

**From:** FCC <consumercomplaints@fcc.gov>  
**Sent:** Monday, September 17, 2018 6:47 AM  
**To:** Susan Domozych  
**Subject:** Serve ticket#: 2728336 Last Name: Courtright

##- Please type your reply above this line -##

Due Date: 10/17/2018  
Serve Date: 09/17/2018

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Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/2728336>

Subject: No captions at all during torando warning

Tags: arkansas at\_t availability\_tv cable\_tv carrier\_response\_pending current\_customer dro\_fyc  
dro\_noic\_79\_2 dro\_serve\_done no\_contacted\_company project\_2716538 project\_child  
yes\_filing\_on\_behalf

Email: [jrc@asd.k12.ar.us](mailto:jrc@asd.k12.ar.us)

Method: - Cable

Issue:- Availability

Number subject to complaint:

Company Name:

Other Company Name:

Account #:

First: JR

Last: Courtright

Address: 39 Falcon Dr

Address 2:

City: Sherwood

State: arkansas

Zip: 72120

Phone where to be contacted: 501-392-5170

Filing on Behalf of Someone: Yes

Relationship:

First Name: Nathan

Last Name: Burlison

Serve Status: carrier\_response\_pending

Ticket Information:

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**Sherita Kennedy** (FCC Complaints)

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Sep 17, 7:45 AM EDT

**Private  
note**

Good morning Susan E. Domozych,

I am reassigning this ticket over to you.

-Sherita Kennedy

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**Sherita Kennedy** (FCC Complaints)

Aug 27, 9:33 AM EDT

**Private  
note**

#### OFFICIAL NOTICE OF INFORMAL COMPLAINT

The Federal Communications Commission (FCC or Commission) is serving your company with this informal complaint that JR Courtright filed with the Disability Rights Office (DRO). The informal complaint concerns obligations to provide emergency information in an accessible manner for video programming shown on television. We are investigating this matter pursuant to Sections 713 and 4(i) of the Communications Act of 1934, as amended (the Act), 47 U.S.C. §§ 613, 154(i), and Section 79.2(c) of the Commission's rules, 47 C.F.R. § 79.2(c).

This Notice of Informal Complaint (Notice or NOIC) directs your company, as the Broadcaster or Multichannel Video Programming Distributor (MPVD), to respond fully and directly to each and every material allegation raised in the informal complaint. In your response, please provide an explanation of why you believe you are in compliance with controlling law. If you need to take steps to satisfy the informal complaint and come into compliance, please summarize your proposed actions and the timeframe for completion. Please also include some form of recording (CD, DVD, VHS) of the time(s) and date(s) of the complained about event(s). Your response is due no later than thirty (30) days from the date of this Notice.

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Note: <https://www.facebook.com/jrcourtright/videos/10216944232943182/>

Please submit your response to the Commission by replying to this email or via the FCC Consumer Help Center. Be sure to verify the complainant's name and the ticket number. In addition, please include the name of a company representative to whom all future correspondence about the complaint should be directed. You are further directed to send a copy of the response to the complainant, in the preferred format requested by the consumer, at the time the response is provided to the Commission. Finally, please retain all records that are or may be pertinent to the allegations raised in the complaint for one year after the date of this Notice, unless otherwise instructed. To prepare your response to this Notice, you should also check the ticket at <https://consumercomplaints.fcc.gov/access> where the complainant may have filed additional complaints or other supporting evidence against your company. These supplemental materials will be associated with the same ticket number.

Failure to respond to a Commission inquiry is considered a violation of a Commission order and can result in the imposition of fines by the Commission. Under section 503(b) of the Act, any person who is determined by the Commission to have willfully or repeatedly failed to comply with any of the provisions of the Act, or any rule or order issued by the Commission under the Act, shall be liable for a forfeiture penalty.

The Commission requests that your company provide a thorough response to the issues raised in this complaint, and that it use its best efforts to resolve this complaint in a timely manner. Cursory responses will be rejected. The Commission intends to make consumer complaint data publically available - in both aggregate and individual form yet consistent with the Commission's privacy obligations. This data will include how your company has addressed consumer complaints.

If you have any questions regarding this Notice or the informal complaint, please contact DRO at [DROcarriersupport@fcc.gov](mailto:DROcarriersupport@fcc.gov) or by calling 202-418-2517. In your message, please include your name, your company's name, the ticket number, and your specific questions.

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**Sherita Kennedy** (FCC Complaints)

Aug 24, 1:40 PM EDT

**Private  
note**

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**Here it is: In order to further process your complaint, we need some additional information from you.**

**1 - Dates and times the warning appeared on the specific channels Sunday, August 19, 2018 7:08 PM CST on all of four local news (NBC Channel 4, ABC Channel 7, CBC Channel 11 and FOX Channel 16 under AT&T U-Verse Cable**

**2 - Was regularly scheduled program interrupted with this warning? Yes.**

**3 - Was this information provided in an audio or visual format Both. I posted it on my Facebook during live. You could check it out on my page under JR-Cheri Courtright on that night. I wish that FCC can set up a narrative video by a compliant in ASL like I did on my Facebook to see what a complaint tried to explain in American Sign Language instead of writing in English which is not our primary language**

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**Jrc**

Aug 24, 1:26 PM EDT

All of the channels were not using captions during the tornado warning including Channel 7, 4, 11 and Fox 16 in Arkansas . It happened before but I want to file a complaint now so they need to aware that there are Deaf people who are not getting accessible information like hearing people. How would the hearing people feel if all of the channels went silent, no sounds? warning

You are an agent. Add a comment by replying to this email or [view ticket in Zendesk Support](#).

**Ticket #** 2728336  
**Status** Open  
**Requester** Jrc  
**CCs** FCC Consumer Help Center  
**Group** Sinclair Broadcast Group, Inc. (DRO)  
**Assignee** Susan E. Domozych  
**Priority** -  
**Type** Ticket  
**Channel** By Web Service

This email is a service from FCC Complaints.