

## #5560175 No Closed Captioning on MasterChef Junior

**Submitted** June 22, 2022 at 11:49 AM **Received via** Web Form **Requester** Janice logan <sportylogan41@gmail.com>

### CCs

Robert McConnell <robert.mcconnell@fcc.gov>, Will Schell <will.schell@fcc.gov>

Status	Type	Priority	Group	Assignee
Open	-	-	DRO - Main Form	Robert McConnell

Complaint Internal Status	Carrier Serve Due Date	Carrier Serve Date	TV Method
Carrier Response Pending	October 24, 2022	September 2, 2022	Cable

### Accessibility Issues

Closed Captioning on TV (from a television station or subscription television provider, for example, cable, fiber optic or satellite)

First Name	Last Name	State	Zip Code	Time of Issue	Date of Issue
Janice	Logan	Oregon	97701	9:00 PM	June 21, 2022

City Where Program was Viewed/Heard	Preferred Method of Response
Bend	Email

State Where Program was Viewed/Heard	Address 1	City	Filing on Behalf of Someone
Oregon	61996 ne nate's pl	Bend	No

Name of Subscription Service	Subscription Service Name (Other)
Other	BendBroadband

**Janice logan** June 22, 2022 at 11:49 AM

For the past two weeks, on Fox Channel (610), there has been nearly zero closed captioning on MasterChef Junior and MasterChef.

For example, on June 21, 2022, I was watching MasterChef Junior at 9:00 PM and the CC did not come on for most of the time. The CC would appear briefly and then disappear. When the show goes to commercial, I saw that there are closed captioning for those ADs, but when the show comes back on, the CC would disappear again.

I have BendBroadband and watches TV through cable.

**Ivy Davis** June 24, 2022 at 11:16 AM

Internal note

The consumer called to update his ticket:

- On June 22, 2022, MasterChef at 8:00 PM started with no closed captioning.
- After a few minutes, it came on but then it quickly disappeared until the end of the show.
- The last few minutes, the closed captioning came on.

**Ivy Davis** July 15, 2022 at 11:04 AM

Internal note

The consumer called the ASL Support Line to check on their complaint. They also mentioned that they are still experiencing the closed captioning issue.

**Robert McConnell** July 18, 2022 at 4:06 PM

Internal note

**OFFICIAL NOTICE OF INFORMAL COMPLAINT**

The Federal Communications Commission (FCC or Commission) is serving your company with this informal complaint that Janice Logan filed with the Disability Rights Office (DRO). This Notice of Informal Complaint (Notice or NOIC) directs your company to follow the instructions below and respond fully and directly to each issue raised in the informal complaint. In your response, please explain how you have addressed the informal complaint. 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. Your response is due no later than thirty (30) days from the date of this Notice.

The informal complaint concerns obligations to provide closed captioning on television. As your company is either the broadcaster or multichannel video programming distributor (MVPD) we are inquiring into 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 79.1 of the Commission's rules, 47 CFR § 79.1. If the complaint concerns the quality of the closed captioning, we remind you that closed captions – no matter how they are produced, for example, by the use of the electronic newsroom technique (ENT), where permitted, by a captioning service, or by using automated speech recognition technology – are subject to the FCC's closed captioning quality standards related to accuracy, synchronicity, completeness, and placement. 47 CFR § 79.1(j). If known, please include in your response how the closed captions at issue were produced. To support a response that asserts that the captioning at issue complies with the closed captioning quality rules, please include with your response a recording, such as a DVD or electronic file, of the broadcasted material at issue as it appeared on the date and time in question.

If the programming at issue had been delivered to your company without captions, your company must check with the supplying network or program producer before responding to this Notice to determine whether the programming is exempt from the captioning requirements pursuant to one of the categorical exemptions in 47 CFR §79.1(d) or to an individual petition for exemption filed under 47 CFR §79.1(f). Please note that even if the supplying network or program producer qualifies for a captioning exemption, it still has an obligation to pass through captions of already captioned programs in accordance with 79.1(c).

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 complainant, at the same 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 provided additional supporting evidence against your company.

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 uses its best efforts to resolve this complaint in a timely manner. cursory responses will be rejected. The Commission may make consumer complaint data publicly available in both aggregate and individual form 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 [DRO@fcc.gov](mailto:DRO@fcc.gov) or by calling 202-418-2517 (voice) or 844-432-2275 (videophone for ASL users). In your message, please include your name, your company's name, the ticket number, and your specific questions. Thank you.

Disability Rights Office  
Federal Communications Commission

**Robert McConnell** July 18, 2022 at 4:10 PM

Internal note

served on BendBroadband 7/18/2022

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**From:** Robert McConnell**Sent:** Monday, July 18, 2022 4:09 PM**To:** ClosedCaptionissues@bendbroadband.net <ClosedCaptionissues@bendbroadband.net>; kcarson@bendbroadband.net <kcarson@bendbroadband.net>**Cc:** Will Schell <Will.Schell@fcc.gov>**Subject:** FCC Complaint [#5560175](#)

Kelley Carson

Director, Customer Services

BendBroadband

Bend, Oregon

Kelley Carson:

The Disability Rights Office (DRO) of the Federal Communications Commission (FCC) wishes to notify you that your company has been named in a complaint filed with the FCC. You are receiving this copy of the complaint to coordinate a response and solution to the problems raised by the consumer.

**PLEASE ACKNOWLEDGE RECEIPT OF THIS EMAIL.** For more information on the underlying regulations pertaining to the issues raised in this complaint see the Notice of Informal Complaint attached.

If you have any questions regarding this notice, please contact me at [Robert.McConnell@fcc.gov](mailto:Robert.McConnell@fcc.gov).

Thank you,

Robert McConnell

FCC Disability Rights Office

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**Robert McConnell** July 18, 2022 at 4:10 PM

Janice Logan:

We reviewed your informal complaint – ticket number 5560175.

We sent your complaint to BendBroadband on July 18, 2022. The company has 30 days (until 2022-08-17) to respond to us and to you.

After we review the company's response, we may take further action. For example, we may ask for more information, we may send your complaint to a different company, or we may conclude that the company addressed the problem and close your complaint.

You may add information to your complaint or ask questions about your complaint by replying to this email. You may also call us at 202-418-2517 (voice) or 844-432-2275 (videophone).

Disability Rights Office  
Consumer and Governmental Affairs Bureau  
Federal Communications Commission

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**Robert McConnell** August 19, 2022 at 3:49 PM

Internal note

**From:** Robert McConnell <Robert.McConnell@fcc.gov>  
**Sent:** Friday, August 19, 2022 3:49 PM  
**To:** ClosedCaptionissues@bendbroadband.net <ClosedCaptionissues@bendbroadband.net>; kcarson@bendbroadband.net <kcarson@bendbroadband.net>  
**Cc:** Will Schell <Will.Schell@fcc.gov>  
**Subject:** Re: FCC Complaint [#5560175](#)

Dear BendBroadband,

This email is a reminder that a response for this complaint ticket was due on August 17, 2022.

**Please provide me with an update on when we can expect the response to be sent.**

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 uses its best efforts to resolve this complaint in a timely manner.

Sincerely,

Robert McConnell

FCC Disability Rights Office

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**Robert McConnell** August 19, 2022 at 4:00 PM

Internal note

e-mail to [ClosedCaptionissues@bendbroadband.net](mailto:ClosedCaptionissues@bendbroadband.net) bounced back. (this was found via the VPD Registry)

forwarded e-mail and NOIC to [PFAccessibilityQuestions@tdstelecom.com](mailto:PFAccessibilityQuestions@tdstelecom.com), which is listed as an accessibility contact e-mail on BendBroadband's website (<https://bendbroadband.com/public-inspection-file.html>)

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**From:** Robert McConnell <Robert.McConnell@fcc.gov>  
**Sent:** Friday, August 19, 2022 3:58 PM  
**To:** PFAccessibilityQuestions@tdstelecom.com <PFAccessibilityQuestions@tdstelecom.com>  
**Cc:** Will Schell <Will.Schell@fcc.gov>  
**Subject:** Fw: FCC Complaint [#5560175](#)

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Sincerely,

Robert McConnell

FCC Disability Rights Office

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**Timothy Wynn** August 25, 2022 at 2:53 PM

Internal note

When calling 541-312-6562, it immediately went to voicemail for someone named Chad Fournier. Called the main customer service number (541-241-8380), and they preferred the complaint to be sent to:

Corporate  
PO BOX 628396 MIDDLETON, WI 53562

Also gave them the number to our office. They would not give out an email address.

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**Robert McConnell** August 29, 2022 at 12:08 PM

Janice Logan,

Thank you for contacting the FCC regarding your issue with closed captioning on television.

We are still looking into this matter. In the meantime, would you be able to please let us know if you are still experiencing issues when trying to view MasterChef, MasterChef Junior, or any other TV programs - either via FOX or the BendBroadband service?

Please let us know even if the issue has been resolved. Thank you!

FCC Disability Rights Office

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**Janice logan** August 29, 2022 at 5:52 PM

All master chef shows.thank you

Sporty

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**Ivy Davis** September 2, 2022 at 2:17 PM

Internal note

The consumer called the ASL Support Line, and confirmed that there are still issues with closed captioning with MasterChef. She states that on August 31, 2022 - for the first 55 minutes, the show had CC. But then, for the remaining hour, the CC came on and off. For example, the CC would be on for five minutes, then it disappears for a few more minutes, and then it comes back. It repeats until the end of the show.

**Robert McConnell** September 2, 2022 at 2:21 PM

Internal note

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Disability Rights Office  
Federal Communications Commission

**Robert McConnell** September 2, 2022 at 2:27 PM

Janice Logan:

We reviewed your informal complaint – ticket number 5560175.

We sent your complaint to Fox Broadcasting Company on September 2, 2022. The company has 30 days (until 2022-10-02) to respond to us and to you.

After we review the company's response, we may take further action. For example, we may ask for more information, we may send your complaint to a different company, or we may conclude that the company addressed the problem and close your complaint.

You may add information to your complaint or ask questions about your complaint by replying to this email. You may also call us at 202-418-2517 (voice) or 844-432-2275 (videophone).

Disability Rights Office  
Consumer and Governmental Affairs Bureau  
Federal Communications Commission

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**Janice logan** September 2, 2022 at 2:56 PM

Me - Janice Logan  
Master chef has been problem w/ closed caption  
On n off lately  
Thank you

Sporty

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**Robert McConnell** September 15, 2022 at 2:38 PM

Internal note

received from FOX on 9/2:

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**From:** Bobeck, Ann <Ann.Bobek@fox.com>  
**Sent:** Friday, September 2, 2022 2:43 PM  
**To:** Robert McConnell <Robert.McConnell@fcc.gov>  
**Cc:** Di Scipio, Joe <Joe.Discipio@fox.com>  
**Subject:** [EXTERNAL]: Fwd: Serve ticket#: 5560175 Last Name: Logan

[...] The local Fox affiliate in that area is KFXO-CD and is owned by the News-Press & Gazette Company.

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**Robert McConnell** September 15, 2022 at 2:40 PM

Internal note

<https://publicfiles.fcc.gov/tv-profile/kfxo-cd>

Closed Captioning Contact:

Justin LaPrelle  
Chief Engineer  
62990 O.B. Riley Road  
Bend, OR 97703  
541-617-6244 [phone]  
541-382-1616 [fax]  
[justin.laprelle@ktvz.com](mailto:justin.laprelle@ktvz.com)

