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February 3, 2021

Ms. Sherita Kennedy  
Federal Communications Commission  
Disability Rights Office  
445 12<sup>th</sup> Street S.W.  
Washington, D.C. 20554

**Re: Notice of Informal Complaint – James Calvert  
Ticket No. 4472606**

Dear Ms. Kennedy:

At the direction of WZTV in Nashville, Tennessee, Facility ID 418 (the "Station"), this letter responds to the above-referenced Notice of Informal Complaint (the "Notice"), issued on January 8, 2021, relating to closed captioning.

Immediately, upon receipt of the Notice, the Station's chief engineer began to investigate, and I contacted Mr. Calvert for more specific information. The chief engineer found that on January 8 20201, at 7:24 a.m. when returning from a commercial break, the real-time closed captioner was delayed by one (1) minute in starting the real-time closed captioning session. This was the only time the chief engineer saw such a delay. Subsequently, the Station's chief engineer contacted the captioning company as a reminder that their captioners need to be dialed-in and ready for live captioning.

On January 13, 2021, I contacted Mr. Calvert again and requested other dates and times so that the Station could further investigate, but I did not receive any further information. Additionally, I recommended that Mr. Calvert rescan his DirecTV antenna, as sometimes that alleviates closed captioning issues.

Based on the foregoing, I respectfully request that the Commission dismiss the Notice. The Station has and continues to comply with the Commission's closed captioning rules.

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

Sincerely yours,



Susan E. Domozych  
Senior Manager/Senior Paralegal

cc: WZTV  
Mr. James Calvert