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March 20, 2018

Ms. Judy Miller
Federal Communications Commission
Disability Rights Office
445 12th Street S.W.
Washington, D.C. 20554

**Re: Notice of Informal Complaint – Christopher Haggerty
Ticket No. 2271457**

Dear Ms. Miller:

At the direction of WJLA in Washington, D.C., Facility ID 1051 (the "Station"), this letter responds to the above-referenced Notice of Informal Complaint (the "Notice"), issued on March 5, 2018, relating to closed captioning.

Immediately upon receipt of the Notice, the Station's chief engineer checked and confirmed that the Station's closed captioning is and has been working properly. I contacted the complainant for more information, and the chief engineer contacted the complainant's satellite provider, Dish, as it was clear that the issue was with the Dish equipment or setting. I recommended to the complainant that he contact Dish again and insist on a service call. Ultimately, Dish did perform a service call, replaced the complainant's older receiver, and the complainant confirmed that such replacement resolved his closed captioning issue.

The Station has and continues to comply with the Commission's closed captioning rules.

Please contact me if you have any questions or need any further information.

Sincerely yours,



Susan E. Domozych
Senior Paralegal

Cc: WJLA
Mr. Haggerty



Federal Communications Commission
Washington, D.C. 20554

March 5, 2018

In reply refer to Case number:2271457
ACC Licensee, Inc. (WJAL-TV) (Haggerty)

The Federal Communications Commission (FCC or Commission) is serving your company with this informal complaint that Christopher Haggerty filed with the Disability Rights Office (DRO). The informal complaint concerns obligations to provide closed captioning on television. We are investigating this matter pursuant to Sections 713 and 4(l) 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 C.F.R. § 79.1.

This Notice of Informal Complaint (Notice or NOIC) directs your company, as the Broadcaster or Multichannel Video Programming Distributor (MVPD), to respond fully and directly to each and every material allegation raised in the informal complaint and summarize the actions taken by your company to satisfy the informal complaint and come into compliance with controlling law within thirty (30) days of the date of this Notice.

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 consumer, at the 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 other supporting evidence against your company. These supplemental materials will be associated with the same ticket number.

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 use its best efforts to resolve this complaint in a timely manner. cursory responses will be rejected. The Commission intends to make consumer complaint data publicly available – in both aggregate and individual form yet 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 DROcarriersupport@fcc.gov or by calling 202-418-2517. In your message, please include your name, your company's name, the ticket number, and your specific questions.

#2271457 ABC via DISH Network Service not providing Captions on the TV

Submitted February 28, 2018, 3:30 PM
Received via Web Form
Requester Haggerty <haggerty@ntelos.net>

CCs

Judy Miller <judy.miller@fcc.gov>

Status Open
Type -
Priority -
Group DRO - Main Form
Assignee Judy Miller

Name of TV program American's Funniest Home Videos (really ALL of their programs)
TV Method Satellite
Accessibility Issues Closed Captioning on TV

First Name Christopher
Last Name Haggerty
State Virginia
Zip Code 22601
Time of Issue 7:00 PM
Date of Issue Jan 21

Phone (where you can be contacted) 540-662-1912
TV channel 7
City Where Program was Viewed/Heard Winchester

City of Company Complaining About Washington
State of Company Complaining About District of Columbia

Preferred Method of Response Email
Network ABC
Name of Company Complaining About ABC - WJLA

Zip Code of Company Complaining About 20036
Call Sign WJAL-TV
State Where Program was Viewed/Heard Virginia

Address 1 1844 Wayland Dr
Phone Number of Company Complaining About 202-663-8195
City Winchester

Filing on Behalf of Someone No
Name of Subscription Service Dish Network

Haggerty Feb 28, 3:30 PM

ABC network affiliated stations carried by the DISH Network Service we receive are not providing captions for their programming. I did communicate this to DISH Network Service provider, but their response is they cannot do anything if the signal they are receiving does not include the captions. Essentially all the other stations DISH Network Service provides have captions, just not ABC.

I have reached the point where understanding TV (no longer a matter of volume, but comprehension) for most programs requires captions, especially for popular programs like American's Funniest Home Videos. Captions were provided through this service years ago and I see no reason why this should have stopped.

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