



STATION MANUAL

2017-2018

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The Station

About

- **WNHU** is the 1,700 watt FM Noncommercial Educational radio station licensed to the University of New Haven by the FCC.

Our mission is to prepare students for life after graduation by entrusting them with the operation of a professionally run, governmentally regulated broadcast facility.

WNHU also exists as a platform for curricular and co-curricular education, as well as an opportunity for student expression and creativity.

Additionally, WNHU offers diverse programming from community volunteers geared towards underserved populations in our listening area.

- The **WNHU leadership team** is made up of a full time general manager, a half-time chief engineer, paid student station manager, operations manager, program director, and production director.
- **WNHU-2** is our online-only stream dedicated to student experimentation, training - and fun!

Code of Conduct and Disciplinary Action

Any staff member found in violation of FCC, station or University rules and policies may be subject to disciplinary actions such as, but not limited to: warnings, suspensions, or loss of your privileges.

Serious incidents - at the discretion of the general manager - will be referred to campus security and the University's administration for adjudication. Less serious incidents will be handled by the WNHU leadership team.

Disciplinary action may result from;

1. Violation of or disregard for station policies outlined in the station manual.
2. Violation of or disregard for University rules and/or the Charger Compact;
<https://www.newhaven.edu/student-life/student-affairs/dean-of-students/charger-compact.php>
3. Violation or disregard for FCC rules and regulations while on the air. (If a fine is levied by the FCC, the individual who is guilty of the infraction can also be held liable for payment of the fine.)
4. Misuse of station equipment and/or facilities.
5. Disrespect shown to WNHU, the University, team members, our directors and managers, in either action or language. (This may result in the immediate - and permanent - revocation of your broadcasting privileges.)

Incidents are to be reported to the station manager and copied to the general manager via email.

Minor offenses will result in a warning via email, and repeated/severe offenses may result in immediate suspension/termination. Notices will be issued by the leadership team via email stating the reason for the action taken, along with terms for reinstatement, if applicable.

***Community hosts should be aware of the fact that if disciplinary action of any kind has been taken, show renewals could be placed in jeopardy.*

For Community Volunteers

Having a weekly show on WNHU is a privilege granted by the University of New Haven and must be treated as such. *This privilege may be revoked at any time.*

- **Communications and use of your affiliation**

You are required to employ proper etiquette in all matters relating to station business. This applies to email messages, postings on social media, and interactions with members of our listening audience.

You may not represent yourself as an employee of the station or of the University, and all outgoing station related correspondence must be copied to the station manager.

- **Exclusivity and non-commercialism**

We offer airtime to community volunteers with the expectation that the content produced by our community volunteers is unique, exclusive, and non-commercial. You may not air your show on other radio stations or websites, and your show may not be tied to for-profit ventures on any kind.

We further expect that your program will not include material created for broadcast on other media platforms, such as broadcast or cable television.

Community volunteers may not be affiliated with other programs on WNHU, and are limited to a maximum of 2 hours on the air per week.

- **Guests**

Community volunteers may not have guests of any kind in the WNHU studios, with the exception of special events (such as holidays), to be determined by the leadership team.

- **Interactions with Students**

We ask that our community volunteers respect the privacy of our students by refraining from direct correspondence - either electronically or in person - unless directed to do so by the general manager or a member of the leadership team.

The downstairs area at 46 Ruden Street has been designated as a space for students and University personnel only.

- **Mail and Lost and Found**

The station manager will leave correspondence in a bin in the hall cabinet. A bin for “lost and found” items can also be found in this cabinet.

- **Parking**

Community hosts may apply for a parking permit with campus police (located behind the bookstore) and must abide by all campus parking rules.

Parking in the station driveway and the facilities lot behind the station is **prohibited** – these areas are under the control of PERCO, the University’s landscaping contractor.

- **Podcasting**

It is illegal to offer copyrighted music in any form for download, and/or on-demand streaming, without first obtaining individual licenses for each song played. As a result, WNHU hosts - whether community or student - may not offer their programming in podcast form.

For programs that do not contain music or other copyrighted material, you may offer your show in podcast form if - and only if - written permission is given by the leadership team.

- **Renewals**

All community volunteers must submit an annual application for renewal - including contact information, bio, and show description - on or before June 15th of each calendar year.

Once accepted for renewal, Personal Service Agreements must be signed (and countersigned) by July 15th.

- **Time in our Facilities**

Community volunteers must limit their time in the building to the time they are on the air, and we ask that you arrive no earlier than 15 minutes before your show begins. (If another show is in progress, you should wait in an unoccupied studio, or, if all are occupied, the hallway.) We also ask that you leave the building immediately after the completion of your show.

- **Unexcused absences**

If a last minute emergency causes you to miss your show, you **MUST** email the operations manager (operationsmanager@wnhu.org), and cc the station manager (stationmanager@wnhu.org) as soon as you know you can't make it. Failure to notify us in a timely fashion may result in the revocation of your broadcast privileges.

- **Websites and Social Media Accounts**

You may not post controversial comments/material on social media accounts and web pages associated with your show, the University of New Haven or WNHU unless it is apart of an approved format.

You may not promote your personal websites and social media accounts on the air.

You may, however, create a show-specific social media account, which we will link to from your WNHU show page on WNHU.org.

These social media accounts *may* be used for some of the thrings not permitted on our air, including “shout outs”, birthdays, dedications, events calendars, etc.

The Building

Campus Card

All WNHU team members must have a valid Campus Card, issued by the University at the Campus Card office, located in the rear of the Bookstore. If you encounter a problem with your card, you should revisit this office.

If difficulties persist, please email Bruce Barber: bbarber@newhaven.edu

Campus Police and Facilities

Please call campus police immediately should security concerns arise at (203) 932-7070

If you are locked out of the building, use the non emergency number, (203) 932-7014

You can also call campus police by pressing the assigned key on the phone in the main studio.

In case of a serious emergency, call 911.

If you experience a problem involving the physical space (heating and cooling, plumbing, etc.), please notify the UNH Facilities Department at (203) 932-7087

CRIS

WNHU and the University of New Haven provide studio space, free of charge, to CRIS, the Connecticut Reading Information Service. CRIS provides “Audio access for people who are blind or print-challenged”. CRIS volunteers are also subject to the guidelines outlined in this manual.

Damages

You may be held financially responsible for any damage that occurs to University property during your time in the building.

Drugs and Alcohol

*****As per the University's policies, drugs and/or alcohol are not allowed on the premises. Smoking in (or near) the building is also prohibited.***

Equipment

You may not alter station equipment, PCs or software in any way. (This includes presets on the Axia boards in the main studio, WNHU-2 and production.) Altering station equipment in any way is grounds for immediate dismissal from the station.

External Devices

You must get written permission from the leadership team to use external devices (such as third party turntables and deejay rigs).

Food and Beverages

*****Food and drinks are not permitted in any of the WNHU studios at any time!***

Headphones

To prevent wear and tear, we ask that hosts bring their own own headphones to WNHU. Headphones for guests can be found in the hall cabinet, and must be returned immediately after their use.

Headphones must be worn when on the air.

Production Studio

You will find a production studio calendar on our website;

<http://wnhu.org/production-studio-reservations/>

You may sign up for the production studio by emailing our production director, Nelson VanDenburgh; productiondirector@wnhu.org.

Community volunteers may reserve the production studio during the hours in which community programming is heard: 6 am - midnight Saturdays and Sundays, and 5 - 7 am and 7-11 pm Monday-Thursdays.

Recycling

Please place paper recyclables in the blue trash can in the hallway near the water cooler. Clean plastic recyclables may also go in the large recycling bin on the porch.

Security Cameras

We have access to the security cameras located throughout the building, and will check footage should problems arise.

Student Guests

Student guests are welcome at WNHU and WNHU-2 as long as they are currently enrolled at the University. No more than three guests may be in a studio at any given time, and all guests must be aware of station policies, including those regarding food and drinks in the studio, acceptable language, volume levels, parking, and the possession/use of drugs and alcohol.

Students are liable for their guests conduct, and students must obtain *written* permission from the program director if they wish to put guests live on the air on WNHU. (Students do not need to obtain permission to put guests on the WNHU-2 stream.)

Studios

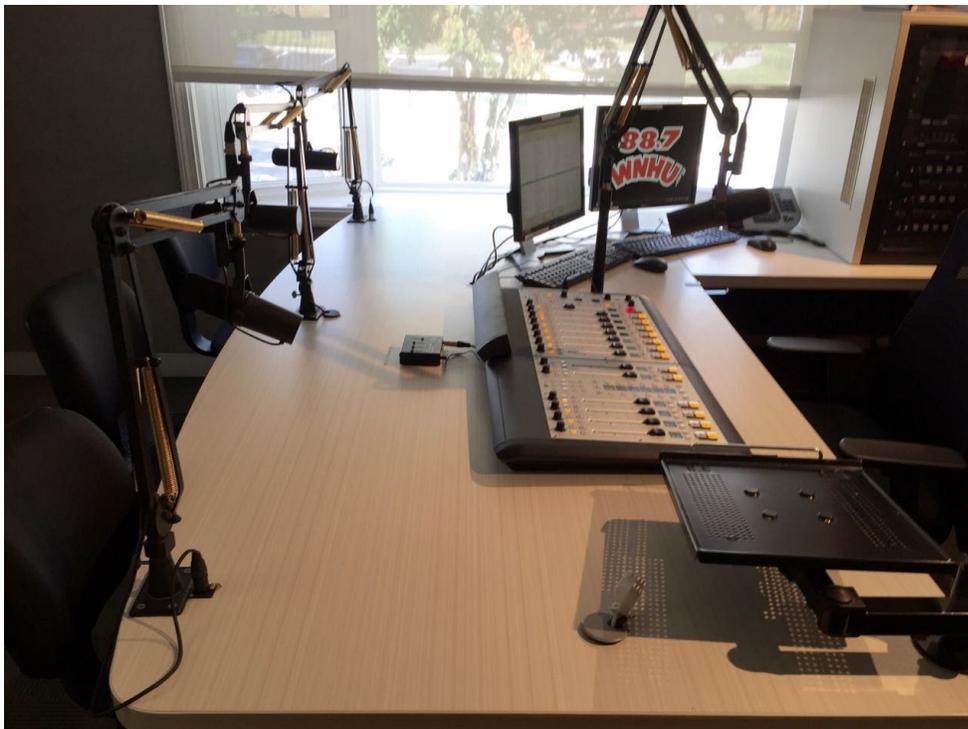
The WNHU studios must ALWAYS be left in a clean, orderly condition:

Chairs and microphones should be neatly arranged, one per microphone. Your personal items should be removed, along with any pens, notebooks and other items you brought with you.

If you are transitioning from a live show into automation, it is your responsibility to make sure the automation is working properly, and that the levels are in the accepted range.

When you leave the studio after your show, the volume should be set low, the lights turned off, the door propped open, and guest headphones returned to the hall cabinet.

This is what the main studio should look like when you arrive - and when you leave;



Studio PC

The PC with the standalone monitor on the right is for web surfing.

As is the case with the PCs in the other studios, the username is WNHU-Login and the password is V1s1tor

If you are seeing the wrong login (i.e., “WNHU-Admin”), click “Switch User” and enter .\WNHU-Login as the username and V1s1tor as the password.

Technical Problems

If you experience technical problems of any kind, it is your responsibility as operator on duty to report the issues immediately to our Chief Engineer and the WNHU Operations Manager;

John Ramsey: JRamsey@newhaven.edu

Chris Gamelin: operationsmanager@wnhu.org

Volume

We ask that you maintain a reasonable volume in the studios, as there are professors above us and other studios may be affected by bleed-through sound. If you wish to listen at high volume, please use your own headphones.

We are also offering the opportunity to post content to your show page. Email Chris if you are interested, and he will provide you with a username and password. All show page blog posts will be put in a queue for approval by a member of the leadership team.

WiFi

You may use the University’s WiFi connection by logging on as a “Guest” and obtaining the proper credentials. For security purposes, guest accounts will need to be renewed on a weekly basis.

On Air Essentials

Those authorized for air on WNHU must be familiar with the guidelines and protocols outlined in this manual, as well as the operation of the equipment and software in our studios.

It is your responsibility as an “Operator on Duty” to be aware of the FCC’s (as well as the University of New Haven’s) rules and regulations governing the operation of the station, including, but not limited to, top of the hour ID’s, the public file, payola, plugola, invasion of privacy, slander and public endangerment.

You may not air offensive, discriminatory, inflammatory or hateful content based on race, gender, ethnicity, or sexual orientation on these airwaves, and you may not seek to cause mental, physical, or financial damage to any institution or individual, including the University.

A full list of the FCC’s guidelines can be found on here;

<https://www.fcc.gov/media/radio/public-and-broadcasting>

**You must also be aware of - and observe - all guidelines regarding the Emergency Alert System;

<https://www.fcc.gov/consumers/guides/emergency-alert-system-eas>

A copy of our public file is available in the general manager’s office for inspection by the public during regular business hours, and the protocols, along with a copy of the paperwork required for viewing the public file, are included in the “Reference Materials” section in the back of this manual.

It is the duty of each operator on duty to perform (or play) a legal ID - outlined below, under “Legal IDs and StationIDs” - at the beginning of each hour. Failure to perform the legal ID at or near the top of the hour will result in the immediate suspension of your broadcasting privileges.

Airchecks

The leadership team will aircheck all FM programming, and will issue written warnings - with the possibility of disciplinary action - should violations of station policies be discovered.

Automation

It is required that those “approved to operate” WNHU (see “Designations”, below) be familiar with transitioning into - and out of - our automation system.

If you are GOING FROM AUTOMATION INTO A LIVE SHOW, you should fade down automation at 00:59:00 and start your show with your legal ID.

If you are GOING FROM A LIVE SHOW INTO AUTOMATION, you should perform your final talk break *no later than 00:50:00*. At 00:59:00, you should fade down your music and fade up automation.

Communication and Correspondence

It is vitally important that the leadership team have a reliable system for communicating with our on air announcers. As a result, it is mandatory that you provide us with an email address that you check on a regular basis, as well as a phone number for emergencies.

The failure to read and respond to station emails, calls and/or texts may result in the loss of your broadcasting privileges.

Contests and Giveaways

You may not conduct contests or offer giveaways - on your show or using websites and social media - without exception. Additionally, you may not receive promotional consideration of any kind for your creation of WNHU-related content.

Controversial Content on WNHU

Community volunteers may not air controversial content of any kind. Student hosts must have controversial material approved by the program director, who may require that controversial segments/shows be pre-recorded.

Controversial Content on WNHU-2

Hate speech will not be tolerated on WNHU-2, but the stream should be considered a place to foster freedom of expression in an environment where many of the rules relating to broadcasting on an FCC-regulated FM station do not apply.

On WNHU-2, students may play music with explicit lyrics and use language not suitable for the FM if (and only if) you read the disclaimer in the studio before and after said content.

Students may also have on-air guests, do shout-outs and dedications, promote events, and air live phone calls.

(Students should remember that even when on WNHU-2, you represent the station and the University, and that you continue to be subject to the terms of this manual and the Charger Compact.)

Designations

In order to perform a show on WNHU, you will be assigned a “designation”; those “approved for air” may participate in on air programming, but may not operate the equipment. To run the control board, you must receive the designation “approved to operate”.

Explicit Lyrics

You may not play music with explicit lyrics on WNHU, and, as a result, it is your responsibility as “Operator On Duty” to screen all of your music. Playing music with explicit lyrics may result in an immediate suspension of your broadcasting privileges.

Formatics

When performing a show on the FM, formatics are tied to the type of show you're doing;

Music

You should limit your mic breaks to stories about the music: why you chose it, what the artist is all about, etc. Stick with one train of thought per break, and get to your next song when you've said what you need to say. You should talk as necessary, but stick to one concept per break.

Music and Talk

A music and talk format is extremely difficult to perform well, as your mic breaks are competing with music. As a result, what you're saying should be compelling.

Talk

Talk shows on WNHU need to stick with the format they've chosen, whether it's sports, fitness, politics, etc. In other words, sports talk show hosts shouldn't be talking about politics.

General

“Set the stage” for your listeners. Regular listeners know who you are and what your show is about, but people who find you by punching through stations are much more likely to continue listening if you give them context.

Be in the moment - there is no need to tease the audience with what's “coming up next”.

Headphones

Headphones must be worn whenever the mics are on, without exception. You need to be able to monitor (and balance) the levels from the audio sources you're using, and your headphones provide valuable real time feedback in this regard.

Interviews

All live or pre-recorded interviews must be approved in writing, in advance, by a member of the leadership team.

Legal IDs and Station IDs

There are three main rules regarding the on air identification of WNHU.

1. At the top of each hour, you **MUST** say (or play) “**W-N-H-U West Haven**” between :55 and :05. (If you perform your program in another language, the legal ID must be spoken in English.) This is considered a *Legal ID*.
2. During the rest of each hour, every time you open the mic, you'll say “**You're listening to eighty eight point seven W-N-H-U**”. This is a *Station ID*.
3. When you go back into music, the last thing you should say is “**eighty eight point seven W-N-H-U**”.

You may also say “**From the University of New Haven**” before or after “eighty eight point seven W-N-H-U” and you can add “**Listen online at WNHU.org**” when appropriate.

Levels

Levels in a digital environment should peak at between - 10 and - 15 db. If you see levels in the red, reduce the fader until the levels are in the proper range. If you have guests, make sure their levels match yours, and make sure your music is in the acceptable range as well.

Mistakes and Technical Difficulties

Don't call attention to technical errors or verbal "flubs"; doing so only serves to draw attention to the fact that something is wrong. If you experience problems, pay a song and move on!

Monitors

Speakers are located under the studio consoles, and are controlled by the “MONITORS” knob when PGM 1, below, is selected. (Volume should be kept at a reasonable level, as WNHU shares space with University professors on the second floor.)

If you wish to preview material before airing it, select PGM 2 on the fader for that source and press PGM 2 above “MONITORS” to listen over the speakers. (You can perform the same function by selecting “PREVIEW IN HEADPHONES” above the “HEADPHONES” volume control.)

Personal Views, Shout Outs and Live Calls

You may not preach or proselytize.

You may not air live phone calls of any kind.

Dedications, birthday wishes and “shout outs” are also prohibited.

You may not play a musical instrument on the air unless it is prerecorded and approved by staff.

Political Talk

Political talk on WNHU should be limited to those shows that have been approved for this type of programming. If political talk has been approved by the leadership team, you must air a disclaimer going into and out of breaks, stating the *“the views expressed on this program are my own, and not necessarily those of WNHU and/or the University of New Haven”*.

Preemptions

The leadership team reserves the right to preempt your show for University-related events, technical/infrastructure upgrades and special programming. We will notify you in advance if/when this becomes necessary.

Pre Recorded Shows

If you wish to pre record your show, permission must first be granted by the leadership team.

If permission is given, you must provide us with professional sounding audio: levels should be in the approved range, and you should begin each hour with a legal ID - *“WNHU West Haven”*

Hourly segments should be no less than 59 minutes in length, and not exceed 60 minutes. (Segments longer than an hour cause difficulties with our automation.) They should be saved in the MP3 format at 192 kbps, with “Constant Bit Rate” checked.

Files are to be transferred via Google Drive, Dropbox or Wetransfer to Chris Gamelin, our operations manager (operationsmanager@wnhu.org). These files must be received no less than 5 days before the scheduled air date. Failure to notify Chris in this time frame will be considered an unexcused absence.

Professionalism

You must perform your program in a professional manner. If a lack of professionalism is extreme and persistent, you may be subject to the loss of your broadcasting privileges while you undergo additional training.

Promotions

You may not promote businesses, services, or events unless they are campus events.

You may not offer promotional giveaways of any kind.

You may not accept tickets, CDs, promotional items or compensation of any kind.

You may not fundraise for the station unless requested in writing by the leadership team.

You must play all recorded promotional announcements as directed through a leadership team member.

Promptness

You must arrive at the WNHU studio at least ten minutes before your show is scheduled to begin. If you are late, you must wait at least 10 minutes before your first mic break.

SoundExchange

Sound Exchange is described on its website as being “...the independent nonprofit collective management organization that collects and distributes digital performance royalties to featured artists and copyright holders.”

In short, SoundExchange provides us with an annual license (for a fee) that enables us to play copyrighted music on our streams.

It is your responsibility as a WNHU Operator on Duty to be in compliance with the rules stated in the “Licensing 101” section of the SoundExchange website;

<https://www.soundexchange.com/service-provider/licensing-101/>

Non-compliance with SoundExchange guidelines will be treated as serious matter, and could put your broadcasting privileges in jeopardy.

Website

It is mandatory of all WNHU on air hosts to provide a bio, show description, and photo for the “Schedule” section of our website. You are also encouraged to include links to social media sites and your email address so that your audience can contact you directly. This information should be sent to Chris Gamelin: operationsmanager@wnhu.org

***If this information hasn't been provided, we will suspend your broadcasting privileges until we receive these materials.*

Reference Materials

Legal ID (Top of the hour);

You're Listening to WNHU West Haven

In and out of music;

You're listening to eighty eight point seven
WNHU

Optional;

From the University of New Haven

Website identification;

Listen online at WNHU.org

WNHU-2

You're Listening to WNHU-2, the student stream from the University of New Haven

WNHU-2 Explicit Language Disclaimer

This program contains explicit material, and may not be suitable for some listeners

The views expressed on WNHU-2 are those of our students alone, and don't necessarily reflect the views of the station or the University of New Haven

Boards

The 3 WNHU studios (FM, stream and production) all run on the “Axia Audio” platform from the Telos Alliance;

Way back in 2003, Axia Audio, the studio audio division of the Telos Alliance, invented Audio over IP for Broadcast. We did what no one had ever done before—create professional radio gear that networks using standard Ethernet, for use in digital audio routing, mixing, and distribution systems for Broadcast and other Pro Audio applications.

<https://www.telosalliance.com/Axia>

There are several aspects of our Axia-based studio setups that you’ll need to be familiar with to perform a live show on the FM or the stream, or to pre-record programming and create promos, IDs and sweepers in production.

The first concept to understand is that each board puts out audio via program 1, or “PGM 1”, to that studio’s primary function. At WNHU, PGM 1 in the FM studio feeds the main FM and its accompanying stream, PGM 1 in the WNHU-2 studio feeds the WNHU-2 stream, and PGM 1 in the production studio feeds the PC in production, for recording purposes.

All of the faders you wish to use in a given session should be set to the destination for that session.

Each fader represents a channel connected to an audio source: a microphone, CD player, PC or an auxiliary device such as a laptop, phone or tablet. The faders each have a unique LED label, and should be kept down when not in use.

**PGM 2 can be enabled by advanced users to record audio without interrupting the air (or stream) signal.

Live Show Checklist

1. Arrive at least 10 minutes early for your on air shift. Make sure your music, whether on physical media or a digital device, is ready to go. If there is another show before yours, wait to enter the studio until the previous host has finished.
2. Load CDs and/or plug in any external digital device(s) and make sure your headphone volume is set to a comfortable level. Put your headphones on, and turn on your microphone by pressing the red “On” button. The microphone faders will mute the speakers in the studio to avoid feedback. ***Headphones must always be worn when you are speaking on mic.***
3. When you get near the top of the hour, fade down automation and begin your show.
4. Start **EACH HOUR** with a legal ID; “You’re listening to eighty eight point seven ***W-N-H-U West Haven***”. At this point you can either introduce your show or play your first song by turning on the Aux (or CD) fader and begin playing your playlist.
5. “***Eighty eight point seven W-N-H-U***” should be the **first and last** thing you say during each mic break during the rest of the hour. This is considered a station identification, as opposed to a legal ID, which is what you say only at the top of each hour.
6. Repeat these steps throughout your show. You should identify the station at least every fifteen minutes, but not after *every* song.
7. For music shows, your last talk break should be no later than ten minutes before the top of the hour, at which point you should be preparing to either go into automation or a “hand-off” to the next host. When the top of the hour arrives, ***it is your responsibility to be sure that either you, the automation, or the next host says/plays a legal ID (“WNHU West Haven).***

Remember to fade up automation, fade down all other channels on the board, and ***leave the studio as you found it.***

Important reminders

Keep volume at a reasonable level.

Food and drink are prohibited in the studio.

Use legal ID's at the top of every hour.

Headphones must be worn when live.

Speak directly into the microphone, staying a fist length away.

Censor explicit music before airing on WNHU.

Make sure the studio is in pristine condition when you leave; chairs and mics in their proper positions, automation up, other faders down, PGM 1 only selected,

web PC windows closed, and the door propped open.

Abide by FCC rules and prohibited words.

And remember, as stated in the station manual, ***“You may not air offensive, discriminatory, inflammatory or hateful content based on race, gender, ethnicity, or sexual orientation on these airwaves, and you may not seek to cause mental, physical, or financial damage to any institution or individual, including the University.”***

Transferring a copy of your show for personal use

*****Due to copyright restrictions, you may not post WNHU programming on social media accounts and or podcasting services***

1. On the desktop of the Web PC in the main studio, as well as the PCs in production and WNHU-2, click on the icon that corresponds with your show;



2. Locate the date of your show and double click on that file
3. Locate the hour(s) of your show and double click on those files to preview
4. Drag the proper files to the desktop
5. Transfer the files using a web browser and service such as Google Drive, Dropbox, YouSendIt, or WeTransfer

(If your show starts early or ends late, you can also take the previous or following hour.)

MEMORANDUM TO EMPLOYEES

To: All WNHU Volunteers and Employees Fr: Bruce Barber, General Manager

Date: August 1, 2016

Re: FCC Public Inspection File/ FCC Rules

The FCC requires that our radio station maintain a file available for public inspection at our main studio location. Our public file must be made available for inspection at any time during our regular business hours.

Our public file must be made available on request to anyone without an appointment and without identifying the particular document he or she wishes to inspect. Because the public file contains many documents, it is permissible to ask the person requesting the file: "Is there any specific part of the file you would like to see?" If the person then identifies a specific part of the file, his or her request should be honored. If the person says "No, I would like to see the public file," he or she must be allowed to review the entire file.

On receipt of any inquiries for the public file, the following procedures should be taken:

1. Have the attached request form (giving the name and address of the person inspecting the public file) filled out.
2. Provide access to the public file (remember, no advance appointment is needed to inspect the public file).
3. Stay in room with member of the public. (Your role is not to hinder or make the person feel uncomfortable, but you should preserve the integrity of our file.)
4. If the member of the public requests a copy of any document, have the attached form filled out. Requests for copies need not be fulfilled immediately, but must be fulfilled within 7 days.
5. Refer any questions concerning the station's policies and practices to me.
6. Deliver to me a copy of the request form(s).

Compliance with the FCC's Public File requirements is a very serious matter.

REQUEST TO EXAMINE WNHU PUBLIC FILE

Request is hereby made by:

NAME: _____

ADDRESS: _____

CITY: _____

STATE: _____

PHONE: _____

to examine documents which are contained in the WNHU public file, pursuant to rules of the Federal Communications Commission.

OPTIONAL: If there are specific documents which are desired for inspection, please identify them below:

OPTIONAL: Name of your Organization:

DATE: _____

SIGNED: _____