

Buckeye Cablevision
FCC Annual Employment Report (09/10-08/11)

Full-Time Positions	Recruitment Sources Used*	Recruitment Sources of Individual Hired*	Total Number of Interviewees	Total Number of Interviewees per Recruitment Source
Service Tech	1,2,3,14,15,19	19	6	Source #1 Toledo Blade 14
System Engineer/Advanced Video Network Engineer	1,2,3,4,5,4,15,19	19	1	Source #2 Buckeye CableSystem Website 5
Operation Support Center Router	15	15	3	Source #3 Monster.com - Diverse 8
Operation Support Center Router	16	16	1	Source #4 Toledo Journal
Operation Support Center Router	16	16	1	Source #5 El Tiempo
Operation Support Center Router	16	16	1	Source #6 Ohio Rehab Services
Local Sales Manager	1,3,13,14,15,27,32	14	5	Source #7 U.T. Career Services
Local Stations Technical Operator	1,2,3,14,15,32	2	5	Source #8 B.G.S.U Career Services
Technical Operations Lineperson	15	15	1	Source #9 Owens Community College - CCN Services
IP Engineering Manager	1,2,3,4,5,7,13,14	3	2	Source #10 LMHA-Lucas County Housing Authority
IP Network Technician	15	15	2	Source #11 Cedar Creek Job Connection
AD Sales Responsible Agent	15	15	2	Source #12 Careers, Inc.
Employment Specialist	1,3,8,13,14,15,28,32	14	12	Source #13 Walk In
Technical Support Specialist IT	1,2,3,13,14,15,32	1	3	Source #14 Employee Referral 2
Technical Support Analyst	15	15	1	Source #15 Internal Posting/Employee Transfer 10
IP Network Engineer III/Senior IP Network Engineer	1,2,7,8,13,15,29,32	1	2	Source #16 Former Intern or Temp Employee 3
				Source #17 Current Contractor
				Source #18 Various Temporary Services
				Source #19 Renhill Staffing Services 6
				Source #20 The Sojourner's Truth
				Source #21 TPS Program
				Source #22 CareerBuilder.com
				Source #23 Cincinnati Enquirer
				Source #24 Cleveland Plain Dealer
				Source #25 Detroit News
				Source #26 LinkedIn
				Source #27 Cable 360
				Source #28 Toledo Area Human Resource
				Source #29 University of Michigan Career Resources
				Source #30 Davis College
				Source #31 SCOTI (The Source)
				Source #32 Friend
				Source #33 Television Advertisement

Exhibit 5

Description: 3 Professional Job Descriptions

Job Descriptions included in this Exhibit are:

- Technical Support Specialist II
- Controller
- Senior IP Network Engineer



JOB DESCRIPTION

- I. **JOB TITLE:** Technical Support Specialist II
- DIVISION:** Information Technology
- DEPARTMENT:** Technical Support
- GRADE:** E5

II. JOB SUMMARY:

- A. The Technical Support Specialist II provides the frontline support for the server hardware, operating systems, and database systems on all production operating systems and the corporate voice and data networks. They are responsible for installing new software releases, database upgrades, and system upgrades. They will evaluate and install patches. They test and evaluate hardware and software to determine efficiency, reliability, and compatibility, and make recommendations for system improvements, and solve complex system performance problems. They are responsible for coordinating or performing system backups and recovery. The Technical Support Specialist II must demonstrate competency in the areas of telephony networks, data networks, detailed server administration, detailed workstation administration, Internet services, Intranet services, computer center based data management, licensing, and logistical support. They will identify areas of operations that need upgraded equipment, software. They must have the ability to effectively communicate with all levels of the organization, including executive positions.
- B. The Technical Support Specialist II reports directly to the Manager of Information Technology.
- C. There are no direct reports to this position
- D. The Technical Support Specialist II interfaces with the following key departments and outside sources:

Interface Contact

- IT/IP staff
- Department Managers
- End-User Community
- Vendors

Regarding

- Platform and related IT issues
- Project evaluation and planning
- Assists with problem resolution
- Evaluate products and coordinate maintenance issues

III. ESSENTIAL JOB FUNCTIONS:

The Technical Support Specialist II is accountable for:

- A. Working closely with the other areas within IT to support each others projects;
- B. Adhering to and supporting IT practices, procedures and policies;
- C. Adhering to the Company's policies and procedures, including the EEO guidelines and safety at all times;
- D. Acquire and maintain a solid working knowledge of the general business environment in which they company operates
- E. Daily support;
 - 1) Effectively respond to Trouble Ticket work orders
 - 2) A periodic review of systems is required to ensure optimal performance, data integrity, network security and to determine actions for improving overall functionality.
 - 3) Responsible for managing security for all servers and applications
 - 4) Responsible for reviewing security logs and backup performance logs
 - 5) Creates documentation for the maintenance and support of new systems
- F. Maintenance:
 - 1) Performance
 - 2) Monitoring
 - 3) Tuning
 - 4) Disk utilization management
 - 5) Hardware repair and preventative measures
 - 6) Documentation
- G. Project: approved and assigned by the Technical Support Manager
 - 1) New hardware installation
 - 2) Hardware, Operating System, Database Upgrades
 - 3) Researches, tests, evaluates, and recommends hardware and software systems
 - 4) Assists application administrator with application upgrades and patches
- H. Providing support to his/her peers, acting as a mentor and guide to the other Specialists and Technicians
- I. Assisting the Technical Support Manager in developing effective procedures for finding and resolving problems with equipment support
- J. Effectively work in a team environment
- K. Effective communication skills
- L. Ensuring the security of the company's facilities against any and all unsolicited and unauthorized access
- M. Performing any miscellaneous departmental duties as assigned
- N. Must meet physical demands outlined in this job description

Technical Support Specialist II
Job Description (continued)
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IV. JOB REQUIREMENTS:

A. Education and Experience

- Bachelor Degree – Preferred
- Associate Degree – Required
- 6 years prior IT Technical Support experience – Required
- An MCP, MSCE, A+, Net+ or other industry recognized certifications – Preferred

B. Skills Required

- Strong server administration and server management skills with a bias towards, but not exclusive to, NT
- Microsoft BackOffice, Microsoft Internet Server, and Microsoft Office products
- Ability to work effectively as a team member
- Manage own time towards the accomplishment of defined goals
- Work complex projects through to completion with little or no supervision
- Effectively prioritize when faced with several tasks of similar importance
- Be productive and cooperative in the support of team goals
- Capable of writing in-depth project proposals/summaries and technical documentation
- Evidence of problem solving ability
- Careful attention to detail
- Be able to translate (in both directions) between highly technical material and non-technical people
- Functional written communications (memos, letters, documentation, etc.)
- Ability to present self positively to the public
- Working familiarity with technologies employed by Buckeye properties
- General understanding of business practices
- Present professional business office demeanor through verbals and non-verbals
- Demonstrate positive attitude under pressure to co-workers and other contacts

C. Other Requirements

- Valid Driver's license
- Maintain acceptable driving record at all times
- Acceptable legal history record
- Acceptable credit record
- Sign IS Confidentiality statement: which maintains the employee does not disclose confidential information acquired in the course of work except when authorized and/or unless legally obligated to do so.
- Pass drug test

V. PHYSICAL DEMANDS:

Walking, kneeling, standing, stooping, crawling, climbing, sitting, driving, hearing, talking, vision, use of hands and lifting (up to 50 pounds).

VI. WORKING CONDITIONS:

- A. The Technical Support Specialist II is an exempt, full-time position.
- B. The regular schedule is 8 am to 5 pm, Monday thru Friday.
- C. Overtime requirements: Nights, weekend and holiday hours as needed
- D. The Technical Support Specialist II reports to the Technical Support area located at 5566 Southwyck Blvd. with required driving to other locations that include (but not limited to) Angola Road, Metro Fiber, Erie County CableSystem, and the Toledo area satellite offices. Mileage is paid at the prevailing company rate.
- E. The Technical Support Specialist II works in an automated business office environment with business office equipment including telephones, personal computers, typewriters, copiers, and FAX equipment.
- F. The Technical Support Specialist II will be subject to periodic records check, and will be required to give written approval upon request.
- G. This position is subject to change as the needs of the Company change.

VII. CONFIDENTIALITY:

Company resources and information are provided to employees to facilitate work. They may not be used for purposes other than work without proper authorization. Any unauthorized use of information gained via any company resource is breach of confidentiality and is strictly prohibited. Any unauthorized use of company resources and/or breaches of confidentiality may be cause for termination of employment.

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.

I am in receipt of a copy of this job description. I understand my supervisor's explanation of what is expected of me in this position and of each of my questions regarding my job responsibilities. By signing this document, I agree to work towards the successful achievement of the above tasks. I will report significant changes to my supervisor for review and possible inclusion.

Employee Signature

Date



Buckeye CableSystem

JOB DESCRIPTION

- I. JOB TITLE: Controller**
DIVISION: Accounting
DEPARTMENT: Finance

II. JOB SUMMARY:

- A. The Controller is responsible for overseeing the activities and achieving the objectives of the Accounting Department with respect to Buckeye CableSystem, Monroe CableSystem, Erie County Cablevision, Metro Fiber & Cable Construction and Access Toledo. The Controller is responsible for: understanding and communicating key issues related to monthly capital & operating financial results, interfacing with various department heads and senior management to understand their financial questions and work to resolve them, assignment and supervision with respect to inquiries and special projects to appropriate level of staff, review of the work of subordinates, development of subordinates, coordination and successful completion of all internal and external financial audits and working with the Treasurer to complete various budgets, forecasts and projections.
- B. The Controller reports directly to the Treasurer.
- C. Direct reports to the Controller are: Assistant Controller, Accounting Supervisor, Financial Analyst, Banking and Research Specialist and Part-time Fixed Asset Specialist.
- D. Key Interfaces within and outside the Company:

Interface Contact

Department Heads
 Senior Managers & Managers
 Executives
 Payroll Department
 Block Communications Financial Personnel
 Block Communications Internal Auditor
 External Auditors
 CableSystem Subscribers
 Banking Representatives
 Vendors
 Government Agencies
 Other Individuals, Companies & Agencies

REGARDING

Various financial inquiries
 Various financial inquiries
 Various financial inquiries
 Payroll and accounting cross functional issues
 Various reporting and projection requirements
 Financial audit issues
 Financial audit issues
 Escalated conflict resolution from Payment Processing
 Various banking issues
 Billing and payment issues
 Taxation and financial regulation issues
 Various financial matters

III. ESSENTIAL JOB FUNCTIONS:

The Controller is accountable for:

- A. Directing all sections of the Accounting Department to ensure all functions are accomplished in an accurate and timely basis.
- B. Meeting regularly with direct personnel to keep apprised of the priorities, issues and concerns facing them and facilitating successful completion and or resolution.
- C. Meeting regularly with the Treasurer to keep the Treasurer apprised of priorities, issues and concerns.
- D. Overseeing monthly preparation of financial statements and supporting variance analysis for all operating companies of the corporation on an accurate and timely basis.
- E. Reviewing financial statements, variance analysis and related key issues, both operating and capital, for all operating companies with the Treasurer on a monthly basis.
- F. Analyzing account balances and financial statements for accuracy and budget variances.
- G. Ensuring appropriate plant asset records are maintained.
- H. Ensuring that all work papers and supporting schedules are maintained to ensure proper and accurate accounting records of the operating companies.
- I. Overseeing preparation of all tax returns and franchise calculations, reviewing them and ensuring timely filing.
- J. Coordinating the preparation of annual audit work papers and independent audit review for all operating units of the corporation.
- K. Assisting in preparation of the annual budget for all companies.
- L. Assisting the Treasurer with all financial data as requested.
- M. Coordinating the undertaking of physical inventories at appropriate intervals, and overseeing the reconciliation of such inventories to the financial records.
- N. Performing detailed quarterly financial reviews of all operating companies and communicating the findings and results of such reviews to the Treasurer in a timely manner.
- O. Assisting various levels of management with understanding financial issues related to their inquiries.

(continued)

Controller

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- P. Implementing key reporting indicators to assist in the management of the Accounting Department.
- Q. Conducting performance evaluations according to personnel policies and established schedules.
- R. Ensuring the timely and accurate filing to various government agencies such as the Registrar of Copyrights and the Federal Communications Commission.
- S. Overseeing the development, implementation and adherence to a records retention policy.
- T. Maintaining good documentation of job processes, procedures and responsibilities.
- U. Communicating in a professional manner at all times.
- V. Working continuously with co-workers to achieve the goals of the Accounting Department.
- W. Follow the company's and the department's policies and procedures, including the EEO guidelines, at all times.
- X. Any other duties as assigned.

IV. JOB REQUIREMENTS:

A. Education and Experience

- Bachelor's degree in Accounting or Finance - Required.
- Minimum of five years previous Accounting experience - Required.
- CPA - Required.

B. Skills

- Personal computer experience in a Windows environment - Required.
- Simple keyboarding/typing ability - Required.
- Skilled use of a calculator/10 key - Required.
- Proficient with MS Excel or comparable spreadsheet application - Required.
- Previous supervisory experience - Preferred.
- Previous experience with Solomon General Ledger software - Preferred.
- Careful attention to detail.
- Evidence of problem solving ability.
- Ability to work independently.

C. Other Requirements

- Ability to act in a professional manner at all times.
- Ability to maintain the confidentiality of sensitive information.
- Evidence of good organizational skills.
- Thorough knowledge of accounting theories, practices, regulations and financial concepts relative to profitability and financial ratios.
- Strong analytical, organizational, communication and interpersonal skills.
- Acceptable legal record.
- Acceptable credit record.
- Valid driver's license and acceptable driving record.

V. PHYSICAL DEMANDS

Hearing, talking, vision, use of hands and fingers, walking.

VI. WORKING CONDITIONS:

The Controller is a full-time, exempt, salaried position, working 40 hours, 5 days per week. Regular hours are to be maintained with additional hours worked as the need arises. The Controller reports to 5552 Southwyck Blvd. and works in an automated business office environment with business office equipment including telephones, personal computers and calculators. Any breach of confidentiality may be cause for dismissal. Periodic legal, driving and credit checks will be required to hold the position of Controller.

JOB DESCRIPTION

Controller

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VII. CONFIDENTIALITY:

Company resources and information are provided to employees to facilitate work. They may not be used for purposes other than work without proper authorization. Any unauthorized use of information gained via any company resource is breach of confidentiality and is strictly prohibited. Any unauthorized use of company resources and/or breaches of confidentiality may be cause for termination of employment.

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.

I am in receipt of a copy of this job description and I understand my job responsibilities. By signing this document, I agree to work towards the successful achievement of the above tasks.

Employee Signature

Date



I. JOB TITLE: Senior IP Network Engineer
DEPARTMENT: IP Engineering

II. JOB SUMMARY:

- A. The Senior IP Network Engineer is a position of considerable experience, responsible for providing the technical expertise and leadership necessary for building, monitoring, upgrading and troubleshooting the company's IP customer network and associated facilities.
- B. The Senior IP Network Engineer reports directly to IP Engineering Manager with a functional dotted-line relationship with the IP Engineering Technical Manager.
- C. There are no direct reports to this position.
- D. The Senior IP Network Engineer interfaces with the following key departments and outside sources:

Interface Contact

BCS System Engineering
BCS Technical Operations
BTS Network Operations
Customer Service and Help Desk staffs
Marketing units
Telecom transport vendors
Equipment and software vendors

Regarding

Plant transport issues
Plant transport issues
Local and customer transport issues
Service issues affecting customers
Product performance and development
Traffic transport of the Internet backbone
Network components and administrative tools

III. ESSENTIAL JOB FUNCTIONS:

The Senior IP Network Engineer is accountable for:

- A. Monitoring customer network and related facilities to ensure that performance and availability is in line with SLA's and expectations of customers and other internal departments;
- B. Performing routine maintenance and administrative functions on all company-owned IP network equipment (other than plant/transport equipment) and associated servers;
- C. Serve as the primary resource for all issues related to the IP core network, or the overall function or flow of traffic in accordance with the technical direction provided by the IP Engineering Technical Manager;
- D. Ensuring that problems and outages are responded to and resolved in accordance to "service level agreement" to be defined by broad company goals and customer-facing business units;
- E. Managing all troubleshooting and project work in accordance with priorities set by the supported business units through the IP Engineering Manager;
- F. Participate in cross training toward the goal of providing redundancy of all skill sets within the IP Engineering area;
- G. Serving in an advisory capacity to IP Engineering staff and to internal business units such as Marketing, Product Development, and Customer Service staff on customer IP network issues and capabilities;
- H. Planning and executing network upgrade projects;
- I. Ensuring the security of the company's facilities against any and all unsolicited and unauthorized access;
- J. Developing and maintaining appropriate and current documentation as to the topology and specifications of the network, and all necessary support and maintenance tasks;
- K. Adhering to the Company's policies and procedures, including the EEO guidelines and safety, at all times;
- L. Adhering to all department practices, procedures, and policies;
- M. Performing any miscellaneous departmental duties as assigned.

IV. JOB REQUIREMENTS:

- A. Education and Experience
 - Bachelor's degree with a major in IT, telecomm or related technical degree - Required
 - Five (5) years IP network technical experience - Required

(continued)

JOB DESCRIPTION

Senior IP Network Engineer

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B. Skills

- Demonstrated leadership skills
- Math Skills at 12th grade level
- Ability to read, write, and speak English in clear, concise sentence structure with accurate spelling and grammar
- Ability to work effectively as a team member
- Strong problem solving skills
- Evidence of good organizational skills
- Careful attention to detail
- Ability to work independently, with little or no supervision
- Ability to meet scheduled and unscheduled deadlines
- Ability to bring projects/assignment to completion within required time frames
- Ability to give clear direction/leadership to coworkers and other contacts

C. Other

- Present professional business office demeanor through verbals and non-verbals
- Present self positively to the public
- Demonstrate positive attitude under pressure to co-workers and other contacts
- Demonstrate open and willing interpersonal communication skills
- Valid Driver's License
- Maintain an acceptable driving record at all times
- Reliable transportation
- Acceptable legal history record
- Confidentiality; must sign Confidentiality Statement

V. WORKING CONDITIONS:

- A. The Senior IP Network Engineer is a full-time, exempt, salaried position, working a nominal 40 hour week, Monday through Friday, 8:00 am – 5:00 pm, with nights and weekends as necessary.
- B. The Senior IP Network Engineer will be part of a rotating "on call" assignment, covering problems that might arise outside of normal business hours.
- C. The Senior IP Network Engineer reports to the 4818 Angola Road facility but may be required to drive to other Company locations.

VI. PHYSICAL DEMANDS:

Walking, stooping, sitting, hearing, vision, kneeling, crawling, driving, talking, standing, lifting (up to 50 lbs.), climbing stairs, and use of hands and fingers

VII. CONFIDENTIALITY:

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Employee Signature

Date

Exhibit 13

Description: Question 1

This unit performs an annual review of outreach groups to ensure that we are effectively reaching the community. The business unit assures that hiring practices create a diverse pool of applicants. A number of outreach sources are used to achieve that goal. After evaluation, other sources are sought if current ones do not result in diverse applicants.

In addition, this employment unit performed the following outreach activities between September 1, 2010 and August 31, 2011:

- Buckeye Cablevision participated in diversity job fairs in the community. Several job fairs were hosted with a supplemental staffing agency throughout the past year. Buckeye also participated in the University of Toledo's Career Expo in February, 2011.
- Buckeye Cablevision hosted two job fairs in April, 2011 and August, 2011 in an effort to recruit a diverse workforce.
- Buckeye Cablevision provides a scholarship program through BCSN Scholarship Project Fund, Inc. in conjunction with Toledo Community Foundation. Buckeye Cable Sports Network (BCSN) Student of the Month and Student of the Year scholarships are available to select college bound seniors who will attend an accredited school of higher education.
- Buckeye Cablevision currently offers programs including Jones NCTI and MyLO (My Learning Online) to assist in training and qualifying personnel for higher level positions in the organization. The company has partnered with a local community college that recognizes these training programs as college credit toward a degree.
- Buckeye Cablevision provides EEO training to management level personnel. The company publishes a quarterly newsletter for all supervisors and managers updating them on any changing employment laws and guidelines, including EEO, FCC, and AA guidelines.

Buckeye Cablevision uses a number of outreach sources to create a diverse pool of applicants, including women and minorities. The unit utilizes over 30 different sources as a means of diverse recruitment. The company participates in general outreach efforts including job banks and websites designed to promote outreach such as monster.com, SCOTI (The Source), non-profit organizations, multiple colleges, and other media sources that reach diverse communities.

Exhibit 14

Description: Question 2

The company's efforts to disseminate widely its equal employment opportunity program to job applicants, employees, and those with whom it regularly does business include the following:

1. An annual letter is sent to all employees by the Company reaffirming the policy for Buckeye Cablevision to select, retain, transfer, and promote employees on the basis of merit without regard to a person's race, color, religion, national origin, ancestry, sex, age, veteran status, disability or military status. This letter also states that applicants and employees who feel they may have been treated in a discriminatory manner are encouraged to bring the situation to the attention of their immediate supervisor. Where talking to the supervisor poses a problem, individuals can meet with the department heads, the EEO officer, the human resources manager, the president of Buckeye Cablevision, or the executive vice president of Buckeye Cablevision. Also, all applicants and employees have the right to notify Equal Employment Opportunity Commission, the Federal Communications Commission, the Ohio Civil Rights Commission or any other appropriate agency if they feel they have been discriminated against due to race, color, religion, national origin, ancestry, sex, age, veteran status, disability or military status.
2. The company offers tuition reimbursement and continuing education programs to all full time employees after 6 months of employment for college credit courses and after 1 year of employment for continuing education.
3. The company publishes a quarterly newsletter for all supervisors and managers updating them on any changing employment laws and guidelines, including EEO, FCC and AA guidelines, and also provides supervisor/ manager orientation for new supervisor/managers including EEO/AA training.
4. The company visibly posts its EEO policy at its offices, on its website, and on employment applications.
5. The company prominently posts EEO notices in all its facilities (in various areas throughout the unit) informing employees and applicants of their EEO rights, and how to report discrimination.
6. The company reviews each department's breakdown to ensure that each department is represented in a diverse manner. Each hiring/promotion/ transfer decision is reviewed by the Human Resources department to further ensure that each supervisor/manager's selection is consistent with the unit's overall EEO objectives and Affirmative Action requirements.
7. The company tracks all job openings from the Position Request Form (PRF) to hiring. Each job description is reviewed to ensure that it is up to date and includes only tasks that are being utilized. The company avoids any selection techniques or tests that may be discriminatory. The company examines rates of pay and benefits for employees based on job duties that are required for a position, to eliminate any inequities based upon race or sex.
8. The company tracks information on hiring, promotions and transfers. It conducts a review of job descriptions when an opening occurs to make sure that the descriptions are updated

to only include valid requirements including physical weight lifting requirements. When job descriptions are updated they are graded to ensure the grade level of the position is accurate. Human Resources approve the final candidate in hiring and promotion situations to ensure that all EEO and AA guidelines are being followed. This is to ensure the best candidate is chosen for the position regardless of their gender or race.

Exhibit 18

Description: Question 6

Buckeye Cablevision's Lucas County Employment Unit's ongoing analysis shows that its efforts to recruit, hire, and promote in a non-discriminatory manner are effective. This employment unit has found significant challenges in recruiting candidates with acceptable technological skills in various positions, such as engineering and information technology. We have encountered many applicants that are unable to pass a basic skills test at a high school level (including math, language, and writing).