

The Disability Rights Office (DRO) of the Federal Communications Commission (FCC or Commission) wishes to notify you that your company has been named in a complaint filed with the FCC. You are receiving this complimentary copy of the complaint to assist in coordinating a response and solution to the problems raised by the consumer. However, the Notice of Informal Complaint (NOIC) has been served on the party with responsibility for compliance with the Commission's rules.

For more information on the underlying regulations pertaining to the issues raised in this complaint see the NOIC below. Your reply to this ticket is optional. However, we urge you to work in conjunction with the served party named in the NOIC to resolve the issue.

If you have any questions regarding this notice, please contact the Disability Rights Office at DROcarriersupport@fcc.gov.

July 9, 2015 - OFFICIAL NOTICE OF INFORMAL COMPLAINT

The Federal Communications Commission (FCC or Commission) is serving your company with this informal complaint that **Brandon Howell** filed with the Disability Rights Office (DRO). The informal complaint concerns obligations to provide closed captioning 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 79.1 of the Commission's rules, 47 C.F.R. § 79.1.

This Notice of Informal Complaint (Notice or NOIC) directs your company, as the Broadcaster or Multichannel Video Programming Distributor (MVPD), to respond fully and directly to each and every material allegation raised in the informal complaint and summarize the actions taken by your company to satisfy the informal complaint and come into compliance with controlling law within thirty (30) days of the date of this Notice.

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 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. 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 other supporting evidence against your company. These supplemental materials will be associated with the same ticket number.

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 or by calling 202-418-2517. In your message, please include your name, your company's name, the ticket number, and your specific questions.

CC: Directv

#387890 Captioning problems

Submitted **Received via** **Requester**
 July 7, 2015, 4:47 PM Web Service Csc20it <csc20it@outlook.com>

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

TV Method **Accessibility Issues** **First Name** **Last Name** **State** **Zip Code**
 Satellite Closed Captioning on TV Brandon Howell Colorado 80918

Time of Issue **Date of Issue** **TV channel** **City Where Program was Viewed/Heard**
 12:00 PM Jul 2 13 Colorado Springs

City of Company Complaining About **State of Company Complaining About**
 Colorado Springs Colorado

Preferred Method of Response **Network**
 Email ABC Family

Name of Company Complaining About
 American Broadcasting Company Inc., KRDO Television

Zip Code of Company Complaining About **Call Sign**
 80918 KRDO

State Where Program was Viewed/Heard **Address 1**
 Colorado 4012 Diamond Ridge View

Phone Number of Company Complaining About **City**
 719-632-1515 Colorado Springs

Filing on Behalf of Someone
 No

Csc20it Jul 7, 4:47 PM

Starting 07/02/2015, the captioning on my local ABC channel (KRDO) has been mis-timed, or not there at all, with captions showing a conversation 5 minutes in the past or future, or just dropping out completely (more common). This is affecting all shows on this channel. No other channels are affected.

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