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June 23, 2022

VIA E-MAIL

Mr. Timothy Wynn
Disability Rights Office
Consumer & Governmental Affairs Bureau
Federal Communications Commission
45 L Street NE
Washington, DC 20554

Re: WFTV(TV), Orlando, Florida
Facility Identification Number 72076
FCC Complaint Ticket No. 5513447 ()
Response to Notice of Informal Complaint

Dear Mr. Wynn:

On behalf of WFTV, LLC ("Cox Media Group"), licensee of WFTV(TV), Orlando, Florida, I hereby submit Cox Media Group's response to the June 1, 2022 letter from the Commission's Consumer & Governmental Affairs Bureau (the "Letter").¹ The Letter forwarded a complaint from [redacted] which referenced concerns that her relative Mr. [redacted] had with the closed captions on the ION Mystery stream of WFTV(TV). Cox Media Group has conducted a thorough investigation into Ms. [redacted]'s complaint.² This response, a copy of which is provided directly to Ms. [redacted], reflects the result of that investigation.

Cox Media Group takes seriously its obligation to ensure that its closed captioning complies with FCC rules and seeks to resolve viewer concerns and complaints promptly. Station personnel became aware of the captioning issue when contacted by the complainant and twice attempted to contact her by phone afterwards. Unfortunately, the station's Director of Engineering did not reach anyone either time. At the same time, station personnel conducted an independent review of the ION Mystery stream to determine the cause of the captioning concern. They were able to resolve the issue by resetting the receiver at the station, which enabled the pass through of closed

¹ *Official Notice of Informal Complaint*, Disability Rights Office, Consumer & Governmental Affairs Bureau, Federal Communications Commission, to WFTV(TV), FCC Complaint Ticket No. 5513447 (

² See 47 C.F.R. § 79.1(g)(4).



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captions as expected. In addition, station personnel are working with the programming provider to determine whether additional steps can be taken to prevent similar issues from occurring in the future.

Cox Media Group takes great pride in serving the Orlando market and provides local viewers with closed captioning information that fulfills its obligations under the FCC's rules. As part of its ongoing dialogue with the community, Cox Media Group provides several approaches by which Ms. [redacted] and other viewers can share their questions or concerns about the WFTV(TV) closed captioning service. A viewer can report any closed captioning problems by sending a message to the station's Technical Hotline mailbox at captioning.complaint@wftv.com. In addition, viewers can contact WFTV(TV) by telephone for assistance with closed captioning. A station representative responds to any and all viewer closed captioning comments or complaints within one business day of receipt.

If Ms. [redacted] has any further questions or concerns, we urge her to contact the station directly so Cox Media Group's engineers can help to troubleshoot any additional issues Mr. [redacted] may be experiencing.

Respectfully submitted,

/s/ Henry H. Wendel

Henry H. Wendel

Counsel to WFTV, LLC

cc: Ms. [redacted] (via e-mail)
Mr. Paul Briggs (via e-mail)
WFTV(TV) online public inspection file