

Christine Reilly

Subject: FW: FCC Help Case HD0000912251 Resolution

From: IT Service Desk <fccprod@servicenowservices.com>

Sent: Tuesday, August 3, 2021 6:26 PM

To: Michelle Frazer <MFrazer@wbtw.com>

Subject: FCC Help Case HD0000912251 Resolution

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: HD0000912251

Summary: System Down

Description: Our EEO file was due to be uploaded, but we have not been able to access the site to upload it. It says technical difficulties. I just want to see if there is another option or what we need to do.

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Technical Difficulties - Issue Resolved

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

Ref:MSG7429947

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