

#4822481 Closed Caption

Submitted June 4, 2021 at 3:27 PM
Received via Web Form
Requester [REDACTED]@yahoo.com>

CCs

Shavonne Morris <shavonne.morris@fcc.gov>

Status	Type	Priority	Group	Assignee
Open	-	-	DRO - Main Form	Shavonne Morris

Company Name	Company Name (Other)	TV Method	TV Issues	First Name
Other	Get TV	Broadcast (over the air)	Availability	[REDACTED]
Last Name	State	Zip Code	Phone (where you can be contacted)	Address 1
[REDACTED]	North Carolina	28027	[REDACTED]	[REDACTED]
City	Filing on Behalf of Someone	Contacted Company About Issue	Relationship to Company	
Concord	No	Yes	Current Customer	

[REDACTED] June 4, 2021 at 3:27 PM

I have been trying for several month's to have Get TV to fix their closed caption. They have ignored all my request.

Shavonne Morris June 14, 2021 at 1 31 PM

Thank you for the complaint In order to serve a covered entity we need to know

- The television channel number, network, or call sign.
- The name of the subscription service, if relevant,
- The date and time of the captioning problems,
- The name of the affected program, and
- A detailed and specific description of the captioning problems, including the frequency and type of problem.

You can provide this information by replying to this email or contacting us at 202 418 2517 (voice); 844 432 2275 (videophone); DRO@fcc.gov (e mail)

Disability Rights Office
 Federal Communications Commission

[REDACTED] June 14, 2021 at 6:02 PM

I have over the air TV. GetTV comes in on channel 64-2. The problems with the Closed Caption are all day along. Sometimes I get a good close caption and the next one will be a white bar. Other times it is all white bars. The show I watch most is "Walker Texas Ranger" They show 5 episodes a day from 12 noon until 5p.m. On Monday, June 14, 2021, 01:31:50 PM EDT, FCC <consumercomplaints@fcc.gov> wrote:

```
#yiv5089725013 table td {border-collapse:collapse;}#yiv5089725013 body .filtered99999
.yiv5089725013directional_text_wrapper {direction:rtl;unicode-bidi:embed;}
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Shavonne Morris August 7, 2021 at 7:37 PM

Internal note

Closed Caption contact request sent to carrier via website.

-sm-

Will Schell September 30, 2021 at 9:11 AM

Internal note

WAXN-TV is channel 64.2 "GetTV"

Closed Caption Contact is: waxncaptioninghotline@waxntv.com

See Public File: <https://publicfiles.fcc.gov/tv-profile/waxn-tv/>

Will Schell September 30, 2021 at 10 12 AM

Internal note

OFFICIAL NOTICE OF INFORMAL COMPLAINT

The Federal Communications Commission (FCC or Commission) is serving your company with this informal complaint that [REDACTED] 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 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

Support Software by **Zendesk**



Henry H. Wendel
T: +1 202 776 2943
hwendel@cooley.com

October 27, 2021

VIA E-MAIL

Mr. Will Schell
Deputy Chief
Disability Rights Office
Consumer & Governmental Affairs Bureau
Federal Communications Commission
45 L Street NE
Washington, DC 20554

Re: WAXN-TV, Kannapolis, North Carolina
Facility Identification Number 12793
FCC Complaint Ticket No. 4822481 [REDACTED]
Response to Notice of Informal Complaint

Dear Mr. Schell:

On behalf of WSOC Television, LLC (“Cox Media Group”), licensee of WAXN-TV, Kannapolis, North Carolina, we hereby submit Cox Media Group’s response to the September 30, 2021 letter from the Commission’s Consumer & Governmental Affairs Bureau (the “Letter”).¹ The Letter forwarded a complaint from Mr. [REDACTED], which referred to the GetTV programming aired on WAXN-TV on Channel 64.2. Mr. [REDACTED] complained that at times the GetTV programming included closed captioning that appeared as white bars. Cox Media Group reviews all viewer comments and concerns and seeks to resolve complaints promptly. Cox Media Group has conducted a thorough investigation into Mr. [REDACTED] complaint.² This response, a copy of which is being provided directly to Mr. [REDACTED], reflects the results of that investigation.

Cox Media Group takes seriously its obligation to ensure that its closed captioning complies with FCC rules. Upon receiving Mr. [REDACTED] complaint, Cox Media

¹ *Official Notice of Informal Complaint*, Disability Rights Office, Consumer & Governmental Affairs Bureau, Federal Communications Commission, to WAXN-TV, FCC Complaint Ticket No. 4822481 [REDACTED] (“Letter”). This response is timely filed pursuant to the Letter. Because the programming in question aired several months ago, Cox Media Group does not have a copy of the video that it can include as part of this response.

² See 47 C.F.R. § 79.1(g)(4).



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Group investigated the issue that Mr. [REDACTED] described. Cox Media Group could not identify any issues with the closed captioning on WAXN-TV Channel 64.2; therefore, a WAXN-TV employee contacted Mr. [REDACTED] directly. The WAXN-TV employee and Mr. [REDACTED] determined that certain settings were incorrect on Mr. [REDACTED] television. The WAXN-TV employee helped Mr. [REDACTED] resolve the issue, confirmed that Mr. [REDACTED] is experiencing the closed captioning as intended, and understood Mr. [REDACTED] has no issues with the closed captioning of GetTV programming aired on WAXN-TV on Channel 64.2.

While Cox Media Group has periodically received complaints from viewers regarding captioning issues, in all cases, Cox Media Group has worked to resolve those concerns directly with the inquiring viewer. In this instance, Cox Media Group does not have any records of Mr. [REDACTED] attempting to contact the station regarding the closed captioning. Cox Media Group will continue to monitor the captioning of its programming and take proactive steps to ensure its closed captioning is consistent with the Commission's requirements.

Cox Media Group understands that providing closed captioning is a key part of providing quality local programming to all of its viewers in Kannapolis and the other communities in its television market. A viewer can report any closed captioning problems by sending a message to the station's closed captioning contact at waxncaptioninghotline@waxntv.com. In addition, viewers can contact WAXN-TV by telephone for assistance with closed captioning. A station representative receives and responds to any and all viewer closed captioning comments or complaints within twenty-four hours or one business day.

Should Mr. [REDACTED] experience any future concerns with the closed captioning on WAXN-TV, we urge Mr. [REDACTED] to contact the station directly so station personnel can again help to troubleshoot those issues with Mr. [REDACTED].

Respectfully submitted,

/s/

Henry H. Wendel
Emily B. Harrison

Counsel to WSOC Television, LLC

cc: Mr. Cedric Thomas (via e-mail)
Mr. [REDACTED] (via e-mail)
WAXN-TV online public inspection file