

March 23, 2010

VIA OVERNIGHT COURIER AND EMAIL

Cheryl King
Deputy Chief, Disability Rights Office
Consumer and Governmental Affairs Bureau
Cheryl.King@fcc.gov
9300 East Hampton Drive
Capitol Heights, MD 20743

Re: 10-C00200351-FC (Freeman)
WFNA(TV), Gulf Shores, Alabama (Facility ID 83943)
Response of LIN of Alabama, LLC to Notice of Informal Complaint

Dear Ms. King,

LIN of Alabama, LLC ("LIN"), licensee of television station WFNA(TV), Gulf Shores, Alabama (the "Station"), hereby responds to the above-referenced March 15, 2010 Notice of Informal Complaint ("Notice") addressed to it by the Consumer and Governmental Affairs Bureau ("Bureau"). In the Notice, the Bureau asks LIN to provide a response to an attached complaint submitted to the Commission on March 3, 2010 by Mr. Larry Freeman regarding CW network captioning.

As noted in the attached Declaration of Roland Fields, the Station's Chief Engineer, the Station resolved Mr. Freeman's concern prior to receiving the Notice from the Bureau. Specifically, on March 8, 2010, the Station replaced a piece of equipment during ordinary maintenance. As a result of this equipment replacement, Mr. Freeman reported to the Station's Chief Engineer on March 10, 2010 that his captioning concerns had been addressed as of March 8 and that he was no longer experiencing captioning issues related to the Station. The Station's Chief Engineer provided Mr. Freeman with his direct contact information should further captioning concerns arise. Since the equipment replacement, however, Mr. Freeman has not notified the Station of any further captioning concerns. LIN therefore respectfully requests that the Bureau close the investigation related to the Notice and take no further action.

LIN takes its captioning obligations very seriously and strives to provide the best service possible to its viewers. Should you have further questions about this response, please contact the undersigned by e-mail (Joshua.Pila@lintv.com) or telephone (401-457-9525).

Very truly yours,

Joshua N. Pila
Regulatory Counsel

CC (with enclosure): Larry Freeman
Mediacom

DECLARATION OF ROLAND FIELDS

I, Roland Fields, hereby do declare and say under the penalty of perjury that the following is true to the best of my knowledge and belief:

1. I am the Chief Engineer of WFNA(TV), licensed to Gulf Shores, Alabama.
2. I am familiar with the closed captioning concerns regarding CW network programming expressed by Mr. Larry Freeman in early 2010.
3. On March 8, 2010, I replaced the Tandberg ATSC Encoder in the course of ordinary maintenance of WFNA(TV)'s facilities.
4. On March 10, 2010, I received a telephone call from Mr. Freeman regarding captioning issues.
5. In our March 10, 2010 telephone conversation, Mr. Freeman indicated that his captioning concerns ceased on the evening of March 8, 2010, the same evening I replaced the Tandberg ATSC Encoder.
6. During that same telephone conversation, I provided Mr. Freeman with my direct contact information and asked that he contact me if he experienced further captioning concerns.
7. Mr. Freeman has not contacted me since March 10, 2010.



Roland Fields

Date: 3/22/2010

United States Government
Federal Communications Commission
Consumer & Governmental Affairs Bureau
Disability Rights Office
445 12th Street, SW
Washington, D.C. 20554

OFFICIAL

NOTICE OF INFORMAL COMPLAINT
March 15, 2010

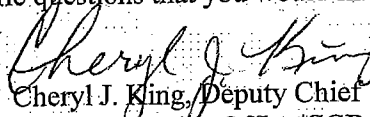
In Reply Refer To: 10-C00200351-FC
Mediacom & WFNA-TV (Freeman)

THE COMPANY IDENTIFIED IN THE ATTACHED COMPLAINT IS REQUIRED TO RESPOND TO THIS NOTICE OF INFORMAL COMPLAINT WITHIN 30 DAYS OF THE DATE OF THIS NOTICE. Failure of any person to answer any lawful Commission inquiry is considered a misdemeanor punishable by a fine under Section 409(m) of the Communications Act (Act), 47 U.S.C. § 409(m). Further, failure to comply with any order of the Commission can result in prosecution under Section 401(b) of the Act, 47 U.S.C. § 401(b). Section 501 of the Act, 47 U.S.C. § 501, and Section 503(b)(1)(B) of the Act, 47 U.S.C. § 503(b)(1)(B), provide for forfeiture penalties against any person who willfully fails to follow the directives of the Act or of a Commission order. The Commission can impose forfeiture penalties of up to \$1.2 million for certain types of violations.

The attached complaint was filed with the Commission pursuant to Section 713 of the Act, 47 U.S.C. § 613, and Section 79.1 of the Commission's Rules, 47 C.F.R. § 79.1. A letter acknowledging your company's receipt of this Notice and of the enclosed complaint should be sent to each consumer Complainant as soon as your company receives this Notice. Pursuant to Sections 713 and 4(i) of the Act, 47 U.S.C. §§ 613, 154(i), and Section 79.1(g) of the Commission's Rules, 47 C.F.R. § 79.1(g), we are forwarding a copy of the complaint so that your company may satisfy or answer the complaint based on a thorough review of all relevant records and other information. Your company should respond specifically to all material allegations raised in each complaint and summarize the actions taken by your company to satisfy the complaint.

Your response should include: (1) the Complainant's name, and (2) the Case number. For hand deliveries, the Commission's contractor, Natek, Inc., will receive hand-delivered or messenger-delivered paper filings for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m., Monday-Friday. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554.

Due to heightened security measures undertaken in Washington, D.C., and at this agency, you should also send an electronic copy of the response letter to Cheryl.King@fcc.gov. Companies are directed to send copies of their responses to consumers at the same time their responses are forwarded to the Commission. Each company required to respond to this Notice is directed to retain all records until final Commission disposition of the complaints. If you have any questions regarding this Notice, please call or email Francine Crawford at (202) 418-2085 or Francine.crawford@fcc.gov, and leave a detailed message specifying the calling company name, the Case number, and the specific questions that you would like to have answered.


Cheryl J. King, Deputy Chief
Disability Rights Office/CGB

Attachment(s)
K:613/79.1

User Complaint Number: 10-
C00200351

User Complaint Key: 10-
C00200351-1

Complaint Source: Web

Added User: Consumer

Submission date: 03/03/2010

CONSUMER'S INFORMATION

First Name: Larry

Last Name: Freeman

Company Name:

(Complete only if you are filing this complaint on behalf of a company or an organization.)

Street Address or Post Office Box Number: 7824 Heaton Dr East

City: Theodore State: AL

Zip Code: 36582

Telephone Number(Residential or Business): (251) 454 -6719 Ext:

E-mail Address:

Are you filing information on behalf of another party, such as client, parent, spouse or roommate? No
If yes, complete items a through h.

Your relationship with the party:

The party's first name:

The party's last name:

The party's daytime phone number: () - Ext:

The party's street address or post office box number:

City: State: Zip Code:

E-mail Address:

Fax Number: () -

IMPORTANT: Please indicate the preferred format or method of response to the complaint by the Commission and defendant:

- Letter Facsimile (fax) Telephone Voice
 TRS (designate form of TRS and appropriate contact information)
 TTY Internet E-mail ASCII Text Audio-Cassette Recording

Braille

FORM 2000C:

1. Check the appropriate box for your type of complaint:

Telecommunications Relay Service (TRS) (i.e., TTY-based, IP Relay, CapTel, IP CapTel, Speech-to-Speech, Video Relay Service (VRS))

Accessibility of emergency information on television

Closed Captioning

Wireless telephone equipment or service (includes hearing aid compatibility and other accessibility issues)

Wire line telephone equipment or service (includes hearing aid compatibility and other accessibility issues)

2. Provide the name, address and telephone number (if known) of the company(s) involved in your complaint:

Name: **CW Network**

City: **Mobile** State: **AL** Zip Code:

Telephone number: () -

3. If your complaint is about accessibility of telecommunications services or equipment, provide the make and model number of the equipment or device that this complaint is about:

4. If your complaint is about closed captioning or emergency information on television,

provide the date (mm/dd/yyyy) Time: and any details of when the event or action you are complaining about occurred: **Consumer is having problems with the closed captions on the CW Network. He will be watching a program and the captions will come on fine and then the words will be just scrambled letters. This happens on every program at different times of the day. This is**

happening on the over the air and cable. The consumer has tvs connected to cable and he experiences this scrambling. On the over the air broadcast where the words would be scrambled on the cable those portions are blank. He has contacted CW and spoke to Ms Dennis who explained the problem had to do with the digital change. He contacted them last year but the CC problems are continuing. As an example the show Life Unexpected on 03-01 the CC was scrambled 7-8 and 8-9. Also on Vampire Diaries and all of the shows have this same problem. The caller has contacted the CW and he did receive a call back on his first time calling last year. He has since called back and not received any other contact from the broadcaster.

5. If your complaint is about access to emergency information on television, provide the following information:

Television station call sign and network name (if applicable), or channel name (e.g., "WZUF, CBC," "WZUE-TV," "Sportingchannel West"):

Channel (e.g., "13"):

Station or subscription TV provider system location:

City: State:

Date(s) and time(s) of emergency: and time

Detailed description of the emergency (i.e., flood, hurricane, tornado, etc., as well as the areas in which the emergency occurred):

6. If your complaint is about closed captioning, provide the following:

Television station call sign and network name (if applicable), or channel name (e.g., "WZUF, CBC," "WZUE-TV," "Sportingchannel West"): **WBPG**

Station frequency (e.g., "1020" or "88.5"): or channel (e.g., "13"): **cable 804, O-T-A 55**

Station or subscription TV provider system location:

City: **Mobile** State: **AL**

Name of program(s) involved: **Life Unexpected, Vampire Diaries, all of the shows have the same problem**

7. Briefly describe your complaint and include the resolution you are seeking. If applicable, provide a full description of the telecommunications equipment or customer premises equipment (CPE) and/or the telecommunications service about which the complaint is made, and the date or dates on which the complaint either purchased, acquired or used, or attempted to purchase, acquire or use the telecommunications equipment, CPE or telecommunications service about which the complaint is being made. **His resolution would be to have the CC corrected so it is possible to watch and understand the shows.**