

Was unable to file report by deadline due to system problems
Contacted FCC help desk immediately

FCC Help Case HD0001071614 Resolution

Yahoo/Inbox



IT Service Desk <fccprod@servicenowservices.com>

To: kcxl1140@yahoo.com

Wed, Oct 12 at 8:59 AM

The information you requested from the FCC can be found below in the body of the email.

If you have any questions contact us at

(877) 480-3201.

Thank You!

Case Id: HD0001071614

Summary: System Down

Description: owners dashboard would not recognize FRN (13565) and/ or password (Cleveland)

****Please do not reply back to this message. The e-mail address is configured for outgoing e-mail only.****

Dear Peter Schartel,

We were experiencing some technical difficulties; however, all systems are operational again. Please clear your internet cache and try the filing/search again (see instructions below). We apologize for the inconvenience.

Internet Explorer:

- Click Tools
- Click Internet Options
- In the second section where it says Browsing History, click on the Delete button
- Check Temporary Internet Files and Cookies button
- Click the Delete button and then click on Okay button

Mozilla Firefox:

- Select Menu on the upper right side of the browser
- Select History
- Select Clear Recent History
- In the Time range to clear dropdown, select Everything
- Check Cookies and Cache
- Click the Clear now button

Google Chrome:

- Click the Customize and Control button in the upper right of the browser
- Select History
- Select Clear browsing data
- Use the Obliterate the following items from: drop down menu, select beginning of time
- In the dialog that appears, select the checkboxes for Browsing history, Cookies and other site and plugin data, Cached images and files
- Click Clear browsing data

If you have any further questions or need additional information, please submit a help request at <https://www.fcc.gov/wireless/available-support-services> or call the FCC Licensing Support Center at (877) 480-3201.

Sincerely,

FCC Licensing Support Center

8:00 AM – 6:00 PM EST, M - F