



June 26, 2013

One Julian Price Place
Charlotte, NC 28208
Phone (704) 374-3500

BY HAND DELIVERY

Ms. Cheryl King, Esq., Associate Chief
Consumer & Governmental Affairs Bureau
Disability Rights Office
Federal Communications Commission
445 12th Street South, SW
Washington, D.C. 20554

RECEIVED - FCC

JUN 28 2013

Federal Communications Commission
Bureau / Office

Re: WBTV, Charlotte, NC (a CBS affiliate)
Response to Closed Captioning Complaint of Doreen Salamone
Case No. 13-C00481334-1-JM

Dear Ms. King:

WBTV License Subsidiary, LLC, licensee of full-power, commercial television station WBTV, Charlotte, NC ("WBTV" or "Station"), hereby responds to the above-referenced Notice of Informal Complaint dated June 3, 2013 ("Notice") concerning the closed captioning complaint filed by Ms. Doreen Salamone ("Complainant") regarding the Station's provision of closed-captioning during The Mentalist ("Program") on March 17, 2013.

WBTV takes seriously its responsibility to make its programming accessible to viewers with hearing impairments and appreciates this opportunity to address Ms. Salamone's concerns on the record. WBTV has reviewed its records and technical logs for March 17, 2013 and found no problems with the closed captioning during the Program. In the Complaint, Ms. Salamone indicated that she had contacted her cable operator, Time Warner Cable, about this issue. We encourage Ms. Salamone to continue to pursue this matter with Time Warner, as our diligence confirms that WBTV was not the source of the closed captioning issues.

We also encourage Ms. Salamone to contact us directly in the event she experiences closed captioning issues with Station programming in the future. In accordance with FCC requirements, WBTV has designated liaisons at the station for viewer inquiries concerning closed captioning, and the contact information for our liaisons is available on our website. Our contact for immediate captioning concerns is Mike Gurthie, the Station's Chief Engineer, who can be reached by phone at (704) 374-3610 and by e-mail at mgurthie@wbtv.com. Ms. Salamone can also contact Shelly Hill, our Marketing and Programming Director, at (704) 374-3973 or shill@wbtv.com regarding closed captioning. WBTV's mailing address for this purpose is 1 Julian Price Place, Charlotte, NC 28208.

Again, we regret the inconvenience Complainant experienced in receiving closed captioning provided by the Station. For the foregoing reasons, however, WBTV respectfully requests that the Complaint promptly be dismissed or denied.

Respectfully submitted,

Nick Simonette
General Manager of WBTV

cc: Doreen Salamone, Complainant (via Federal Express)
Judy Miller, FCC (via e-mail)
Susan Kimmel, FCC (via e-mail)