

## #2604413 Hawaii Volcano eruption

**Submitted** June 29, 2018, 1:38 PM **Received via** Web Form **Requester** Canthecant <canthecant@gmail.com>

### CCs

Sherita Kennedy <sherita.kennedy@fcc.gov>

**Status** Open **Type** - **Priority** - **Group** DRO - Main Form **Assignee** Sherita Kennedy

TV Method	Accessibility Issues	First Name	Last Name	State	Zip Code
Cable	Emergency Information on TV	Darlene	Ewan	Hawaii	96813
Time of Issue	Date of Issue	TV channel	City Where Program was Viewed/Heard		
6:00 pm	May 17	9	Honolulu		
City of Company Complaining About		State of Company Complaining About			
Honolulu		Hawaii			
Preferred Method of Response	Network	Zip Code of Company Complaining About	Call Sign		
Email	CBS	96815	KFVE		
State Where Program was Viewed/Heard	Address 1	City			
Hawaii	2565 Ala Wai Boulevard	Honolulu			
Name of Subscription Service	Subscription Service Name (Other)				
Other	Spectrum				

**Canthecant** Jun 29, 1:38 PM

No emergency information

**Sherita Kennedy** Jul 5, 9:50 AM

Internal note

### OFFICIAL NOTICE OF INFORMAL COMPLAINT

The Federal Communications Commission (FCC or Commission) is serving your company with this informal complaint that Darlene Ewan 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.

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.

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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