

**Northland Communications Corporation**  
**Employment Unit No. 4091**  
**Supplemental Investigation Sheet**  
**Part I – Employee Job Descriptions**  
**Exhibit 10**

Northland Communications Corporation’s Employment Unit No. 4091 in Statesboro, GA employs individuals in the category of “Semi-Skilled Operatives” in only one position, its Installer position. See next page for a copy of the job description in this category.

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**INSTALLER JOB DESCRIPTION\***

Northland Cable Television (“Northland”) strives to provide its customers with the highest quality service at the best possible price. To meet this challenge, Northland sets high standards for its staff. It expects that employees abide by all Northland policies and standards as described in the employee handbook and by management. Northland expects its staff to publicly represent the company in a pleasant, cheerful and professional manner at all times. Technical staff are the primary Northland contact in a customer’s home and they are relied on by the company to communicate and educate the customer regarding Northland’s services in a courteous and effective manner. Staff should treat each customer contact as an opportunity to improve system goals through the use of effective sales techniques. Staff are expected to work as a team with co-workers, management and other Northland offices to meet or exceed system goals.

Installer is an entry level position with a primary function to install or service cable television, Internet, digital phone and related services while meeting the requirements of safety, FCC, and Northland’s quality assurance program. Additionally, an Installer is required to assure the customer’s equipment is properly set up and adjusted to receive the services requested in order to meet a customer’s expectations. The Installer reports directly to the Plant Manager or designated supervisor.

The duties and responsibilities include the following:

- Install and service cable television, digital video, Internet, digital phone and other related services and equipment, in a neat and orderly manner, meeting NESC, NEC, FCC, Northland’s safety manual and Northland technical standards;
- Reconnect, upgrade, downgrade customer services or adding outlets as requested by customer;
- Perform requested and non-pay disconnects of service and retrieval of Customer Premises Equipment (CPE) and outstanding account balances;
- Rework existing installations as necessary to meet Northland standards;
- Quickly and efficiently find customer addresses;
- Connect and configure customer’s computer for Internet use. Connect Network Interface Cards (NIC) in customers’ computers or USB ports. Configure Network IP setup for the NIC using tools provided (including manuals and instruction guides);
- Install and connect various options available with customers’ electronics (PIP, VCR, DVD, DVR);
- Complete and submit paperwork and payments received associated with each work order in a timely manner and in compliance with office procedures;

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- Perform Northland Daily Quality Assurance policy requirements of leakage monitoring, signal level testing, and subscriber drop standards;
- Troubleshoot all problems from the tap to customer equipment for forward and reverse applications;
- Practice all safety standards and procedures as directed by Northland including, but not limited to, safe and defensive driving and safe work practices;
- Maintain security, cleanliness and organization of company vehicle and issued equipment;
- Additional related duties as directed by supervisor and other management;

**Knowledge, Skills and Abilities**

- Understand the basic operation of a broadband cable system and related services plus possess a working knowledge of installation tools and Northland's installation standards;
- Understanding of all current Northland products, pricing, and special promotions;
- Understand the operation and functionality of cable modems, MTA's, digital converters, cable cards, DVR's and other related CPE;
- Understand the function and care of, and be able to operate a field strength and digital service activation meter, signal leakage detector, and voltmeter;
- Ability to comprehend, communicate and educate a customer regarding features and benefits of Northland services;
- Highly organized, able to effectively manage time and workload, and work independently;
- Calculate drop and splitter loss for systems designed bandwidth;
- Working knowledge of FCC rules, NEC, NESC, and OSHA safety standards;
- Abide by all Northland policies and standards as described in the employee handbook and by management.

**Working Conditions**

- Safely work on a regular basis in outside weather conditions with equipment in excess of 90 pounds and from average heights of 25 feet or greater on poles and ladders;

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- Must be capable of lifting, twisting, kneeling, and bending on a regular basis to perform duties as described;
- Work within limited confines, such as crawl spaces;
- Ability to work overtime on an “as needed” basis.

**Education:** High school diploma or equivalent, electronic technical training preferred

**Experience:** Entry level position

**Requirements:**

- Complete the NCTI Quick Start Installer course within 6 months from date of hire;
- Ability to fulfill the job duties, skills and responsibilities listed above.

The above is a summary of responsibilities. Northland anticipates that the job responsibilities described herein may change from time to time as the needs of the system are developed.

**Acknowledgment**

I acknowledge that I received, reviewed and understand the job responsibilities stated above.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\*Draft Version: Near completion of final version