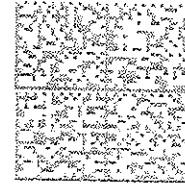


Federal Communications Commission
Washington, D.C. 20554

OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE, \$300

3-C437



Hasler

016H26513110

\$00.440

03/10/2010

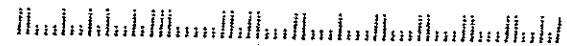
Mailed From 20743

US POSTAGE

KATV-TV
Attn: Dale Nicholson
Box 77
Little Rock, AR 72203

126

7220330077 BO50



United States Government
Federal Communications Commission
Consumer & Governmental Affairs Bureau
Disability Rights Office
445 12th Street, SW
Washington, D.C. 20554

OFFICIAL

NOTICE OF INFORMAL COMPLAINT

March 12, 2010

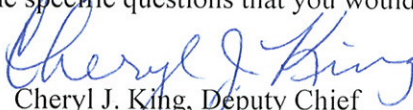
In reply refer to case number: 10-C00200195 (SK)
(Courtright) (KATV-TV)

THE COMPANY IDENTIFIED IN THE ATTACHED COMPLAINT IS REQUIRED TO RESPOND TO THIS NOTICE OF INFORMAL COMPLAINT WITHIN 30 DAYS OF THE DATE OF THIS NOTICE. Failure of any person to answer any lawful Commission inquiry is considered a misdemeanor punishable by a fine under Section 409(m) of the Communications Act (Act), 47 U.S.C. § 409(m). Further, failure to comply with any order of the Commission can result in prosecution under Section 401(b) of the Act, 47 U.S.C. § 401(b). Section 501 of the Act, 47 U.S.C. § 501, and Section 503(b)(1)(B) of the Act, 47 U.S.C. § 503(b)(1)(B), provide for forfeiture penalties against any person who willfully fails to follow the directives of the Act or of a Commission order. The Commission can impose forfeiture penalties of up to \$1.2 million for certain types of violations.

The attached complaint was filed with the Commission pursuant to Section 713 of the Act, 47 U.S.C. § 613, and Section 79.1 of the Commission's Rules, 47 C.F.R. § 79.1. A letter acknowledging your company's receipt of this Notice and of the enclosed complaint should be sent to each consumer Complainant as soon as your company receives this Notice. Pursuant to Sections 713 and 4(i) of the Act, 47 U.S.C. §§ 613, 154(i), and Section 79.1(g) of the Commission's Rules, 47 C.F.R. § 79.1(g), we are forwarding a copy of the complaint so that your company may satisfy or answer the complaint based on a thorough review of all relevant records and other information. Your company should respond specifically to all material allegations raised in each complaint and summarize the actions taken by your company to satisfy the complaint.

Your response should include: (1) the Complainant's name, and (2) the Case number. For hand deliveries, the Commission's contractor, Natek, Inc., will receive hand-delivered or messenger-delivered paper filings for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m., Monday-Friday. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554.

Due to heightened security measures undertaken in Washington, D.C., and at this agency, you should also send an electronic copy of the response letter to **Cheryl.King@fcc.gov**. Companies are directed to send copies of their responses to consumers at the same time their responses are forwarded to the Commission. Each company required to respond to this Notice is directed to retain all records until final Commission disposition of the complaints. If you have any questions regarding this Notice, please call or email Francine Crawford at (202) 418-0287 or **Sherita.Kennedy@fcc.gov**, and leave a detailed message specifying the calling company name, the Case number, and the specific questions that you would like to have answered.


Cheryl J. King, Deputy Chief
Disability Rights Office/CGB

Attachment(s)
K:613/79.1



Admin 2000

FOR FCC INTERNAL USE ONLY

Sherita.Kennedy [CAM] Logout

HOME SEARCH NEW COMPLAINT HELP DOWNLOAD
 In-Process Complaints Completed Complaints Served Complaints

« Back to Complaints

Form 2000C (Disability Access Complaint) : 10-C00200195-1

User Form
 Admin Comments
 Serve Review
 Serve Process
 File Attachments
 Letters
 Show All
 Sub Complaints(0)
 Print Form
 Email Factsheet(s)

USER FORM

ConsumerParty History Consumer History Form History Edit Form

User Complaint Number: 10-C00200195

User Complaint Key: 10-C00200195-1

Complaint Source: Web

Added User: Consumer

Submission date: 03/02/2010

CONSUMER'S INFORMATION

First Name: John

Last Name: Courtright

Company Name:

(Complete only if you are filing this complaint on behalf of a company or an organization.)

Street Address or Post Office Box Number: 39 Falcon Dr.

City: Sherwood State: AR

Zip Code: 72120

Telephone Number(Residential or Business): (501) 246 -8458 Ext:

E-mail Address: ArkansasJRC@aol.com

Are you filing information on behalf of another party, such as client, parent, spouse or roommate? No

If yes, complete items a through h.

Your relationship with the party:

The party's first name:

The party's last name:

The party's daytime phone number: () - Ext:

The party's street address or post office box number:

City: State: Zip Code:

E-mail Address:

Fax Number: (501) 324 - 9591

IMPORTANT: Please indicate the preferred format or method of response to the complaint by the Commission and defendant:

☐ Letter ☐ Facsimile (fax) ☐ Telephone Voice
☐ TRS (designate form of TRS and appropriate contact information)
☐ TTY ☒ Internet E-mail ☐ ASCII Text ☐ Audio-Cassette Recording ☐ Braille

FORM 2000C:

- Check the appropriate box for your type of complaint:
 - ☐ Telecommunications Relay Service (TRS) (i.e., TTY-based, IP Relay, CapTel, IP CapTel, Speech-to-Speech, Video Relay Service (VRS))
 - ☐ Accessibility of emergency information on television
 - ☒ Closed Captioning
 - ☐ Wireless telephone equipment or service (includes hearing aid compatibility and other accessibility issues)
 - ☐ Wire line telephone equipment or service (includes hearing aid compatibility and other accessibility issues)
- Provide the name, address and telephone number (if known) of the company(s) involved in your complaint:

Name: CHannel 7 KATV

City: Little Rock State: AR Zip Code: 72201

Telephone number: (501) 324- 7777
- If your complaint is about accessibility of telecommunications services or equipment, provide the make and model number of the equipment or device that this complaint is about:
- If your complaint is about closed captioning or emergency information on television, provide the date (mm/dd/yyyy) 02/28/2010 Time: 06:00 PM and any details of when the event or action you are complaining about occurred: Captions are not accurate and garbled at all the time and it occurs daily.
- If your complaint is about access to emergency information on television, provide the following information:

- a. Television station call sign and network name (if applicable), or channel name (e.g., "WZUF, CBC," "WZUE-TV," "Sportingchannel West"): **KATV**
- b. Channel (e.g., "13"): **7**
- c. Station or subscription TV provider system location:
City: **Little Rock** State: **AR**
- d. Date(s) and time(s) of emergency: and time
Detailed description of the emergency (i.e., flood, hurricane, tornado, etc., as well as the areas in which the emergency occurred):
6. If your complaint is about closed captioning, provide the following:
 - a. Television station call sign and network name (if applicable), or channel name (e.g., "WZUF, CBC," "WZUE-TV," "Sportingchannel West"):
 - b. Station frequency (e.g., "1020" or "88.5"); or channel (e.g., "13"):
 - c. Station or subscription TV provider system location:
City: State:
 - d. Name of program(s) involved: **America Funnies Video, Home Improvement, Local News**
7. Briefly describe your complaint and include the resolution you are seeking. If applicable, provide a full description of the telecommunications equipment or customer premises equipment (CPE) and/or the telecommunications service about which the complaint is made, and the date or dates on which the complaint either purchased, acquired or used, or attempted to purchase, acquire or use the telecommunications equipment, CPE or telecommunications service about which the complaint is being made. **I expect the captions to be clear and accurate. Not garbling.**

Debby Hook

From: Mark Rose
Sent: Friday, April 02, 2010 9:43 AM
To: 'arkansasJRC@aol.com'
Cc: Allen Finne; Debby Hook
Subject: KATV

This e-mail is for Mr. John Courtright.

Mr. Courtright, it is my understanding you are having challenges with KATV's closed caption. I believe you mentioned the captions were not accurate and garbled.

Please call me when you have a moment. I want to see if you are still having these challenges.

Thank you,

Mark Rose
Sr. Vice President / General Manager
KATV-TV
501-324-7803



Mr. John Courtright
39 Falcon Drive
Sherwood, AR 72120

April 6, 2010

RE: John Courtright FCC Notice of Informal Complaint Case #10-C00200195(SK)
Via certified mail

Dear Mr. Courtright:

We are in receipt of a Notice of Informal Complaint filed by you on March 12, 2010. This letter is in response to that complaint and we hope to address your concerns.

You indicated that the closed captioning for three shows was not accurate and garbled on February 28, 2010. The three shows were America's Funniest Home Videos, Home Improvement and Local News. We do not air the show "Home Improvement" on KATV. Our Local News airs at 5:30 and America's Funniest Home Videos airs right after that at 6:00 on Saturdays. I checked our discrepancy report for that day and spoke with the manager of our Master Control department and we experienced no problems with our closed captioning on that day. This is not to say that you did not experience a problem, just that we did not.

There is not an indicator on the complaint form as to how you receive your signal. We cannot accurately respond unless we have this information. It is helpful to know if you receive your signal via outside antenna, digital decoder, cable box decoder, DirecTV or Dish Network in order to determine the source of your closed captioning problem.

I sent an email to you on April 2nd as you indicated that this was your preferred format for response. A copy of my email is enclosed.

Please respond by calling, via email or regular mail as to how your signal is received and we will further investigate your complaint.

Thank you for watching KATV!

Sincerely,

Mark Rose
Senior Vice President
& General Manager
501-324-7803

Cc: FCC Consumer and Governmental Affairs Bureau
Disability Rights Office
445 12th ST SW
Washington, DC 20554

KATV, LLC

Post Office Box 77

Little Rock, AR

2 2 0 3

501.324.7777

www.katv.com



Mark Rose
Sr. Vice President
& General Manager
mrose@katv.com

501.324.7803 Office
501.837.7803 Cell
501.324.7524 Fax

KATV, LLC • PO Box 77 Little Rock, AR 72203



SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

MR. JOHN DUNKERBACH
39 FALLS DRIVE
SHELWOOD ME 02120

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X *[Signature]*

B. Received by (Printed Name)

[Signature]

C. Date of Delivery

04 08 99

D. Is delivery address different from item 1? ☐ Yes ☒ No
If YES, enter delivery address below:

3. Service Type

☒ Certified Mail ☐ Express Mail

☐ Registered ☐ Return Receipt for Merchandise

☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes ☒ No

2. Article Number

(Transfer from service label)

7002 2410 0007 8401 6833

PS Form 3811, August 2001

Domestic Return Receipt

Debby Hook

From: Debby Hook
Sent: Tuesday, April 06, 2010 11:03 AM
To: 'arkansasjrc@aol.com'; 'Cheryl.King@fcc.gov'
Cc: Mark Rose
Subject: John Courtright FCC Notice of Informal Complaint Case #10-C00200195(SK)
Attachments: 0395_001.pdf

The attached letter is in response to John Courtright FCC Notice of Informal Complaint Case #10-C00200195(SK).

The letter was sent via certified mail to all interested parties today.

Debby Hook

From: KATV Webteam [webteam@katv.com]
Sent: Sunday, March 14, 2010 11:12 PM
To: Debby Hook
Subject: New Feedback from KATV.COM

^^^Please do not reply to this feedback^^^

J.R. Courtright has submitted the following feedback to genmanager:

As a Deaf person, I would like to say thanks for addressing this closed-captioning problem last week and the Deaf Community appreciates this, too. I finally enjoyed the full Sunday evening programs without garbled/absent messages tonight. Once again, you have our thanks.

To respond to this message go to:
<http://nb2.irides.com>

useragent=Mozilla/4.0 (compatible; MSIE 7.0; AOL 10.1; AOLBuild 2.1.84.1; brand=aol; Windows NT 6.0; Trident/4.0; SLCC1; .NET CLR 2.0.50727; Media Center PC 5.0; .NET CLR 3.5.30729; .NET CLR 3.0.30729; WinTSI 31.01.2010; AskTB5.6) email=ArkansasJRC---@aol.com
ip=68.51.25.31

THIS EMAIL WAS SENT TO THE STATION
AFTER THE FORMAL COMPLAINT WAS FILED WITH
THE FCC (BUT BEFORE KATV ACTUALLY RECEIVED
THE NOTICE FROM THE FCC) IT APPEARS THE ISSUE
HAS BEEN RESOLVED BUT WE ARE OBLIGED TO
RESPOND TO THE FORMAL COMPLAINT NONETHELESS.

DEBBY HOOK

Debby Hook

From: Mark Rose
Sent: Monday, April 12, 2010 12:42 PM
To: Debby Hook
Subject: J R Courtright

Debby,

I talked with J R Courtright, through an interrupter, concerning the closed captioning challenges she had with the ABC/KATV programming. J R Courtright is pleased and has not had the challenges previously experienced. I asked for them to contact me personally in the future if there any other issues.

Please place this e-mail in the file.

Thanks,

Mark