Brainerd Dispatch	506 James Street, Brainerd MN 56401	Media Consultant	218-855-5823								
Combination Tech. Supervisor	Internal Posting	1102 Madison Street, Brainerd MN 56401	HR Dept	218-454-1105	Internal	3	3					
Senior System Analyst	Internal Posting	1102 Madison Street, Brainerd MN 56401	HR Dept	218-454-1105	Internal	3	3					
	CTC Website	1102 Madison Street, Brainerd MN 56401	HR Dept	218-454-1105								
	Brainerd Dispatch	506 James Street, Brainerd MN 56401	Media Consultant	218-855-5823								
	NTCA Website	4121 Wilson Blvd Ste 1000, Arlington, VA 22203	www.ntca.org	703-351-2000								
	MTA Website	30 E. 7th St. #1690, St. Paul, MN 55101	info@mta.org	651-291-7311								

CONSOLIDATED TELEPHONE COMPANY

<b>Filed in EEO Public Inspection file at:</b>	Consolidated Telephone Company Website Consolidated Telephone Company Headquarters Consolidated Telephone Company Service/Sales Center
<b>INITIATIVES UNDERTAKEN TO CARRY OUT A POSITIVE PROGRAM OF OUTREACH ACTIVITIES DESIGNED TO ENSURE EQUAL OPPORTUNITY AND NONDISCRIMINATION IN EMPLOYMENT</b>	
(October 1, 2008 - September 30, 2009)	
<b>INITIATIVE</b>	<b>BRIEF DESCRIPTION</b>
	Bridges Career Exploration
	Summer Internship Program
	United Way Women's Campaign
	Created tools with Bridges Workforce to ensure that applicants in the marketplace have appropriate training to apply for positions within the community.