



Buddharaju Rasagna Varma &lt;rasagna.varma@salesforce.com&gt;

**Fwd: Fwd: Nexstar/Salesforce Issues**

3 messages

**Dean Robison** <drobison@salesforce.com>  
To: CIC Escalations <cicescalations@salesforce.com>

Fri, Aug 16, 2024 at 4:56 AM

Is this an existing red account?

Thanks,  
Dean

----- Forwarded message -----

From: **Marc Benioff** <benioff@gmail.com>  
Date: Thu, Aug 15, 2024 at 3:00 PM  
Subject: Re: Fwd: Nexstar/Salesforce Issues  
To: Perry Sook <psook@nexstar.tv>  
Cc: BLT <blt@salesforce.com>, Niki Khaki <nkhaki@salesforce.com>, Alexa Vignone <aswainson@salesforce.com>, Denise Dresser <ddresser@salesforce.com>

Wow Perry this is the first time I have heard any of this

Im shocked

Yes lets schedule a zoom immediately

My asst will reach out right now

Aloha,  
Marc

On Aug 15, 2024 at 10:24AM -1000, Perry Sook <psook@nexstar.tv>, wrote:

Greetings Marc, I hope you are well. I hate to pull rank but we are getting nowhere in attempting to find a mutually agreeable resolution to our issues with your product, which I won't go into here. Threats have started from your side and I wanted to reach out before things get ugly between our two companies. Might you have time for a call next week to talk through this and see if there is a way forward for us? Best, PAS

Begin forwarded message:

**From:** Perry Sook <psook@nexstar.tv>  
**Date:** August 6, 2024 at 8:12:00 PM GMT+1  
**To:** "Alexa Vignone (aswainson@salesforce.com)" <aswainson@salesforce.com>  
**Cc:** Michael Biard <MBiard@nexstar.tv>  
**Subject:** Nexstar/Salesforce Issues

Alexa, when we met at your dinner in Dallas and in subsequent email exchanges with Mike Biard, our President/COO, you expressed a desire to "be aligned on working through to a mutually agreeable conclusion." There has been no movement by your team towards a mutually agreeable solution and today my team told me that we received a threat to "disable Salesforce if we don't pay (approx.) \$5.5 million within 10 days." Nothing about that suggests alignment nor is it mutually agreeable. If we have to, we are prepared to litigate this and take our grievances public, but I'm not sure that is in your best interest. I'm writing to ask for your involvement at this point to help facilitate a "mutually agreeable conclusion." Best, PAS

Perry A. Sook

Chairman/CEO/President

Nexstar Media Group, Inc.  
545 E. John Carpenter Freeway, Suite 700  
Irving, TX 75062  
(972) 373-8800 phone  
(972) 373-8888 fax  
[psook@nexstar.tv](mailto:psook@nexstar.tv)  
NASDAQ: NXST

**Poppy Katsikas** <[pkatsikas@salesforce.com](mailto:pkatsikas@salesforce.com)>  
To: Dean Robison <[drobison@salesforce.com](mailto:drobison@salesforce.com)>  
Cc: CIC Escalations <[cicescalations@salesforce.com](mailto:cicescalations@salesforce.com)>

Fri, Aug 16, 2024 at 4:59 AM

Thanks for reaching out Dean. I will check immediately and let you know.

POPPY KATSIKAS  
Senior Manager | JAPAC CIC Escalations  
Mobile: +61 410 305 669



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**Poppy Katsikas** <[pkatsikas@salesforce.com](mailto:pkatsikas@salesforce.com)>  
To: Dean Robison <[drobison@salesforce.com](mailto:drobison@salesforce.com)>  
Cc: CIC Escalations <[cicescalations@salesforce.com](mailto:cicescalations@salesforce.com)>

Fri, Aug 16, 2024 at 5:16 AM

Hi Dean,

There was a [Red Account](#) raised in March and closed in April in relation to implementation issues. SWE funding was secured for a Professional Services engagement. This Red Account references the conversation with Marc at the dinner as stated below, We will take action to look into this further and provide an update.

Thank you!

POPPY KATSIKAS  
Senior Manager | JAPAC CIC Escalations  
Mobile: +61 410 305 669



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