



KCDO-TV
3001 South Jamaica Court
Suite 210
Aurora, CO 80014
(303) 925-0303

March 6, 2013

Ronald Zapko
515 Clarkson St., Apt. 1103
Denver, CO 80218

Case Number 12-C00454383-1-JM
Comcast (Zapko)

Dear Mr. Zapko,

I am in receipt of the complaint filed with the Disability Rights Office of the Federal Communications Commission regarding a program on KCDO-TV. The name of the program is Jerry Springer "Love on Lockdown" Episode 50, Season 22, and it aired 3-4pm on 12/27/12.

This particular program was satellite fed to KCDO-TV and due to the high volume of programming we capture and air on the station individual episodes like this are not saved beyond 30 days. However, we have undertaken significant steps to investigate the incident and these are:

- 1) We immediately reviewed our entire broadcast system and found no closed captioning issues with our storage and playback system.

- 2) KCDO-TV contacted the program syndicator, NBC Universal, and they certified that the episode met the closed captioning requirements.
- 3) KCDO-TV also contacted the Comcast Closed Captioning Office at their headquarters in Philadelphia. Comcast was aware of your complaint, but could find no evidence of any problem with captioning on that date.
- 4) KCDO-TV reviewed all other viewer feedback around the date of the incident and there were no other captioning issues reported to us, nor did we experience any technical failures at that time that would have caused this to occur.

I regret to inform you that we cannot pinpoint a technical issue that would have caused the lack of captioning at your home for this episode. We are diligent about providing you and other viewers with closed captioning and other items in our effort to serve the community and we are sorry that you were unable to enjoy this program. I am almost always available at KCDO-TV during regular business hours and can be reached via email at garmstrong@ch3tv.com or phone at (303) 925-0303 if you would like to contact me regarding this issue or any other questions or suggestions you may have. I sincerely appreciate your viewing of KCDO-TV via Comcast and thank you for your time,



Greg Armstrong
President & General Manager
KCDO-TV