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March 5, 2021

Ms. April Jackson  
Federal Communications Commission  
Disability Rights Office  
45 L Street NE  
Washington, D.C. 20554

**Re: Notice of Informal Complaint – Kristi Usrey  
Ticket No. 4512930**

Dear Ms. Jackson:

On behalf of KATV in Little Rock, Arkansas, Facility ID 33543 (the “Station”), this letter responds to the above-referenced Notice of Informal Complaint (the “Notice”), issued on February 3, 2021, relating to a closed captioning error that aired in a sponsorship identification disclosure during the Station’s 6:00 p.m. newscast on January 25, 2021.

As shown in the screenshot provided by the complainant, a news sponsor named “Blackmon Auctions” appeared on the screen as “Black men Auctions.” I reviewed the video of the January 25 newscast and found that there were two other references to the sponsor’s name: one was properly captioned “Blackmon Auctions” and the other was misspelled as “Blackman Auctions.”

The Station’s General Manager had contacted me prior to issuance of the Notice to inform me that he had been notified of this issue by the sponsor, who said he received a call about the misspelling from someone with Dallas Captioning LLC. Shortly thereafter, the Station took action to correct its captioning system in an effort to prevent misspellings of “Blackmon Auctions” going forward, and is continuing to monitor this issue. We also note that the Station has paused its use of automated speech recognition (“ASR”) captioning and resumed use of its previous captioning provider’s services while it implements additional improvements to the ASR system continues to monitor the ASR system in shadow mode. The Station therefore respectfully requests that the informal complaint be dismissed.

Please contact me if you have any questions or need any further information.

Sincerely yours,

Susan E. Domozych  
Senior Manager/Senior Paralegal

cc: KATV  
Kristi Usrey