

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)	
)	
Multimedia Holdings Corporation)	MB Docket No. 24-____
)	RM-_____
Petition for Rulemaking to Amend the)	
Table of TV Allotments for)	
Station WTLV, Jacksonville, FL)	
(Facility ID 65046))	

PETITION FOR RULEMAKING

Multimedia Holdings Corporation, the licensee of television station WTLV, Jacksonville, Florida (“WTLV”), hereby petitions the Commission to commence a rulemaking pursuant to Section 1.401 of the Commission’s rules¹ to amend the digital television Table of Allotments by allotting Channel 33 to WTLV in lieu of Channel 13.² Moving from VHF to UHF would allow WTLV to dramatically improve over-the-air service to viewers in the Jacksonville market, where almost one in six television households view local broadcast stations over-the-air rather than through a traditional cable or satellite service.³

The proposed channel substitution would serve the public interest by addressing persistent reception complaints WTLV has received from viewers and by putting WTLV on a level playing field with its major competitors, who broadcast on UHF channels. The proposed channel substitution would better serve the Jacksonville community by substantially improving its access to important and highly valued local news, emergency, NBC network and other programming.

¹ 47 C.F.R. § 1.401.

² 47 C.F.R. § 73.622(j).

³ Nielsen: Jacksonville DMA, November 2023. 2023-2024 Universe Estimates, Media Related TV Households and Penetrations by DMA (“November 2023 UE”).

I. Market Background

WTLV, an NBC affiliate, is licensed to Jacksonville, Florida, and broadcasts on Channel 13 (virtual channel 12). The Commission has long recognized that “VHF channels have certain characteristics that have posed challenges for their use in providing digital television service,” including “propagation characteristics of these channels [that] allow undesired signals and noise to be receivable at relatively farther distances,” the tendency of “nearby electrical devices ... to emit noise in this band that can cause interference,” and the fact that “reception of VHF signals requires physically larger antennas that are generally not well suited to the mobile applications expected under flexible use, relative to UHF channels.”⁴ The Commission further noted that independent studies by a private engineering firm and the Commission’s own staff both found “large variability in the performance (especially intrinsic gain) of indoor antennas available to consumers, with most antennas receiving fairly well at UHF and the substantial majority not so well to very poor at high-VHF.”⁵ The Commission continues to recognize that, although VHF reception issues are not universal, “environmental noise blockages affecting [VHF] signal strength and reception exist” and “[vary] widely from service area to service area.”⁶

These findings are borne out by WTLV’s experience. WTLV continues to receive a steady stream of complaints from viewers unable to receive the station’s over-the-air signal,

⁴ *Innovation in the Broadcast Television Bands: Allocations, Channel Sharing and Improvements to VHF*, NPRM, 25 FCC Rcd 16498, 16511 ¶ 42 (2010) (“*VHF Improvements NPRM*”).

⁵ *Id.* at 16512 ¶ 44. See also *Amendment of Parts 73 and 74 of the Commission’s Rules to Establish Rules for Digital Low Power Television, Television Translator, and Television Booster Stations and to Amend Rules for Digital Class A Television Stations*, Second R&O, 25 FCC Rcd 10732, 10750 ¶ 37 (2011) (“As a result of the full power digital television transition, some full power stations on VHF channels have experienced reception problems and such problems have not been alleviated even by allowing these stations to operate with the maximum power permitted under the full power television rules.”).

⁶ *Assessment and Collection of Regulatory Fees for Fiscal Year 2020*, MD Docket No. 20-105, FCC 20-64, at ¶ 52 (rel. May 13, 2020).

despite being able to receive signals from other local stations.⁷ One viewer noted that watching TV through their antenna “works great for all Jacksonville stations except NBC 12”⁸ Another noted that they “have no problems receiving all the other channels” through their aerial antenna but cannot receive Channel 12 (WTLV’s virtual channel).⁹ These signal-propagation challenges have frustrated viewers seeking to receive WTLV’s signal and place WTLV at a distinct competitive disadvantage. The competing CBS,¹⁰ FOX,¹¹ and CW¹² affiliates in the Jacksonville DMA all broadcast on UHF channels, as does independent station WJXT,¹³ which is among the highest-rated stations in the market. In contrast, WTLV and its sister station WJXX, an ABC affiliate, broadcast on VHF channels 13 and 10, respectively.

II. The Proposed Channel Substitution Would Improve Service to Local Viewers

Over-the-air coverage is increasingly important as more American households cut the cord on traditional cable and satellite services.¹⁴ Many of these households are choosing instead to rely on free local broadcast signals, often (though not always) in combination with online streaming services.¹⁵ According to Nielsen, nationwide “[t]he percent of homes without traditional cable (wired or satellite) that receive local broadcast stations on a TV set via some form of digital antenna has increased 48%” between May 2010 and May 2018, rising from 11 million such homes (representing 9 percent of TV homes) to 16 million such homes

⁷ See generally Exhibit A, which provides examples of recent feedback WTLV has received.

⁸ *Id.* at 2.

⁹ *Id.* at 13.

¹⁰ See LMS File No. BLCDDT-20030328ANV (license to cover for WJAX-TV Channel 19 facility).

¹¹ See LMS File No. 0000120746 (license to cover for WFOX-TV Channel 14 facility).

¹² See LMS File No. 0000097952 (license to cover for WCWJ Channel 20 facility).

¹³ See LMS File No. 0000097950 (license to cover for Channel 18 facility).

¹⁴ Jon Lafayette, “Cord-Cutting Hits New Q3 High as 889,000 Subs Drop Pay TV,” Multichannel News, <https://www.nexttv.com/news/cord-cutting-hits-new-3q-high-as-889000-subs-drop-pay-tv> (Jan. 3, 2024).

¹⁵ See The Nielsen Company (US), LLC, *The Over-the-Air Evolution*, at 4 (April 2022), available at <https://www.aaaa.org/the-over-the-air-evolution-local-watch-report/> (“Nielsen 2022 OTA Report”).

(representing 14 percent of TV homes).¹⁶ As of 2021, that number had risen to 19 million homes, about 15 percent of U.S. television homes.¹⁷ More than a quarter of these homes do not subscribe to any online subscription streaming services, thus relying more heavily on over-the-air broadcasts for video service, including local news and live sports.¹⁸ The COVID-19 pandemic, which drove a dramatic surge in viewership of local and national broadcast television newscasts, only underscores the key role free, over-the-air broadcast TV coverage plays in making crucial information broadly accessible to communities.¹⁹

Over-the-air coverage is especially critical in the Jacksonville market, where almost one in six TV households – 15.9 percent – are “OTA homes” without a traditional MVPD subscription.²⁰ The channel substitution proposed herein would allow WTLV to better serve these viewers with a more robust and reliable UHF signal. In addition, moving to UHF would improve the station’s future ability to offer robust ATSC 3.0 service over the air.²¹

The station’s engineering study, attached hereto as Exhibit B (the “Engineering Statement”), confirms that with WTLV’s proposed parameters, including a 1000 kW ERP,

¹⁶ The Nielsen Company (US), LLC, *The Nielsen Local Watch Report: The Evolving Over-the-Air Home*, at 4 (2019), available at <https://www.nielsen.com/us/en/insights/report/2019/nielsen-local-watch-report-the-evolving-ota-home/> (“Nielsen 2019 OTA Report”).

¹⁷ Nielsen 2022 OTA Report, *supra* n.15, at 2.

¹⁸ *See id.* at 5, 15.

¹⁹ *See* Ted Johnson, “As Viewers Flock Back To Evening Newscasts During Coronavirus Crisis, ‘World News Tonight’ Reaches Ratings Milestone,” *Deadline*, <https://deadline.com/2020/05/abc-world-news-tonight-david-muir-ratings-coronavirus-1202926423/> (May 5, 2020); “Comscore figures reveal surging levels of Coronavirus TV coverage driven by diverse audience,” *Comscore*, <https://www.comscore.com/Insights/Press-Releases/2020/4/Surging-levels-of-Coronavirus-local-TV-coverage> (April 7, 2020); Stephen Battaglio, “A hunger for information is driving TV news to peak levels,” *Los Angeles Times*, <https://www.latimes.com/entertainment-arts/business/story/2020-03-25/tv-news-audiences-are-surging-thanks-to-coronavirus-pandemic> (March 25, 2020).

²⁰ November 2023 UE, *supra* n.3.

²¹ *See* National Association of Broadcasters, *Next Generation Television (ATSC 3.0) Station Transition Guide*, at 8 (April 2019), available at https://nabpilot.org/wp-content/uploads/2019/04/NAB-ATSC-3.0-Guide_Final.pdf (“Performance of VHF channels 7 through 13 is better than low-band VHF, but the longer wavelength of VHF reduces the chances of successful reception for many portable use cases, due to utilization of built-in antennas in these devices,” while “[d]ue to the short wavelengths and resulting reception advantages in this part of the TV spectrum, UHF is suitable for all anticipated ATSC 3.0 service models.”).

Channel 33 can be substituted for Channel 13 at Jacksonville, Florida, in compliance with the Commission's rules. The proposed facility would continue to provide a principal community contour completely covering WTLV's community of license²² and would not cause impermissible interference to any station.²³

The study confirms WTLV's Channel 33 contour would continue to reach the vast majority of the population within the station's current service area.²⁴ An analysis using the Commission's TVStudy tool indicates that WTLV's move from Channel 13 to Channel 33 would cause some reduction in the station's predicted coverage and population served.²⁵ However, when terrain limitations and other over-the-air television services are taken into account, all viewers predicted to lose access to WTLV's signal would continue to be "well served," meaning they would continue to have access to at least five full power or Class A television signals.²⁶ Indeed, all of these viewers would have over-the-air access to at least 13 full-power or Class A stations, with some viewers having over-the-air access to as many as 30 stations.²⁷

Even where a proposed modification to a station would result in some service loss – which as demonstrated above, would be *de minimis* in this case – the Commission will approve

²² Engineering Statement at 3.

²³ *Id.* at 3 & Appendix A.

²⁴ *See id.* at 4.

²⁵ *Id.* at 3-6 & Appendix C.

²⁶ *See Third Periodic Review of the Commission's Rules and Policies Affecting the Conversion to Digital Television*, NPRM, 22 FCC Rcd 9478, 9493 ¶ 38 (2007) ("The Commission is generally most concerned where there is a loss of an area's only network or NCE TV service, or where the loss results in an area becoming less than well served, *i.e.*, served by fewer than five full-power over-the-air signals.") (footnotes and citations omitted) ("*Third DTV Review NPRM*"). Although Class A stations operate under low power technical rules, they have the same primary status and public service obligations as full power stations, and their signals thus should be counted like those of full power stations when determining if an area is well served. *See* 47 C.F.R. §§ 73.6001, 73.6026. *Cf. WSET, Incorporated*, Mem. Op. & Order, 80 F.C.C. 2d 233, 244-46 (1980) (finding loss of all predicted television service to approximately 500 persons to be *de minimis*).

²⁷ Engineering Statement at 5-6.

the modification if it is “supported by a strong showing of countervailing public interest,” such as offsetting service gains.²⁸ Here, given the persistent feedback WTLV has received about reception issues within the station’s core coverage area, the nominal reduction in viewers who would be able to receive WTLV’s signal – all of whom would continue to be well-served by other stations’ over-the-air coverage – would be more than outweighed by the substantial improvement in WTLV’s actual over-the-air reception within its community of license and in other core portions of its service area. The proposed move to Channel 33 therefore would serve the public interest by giving Jacksonville-area residents greater, more reliable access to WTLV’s free over-the-air signal.

Accordingly, the public interest would be best served by promptly granting WTLV’s request to move from Channel 13 to Channel 33 with the specifications set forth below, so that Jacksonville-area viewers may benefit from substantially improved over-the-air broadcast television service as soon as possible:

<u>City and State</u>	<u>Channel</u>	<u>DTV Power (kW)</u>	<u>Antenna HAAT (m)</u>
Jacksonville, Florida	33	1000	290.4

²⁸ *Third DTV Review NPRM*, 22 FCC Rcd at 9493 ¶ 38 & n.70.

Exhibit A
Viewer Feedback

From: notifications@typeform.com
To: [REDACTED]
Subject: Contact Us - Director of Technology from Janis [REDACTED]
Date: Monday, March 6, 2023 8:14:18 PM

CAUTION - EXTERNAL EMAIL - Please use caution opening attachments and never share your password. Send suspicious email to infosec@tegna.com.

Your typeform Contact Us - Director of Technology has a new response:

- **First Name**

Janis

- **Last Name**

[REDACTED]

- **E-mail**

[REDACTED]

- **Phone**

[REDACTED]

- **Question or Comment**

I try to watch Jeopardy every night it is on. Last night and tonight also we have been losing your signal around 7:45 pm and it does not return till about halfway into the next show. Are you aware of a transmission problem? We are not having a problem with any other stations. Can you assist? Thank you!

Typeform sent you this email on behalf of a typeform creator. We aren't responsible for its content. If you suspect abuse, like suspicious links, please report it [here](#).

If you are the owner of this typeform you can edit or turn off email notifications [here](#).

From: notifications@typeform.com
To: [REDACTED]
Subject: Contact Us - Director of Technology from Travis [REDACTED]
Date: Tuesday, January 3, 2023 8:50:39 AM

CAUTION - EXTERNAL EMAIL - Please use caution opening attachments and never share your password. Send suspicious email to infosec@tegna.com.

Your typeform Contact Us - Director of Technology has a new response:

- **First Name**
Travis

- **Last Name**

[REDACTED]

- **E-mail**

[REDACTED]

- **Phone**

[REDACTED]

- **Question or Comment**

I recently switched over to antenna TV, which works great for all Jacksonville stations except NBC 12. Is there anything different about your feed that would affect the signal in St Johns (Durbin Crossing area)? Is there anything I can do to make this work so we can watch our favorite news and other shows on NBC? Thank you.

Typeform sent you this email on behalf of a typeform creator. We aren't responsible for its content. If you suspect abuse, like suspicious links, please report it [here](#).

If you are the owner of this typeform you can edit or turn off email notifications [here](#).

From: notifications@typeform.com
To: [WTLV-ViewerComments](#)
Subject: Contact Us - Viewer Comments from David [REDACTED]
Date: Tuesday, May 9, 2023 5:51:31 PM

CAUTION - EXTERNAL EMAIL - Please use caution opening attachments and never share your password. Send suspicious email to infosec@tegna.com.

Your typeform Contact Us - Viewer Comments has a new response:

- **First Name**
David
- **Last Name**
[REDACTED]
- **E-mail**
[REDACTED]
- **Phone**
[REDACTED]
- **Question or Comment**
Your broadcast is freezing up on video. The audio appears to be okay. It is very difficult to watch as it is happening very frequently

Typeform sent you this email on behalf of a typeform creator. We aren't responsible for its content. If you suspect abuse, like suspicious links, please report it [here](#).

If you are the owner of this typeform you can edit or turn off email notifications [here](#).

From: notifications@typeform.com
To: [WTLV-ViewerComments](#)
Subject: Contact Us - Viewer Comments from MariCarmen [REDACTED]
Date: Tuesday, February 21, 2023 2:17:20 PM

CAUTION - EXTERNAL EMAIL - Please use caution opening attachments and never share your password. Send suspicious email to infosec@tegna.com.

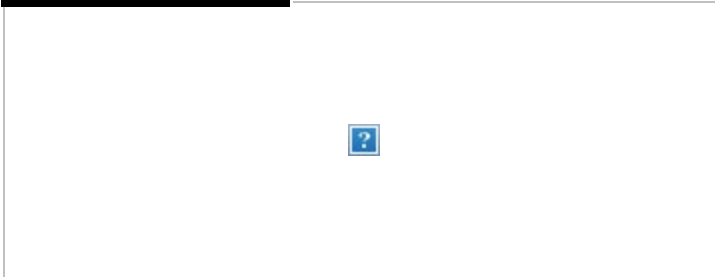
Your typeform Contact Us - Viewer Comments has a new response:

- **First Name**
MariCarmen
- **Last Name**
[REDACTED]
- **E-mail**
[REDACTED]
- **Question or Comment**
There is a problem with your broadcast signal. I have been an antenna viewer since relocating to the area in 2013. Now I am force to watch abc and cbs! Are you working on the issue?

Typeform sent you this email on behalf of a typeform creator. We aren't responsible for its content. If you suspect abuse, like suspicious links, please report it [here](#).

If you are the owner of this typeform you can edit or turn off email notifications [here](#).

From: [REDACTED]
To: [WTLV-Engineering Department](#)
Subject: FW: Contact Us - On Your Side from Jim [REDACTED]
Date: Tuesday, January 17, 2023 10:38:04 PM
Attachments: [image001.png](#)



From: notifications@typeform.com <notifications@typeform.com>

Sent: Tuesday, January 17, 2023 10:28 PM

To: WTLV-ONYOURSIDE <onyourside@firstcoastnews.com>

Subject: Contact Us - On Your Side from Jim [REDACTED]

CAUTION - EXTERNAL EMAIL - Please use caution opening attachments and never share your password. Send suspicious email to infosec@tegn.com.

Your typeform Contact Us - On Your Side has a new response:

- **First Name**

Jim

- **Last Name**

[REDACTED]

- **E-mail**

[REDACTED]

- **Phone**

[REDACTED]

- **Question or Comment**

I would like you to find out if the NBC side of your business is having a transmission issue. I live in st. Augustine and get channel 25 without any difficulty but for the last 2 weeks or so channel 12 has been very sketchy with a lot of interference and just disappearing for periods of time like during the jaguars football game Saturday. It's my understanding that both of these transmissions come from the same location and that channel 12 transmission is at a higher kw. I receive channel 25 and 17 and four with out any problems at all.

Typeform sent you this email on behalf of a typeform creator. We aren't responsible for its content. If you suspect abuse, like suspicious links, please report it [here](#).

If you are the owner of this typeform you can edit or turn off email notifications [here](#).

From: [RingCentral](#)
To: [WTLV-Programming Department](#)
Subject: New Voice Message from BERNICE [REDACTED] on 05/17/2022 4:42 PM
Date: Tuesday, May 17, 2022 4:43:01 PM
Attachments: [REDACTED]

CAUTION - EXTERNAL EMAIL - Please use caution opening attachments and never share your password. Send suspicious email to infosec@tegn.com.



Voice Message

Dear WTLV Programming VM,

You have a new voice message:

From: BERNICE [REDACTED]
Received: Tuesday, May 17, 2022 at 4:42 PM
Length: 00:23
To: [REDACTED] WTLV Programming VM

Vocicemail Preview:

" Yes, I'm calling about channel 12 not having a picture we have sound but no picture and this has happened for the last three days throughout the day think it would be something that you would get fixed. Thank you."

Listen to this voicemail over your phone or by opening the attached sound file. You can also sign in to your [RingCentral account](#) with your main number, extension number, and password to manage and listen to voicemails.

Thank you for using RingCentral!

Work from anywhere with the RingCentral app. It's got everything you need to stay connected: team messaging, video meetings and phone - all in one app. [Get started](#)

By subscribing to and/or using RingCentral, you acknowledge agreement to our [Terms of Use](#).

Copyright 2022 RingCentral, Inc. All rights reserved. RingCentral is a registered trademark of RingCentral, Inc., 20 Davis Drive, Belmont, CA 94002, USA.

From: [RingCentral](#)
To: [WTLV-Programming Department](#)
Subject: New Voice Message from CHARLES [REDACTED] on 05/10/2023 11:56 AM
Date: Wednesday, May 10, 2023 11:56:50 AM
Attachments: [REDACTED]

CAUTION - EXTERNAL EMAIL - Please use caution opening attachments and never share your password. Send suspicious email to infosec@tegna.com.



Voice Message

Dear WTLV Programming VM,

You have a new voice message:

From: CHARLES [REDACTED]
Received: Wednesday, May 10, 2023 at 11:56 AM
Length: 00:36
To: [REDACTED] WTLV Programming VM

Voicemail Preview:

"Yes, my name is Charles [REDACTED] and I live between St. Augustine and Hastings. And I just put up a antenna. I am getting channel 4, channel 30, channel 1747 stuff, but I am not I can not get channel 12. No matter what I do. I have got a question. Are you still doing free over the air? My Cell phone number is [REDACTED]. Thanks a bunch."

Listen to this voicemail over your phone or by opening the attached sound file. You can also sign in to your [RingCentral account](#) with your main number, extension number, and password to manage and listen to voicemails.

Thank you for using RingCentral!

Work from anywhere with the RingCentral app. It's got everything you need to stay connected: team messaging, video meetings and phone - all in one app. [Get started](#)

By subscribing to and/or using RingCentral, you acknowledge agreement to our [Terms of Use](#).

Copyright 2023 RingCentral, Inc. All rights reserved. RingCentral is a registered trademark of RingCentral, Inc., 20 Davis Drive, Belmont, CA 94002, USA.

From: [RingCentral](#)
To: [WTLV-Programming Department](#)
Subject: New Voice Message from JIM [REDACTED] on 04/18/2022 6:34 PM
Date: Monday, April 18, 2022 6:34:45 PM
Attachments: [REDACTED]

CAUTION - EXTERNAL EMAIL - Please use caution opening attachments and never share your password. Send suspicious email to infosec@tegna.com.



Voice Message

Dear WTLV Programming VM,

You have a new voice message:

From: JIM [REDACTED]
Received: Monday, April 18, 2022 at 6:34 PM
Length: 00:33
To: [REDACTED] WTLV Programming VM

Voicemail Preview:

" Hey, I've been trying to watch the news this afternoon and Tim diegans images just frozen on the screen. I liked him, but I wish that was where that would end. So I can watch M B C nightly news is still frozen and the N B C a nightly news is on so hope somebody is mind in the store and we'll take care of this my phone number if you need to call me is [REDACTED]. My name is James [REDACTED]."

Listen to this voicemail over your phone or by opening the attached sound file. You can also sign in to your [RingCentral account](#) with your main number, extension number, and password to manage and listen to voicemails.

Thank you for using RingCentral!

Work from anywhere with the RingCentral app. It's got everything you need to stay connected: team messaging, video meetings and phone - all in one app. [Get started](#)

By subscribing to and/or using RingCentral, you acknowledge agreement to our [Terms of Use](#).

Copyright 2022 RingCentral, Inc. All rights reserved. RingCentral is a registered trademark of RingCentral, Inc., 20 Davis Drive, Belmont, CA 94002, USA.

From: [RingCentral](#)
To: [WTLV-ViewerComments](#)
Subject: New Voice Message from [REDACTED] RHODA [REDACTED] on 07/26/2022 5:27 PM
Date: Tuesday, July 26, 2022 5:27:49 PM
Attachments: [REDACTED]

CAUTION - EXTERNAL EMAIL - Please use caution opening attachments and never share your password. Send suspicious email to infosec@tegna.com.



Voice Message

Dear WTLV Viewer Comment,

You have a new voice message:

From: [REDACTED] RHODA [REDACTED]
Received: Tuesday, July 26, 2022 at 5:27 PM
Length: 01:06
To: [REDACTED] WTLV Viewer Comment

Voicemail Preview: (Partial)

" Good afternoon. I have kind of a stupid question, I'm getting channel 12.1 on my table, but just in the last few days. I'm not getting it on my own TV in my kitchen, which is the one. I watched the most like the news while I'm making dinner jeopardy it skips to like 10.3 to 13 point something completely doesn't show 12.1 at all if there's some change in the way your broadcasting or what I'd appreciate knowing. What the answer to this is cause I really miss watching it my phone number's [REDACTED] or if you'd like to email and the answer it's [REDACTED] ..."

Listen to this voicemail over your phone or by opening the attached sound file. You can also sign in to your [RingCentral account](#) with your main number, extension number, and password to manage and listen to voicemails.

Thank you for using RingCentral!

Work from anywhere with the RingCentral app. It's got everything you need to stay connected: team messaging, video meetings and phone - all in one app. [Get started](#)

By subscribing to and/or using RingCentral, you acknowledge agreement to our [Terms of Use](#).

Copyright 2022 RingCentral, Inc. All rights reserved. RingCentral is a registered trademark of RingCentral, Inc., 20 Davis Drive, Belmont, CA 94002, USA.

From: [RingCentral](#)
To: [WTLV-Programming Department](#)
Subject: New Voice Message from [REDACTED] JAMES [REDACTED] on 09/07/2022 10:11 AM
Date: Wednesday, September 7, 2022 10:11:53 AM
Attachments: [REDACTED]

CAUTION - EXTERNAL EMAIL - Please use caution opening attachments and never share your password. Send suspicious email to infosec@tegna.com.



Voice Message

Dear WTLV Programming VM,

You have a new voice message:

From: [REDACTED] JAMES [REDACTED]
Received: Wednesday, September 07, 2022 at 10:11 AM
Length: 00:46
To: [REDACTED] WTLV Programming VM

Voicemail Preview:

" Good morning, it's about 10 minutes after 10 on Wednesday. This is Jim [REDACTED] calling [REDACTED]. I need to inquire why it could be that I'm not no longer receiving your programs on channel 12 with antenna right now, I'm not getting anything and I'm hoping somebody can explain to me why or what I must do to receive program. You can [REDACTED]. This is Jim [REDACTED] I appreciate you calling me back and let me know bye now."

Listen to this voicemail over your phone or by opening the attached sound file. You can also sign in to your [RingCentral account](#) with your main number, extension number, and password to manage and listen to voicemails.

Thank you for using RingCentral!

Work from anywhere with the RingCentral app. It's got everything you need to stay connected: team messaging, video meetings and phone - all in one app. [Get started](#)

By subscribing to and/or using RingCentral, you acknowledge agreement to our [Terms of Use](#).

Copyright 2022 RingCentral, Inc. All rights reserved. RingCentral is a registered trademark of RingCentral, Inc., 20 Davis Drive, Belmont, CA 94002, USA.

From: [RingCentral](#)
To: [WTLV-Programming Department](#)
Subject: New Voice Message from WIRELESS CALLER [REDACTED] on 07/14/2023 6:05 PM
Date: Friday, July 14, 2023 6:05:54 PM
Attachments: [REDACTED]

CAUTION - EXTERNAL EMAIL - Please use caution opening attachments and never share your password. Send suspicious email to infosec@tegna.com.



Voice Message

Dear WTLV Programming VM,

You have a new voice message:

From: WIRELESS CALLER [REDACTED]
Received: Friday, July 14, 2023 at 6:05 PM
Length: 00:32
To: [REDACTED] WTLV Programming VM

VoiceMail Preview:

"I was watching your your channel 12 news and I was wondering, is there anything you can do about all the static? I can not get a clear picture. I hope you can help. Our Channel 12 is my favorite news channel. So I just wanted to call and let you know we are getting a lot of static and and not a clear picture. Thank you."

Listen to this voicemail over your phone or by opening the attached sound file. You can also sign in to your [RingCentral account](#) with your main number, extension number, and password to manage and listen to voicemails.

Thank you for using RingCentral!

Work from anywhere with the RingCentral app. It's got everything you need to stay connected: team messaging, video meetings and phone - all in one app. [Get started](#)

By subscribing to and/or using RingCentral, you acknowledge agreement to our [Terms of Use](#).

Copyright 2023 RingCentral, Inc. All rights reserved. RingCentral is a registered trademark of RingCentral, Inc., 20 Davis Drive, Belmont, CA 94002, USA.

From: [REDACTED]
To: [REDACTED] [WTLV-Maintenance Engineers](#)
Subject: RE: Contact Us - Director of Technology from Richard [REDACTED]
Date: Monday, September 12, 2022 2:26:32 PM

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: notifications@typeform.com <notifications@typeform.com>

Sent: Monday, September 12, 2022 1:54:58 PM

To: [REDACTED]

Subject: Contact Us - Director of Technology from Richard [REDACTED]

CAUTION - EXTERNAL EMAIL - Please use caution opening attachments and never share your password. Send suspicious email to infosec@tegna.com.

Your typeform Contact Us - Director of Technology has a new response:

- **First Name**

Richard [REDACTED]

- **Last Name**

[REDACTED]

- **E-mail**

[REDACTED]

- **Phone**

[REDACTED]

- **Question or Comment**

I am having trouble receiving channel 12 on my aerial. I live in Nocatee and have no problems receiving all the other channels. Is there a problem with the aerial signal of channel 12.1?

Typeform sent you this email on behalf of a typeform creator. We aren't responsible for its content. If you suspect abuse, like suspicious links, please report it [here](#).

If you are the owner of this typeform you can edit or turn off email notifications [here](#).

From: [REDACTED]
To: [REDACTED]
Subject: Signal strength 12
Date: Sunday, September 25, 2022 2:02:08 PM

CAUTION - EXTERNAL EMAIL - Please use caution opening attachments and never share your password. Send suspicious email to infosec@tegn.com.

Hi

I previously contacted you over what I thought was a closed captioning issue

I determined that it was a signal strength issue

Problem solved until last week when Chanel 12 became so weak it disappeared

25 is fine

Whatever your transmitter is doing it no longer reaches me in northern St. John's county
SMH