



August 26, 2020

Via Electronic Mail

Mr. Stewart Jordal



Re: FCC Official Notice of Informal Complaint Ticket No. 4133416

Dear Mr. Jordal:

Gray Television Licensee, Inc. (licensee of KSNB-TV, Superior, Nebraska; the "Station"), hereby responds to your closed captioning inquiry which was forwarded by the Federal Communications Commission to the Station with an Official Notice of Informal Complaint dated August 5, 2020 (Ticket No. 3731448). Your inquiry pertains to garbled closed captions during episodes of "Castle" that aired on the Station.

We are fully committed to serving all of our viewers and take seriously our obligations under 47 C.F.R. §79.1 to provide closed captioning to members of the hearing-impaired community. Most network programming, including the programs you referenced, is provided to the Station with captions as part of the programming stream delivered by the programmer. That stream is then passed through certain pieces of equipment inside the Station before being broadcast. On occasion, equipment or software can malfunction and result in garbled captions.

The Station launched an immediate investigation into the issues you reported upon its receipt of the Notice of Informal Complaint. Station personnel were able to confirm sporadic instances of garbled captions during the programming you referenced. They quickly instituted a temporary workaround to ensure captions were broadcast through intact while continuing to search for the source of the issue. Ultimately, Station personnel (working in conjunction with two vendors who supply broadcast equipment and software to the Station) determined the garbled captions you observed were caused by a hardware error. An equipment upgrade was completed on August 15, 2020 and I am pleased to report that all new shows since the upgrade are passing intact closed captions.

In addition to the equipment upgrade, the Station has taken several other steps to ensure similar captioning issues are not encountered in the future. Specifically, station personnel spot check for the presence and quality of closed captions hourly. Additionally, all employees were reminded to immediately escalate any closed captioning concerns from viewers to department and station leadership. Finally, legal counsel for the Station conducted two closed captioning training webinars for news, production and engineering personnel on August 19 and 20, 2020.



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Serving the public is a critical mission for broadcasters. We greatly appreciate being informed by concerned viewers such as you, Mr. Jordal, and we strive to ensure that the programming on the Station remains widely accessible.

If you have future concerns regarding closed captioning, please reach out to me personally. I can be reached by phone at (402)467-9201 or by e-mail at shannon.booth@1011now.com.

Sincerely,

Shannon Booth

Shannon Booth
Vice President & General Manager
KOLN/KGIN/KCWH/KSNB and
KNOP/KNPL/KIIT

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