

CBS Law Department

2000 K Street, N.W., Suite 725
Washington, D.C. 20006

COPY

December 5, 2002

Via COURIER and Electronic Mail JSimpson@fcc.gov

Consumer & Governmental Affairs Bureau
Federal Communications Commission
The Portals
445 Twelfth Street, S.W.
Room 5C-418
Washington, D.C. 20554

Attention: J. Simpson

Re: Response to Disabilities Related Complaint
KCBS-TV, Los Angeles, California
File No. FCC 02-N83578

Dear Ms. Simpson:

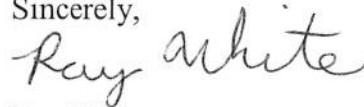
This is in response to a complaint received by the Commission alleging that Station KCBS-TV, Los Angeles, California, did not provide closed captions during the digital broadcasts of the programs *CSI: Crime Scene Investigation* and *The Agency*, which aired on KCBS-TV during the month of October 2002.

Upon receipt of the complaint, KCBS-TV conducted an evaluation of its closed captioning equipment to make certain that the station is properly receiving and transmitting closed captions over KCBS-TV's digital signal. This evaluation confirmed that the station's closed captioning equipment is, in fact, functioning properly. Further, our evaluation provided us with no basis upon which to believe that the equipment had not been working properly during the month of October 2002, particularly in light of the fact that KCBS-TV has not received any complaints from other viewers alleging a lack of closed captions during this period.

Having determined that there did not appear to be any problems with the station's transmission of closed captions, KCBS-TV contacted the complainant, Justin Gopen, in an effort to determine whether his inability to receive the captions was attributable to his

reception equipment.¹ Mr. Gopen has informed KCBS-TV that he is presently on vacation and will be returning home on December 18, 2002. Soon thereafter, KCBS-TV will arrange a time to inspect Mr. Gopen's television reception equipment and will make every effort to assist Mr. Gopen with his apparent inability to receive certain closed captions.

Sincerely,

A handwritten signature in cursive script that reads "Ray White".

Ray White

Assistant General Counsel

cc: Mr. Justin Gopen (Via AIRBORNE)
KCBS-TV (Public File)

¹ The fact that Mr. Gopen alleged in his complaint that he did not receive closed captions during certain NBC programming during this same time period gave credence to KCBS-TV's suspicion that the problem arose from Mr. Gopen's equipment.