

## Bonnie Wood

---

**From:** FCC <consumercomplaints@fcc.gov>  
**Sent:** Wednesday, August 18, 2021 2:37 PM  
**To:** Susan Domozych  
**Subject:** [EXT] Serve ticket#: 4969102 Last Name: Singleton

**CAUTION:** This email originated from outside of Sinclair. Do not click links or open attachments unless you recognize the sender and know the content is safe.

##- Please type your reply above this line -##

Due Date: 09/17/2021  
Serve Date: 08/18/2021

\*\*\*

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/4969102>

Subject: EAS Test Accessibility

Tags: abc alerts\_1018 broadcast\_tv carrier\_response\_pending dro\_eas dro\_serve\_done email\_preferred\_method emergency\_information\_on\_tv maryland maryland\_viewed\_heard

Email: 2suzyrs@gmail.com

Method: - Broadcast (over the air)

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name:

Account #:

First: Paul

Last: Singleton

Address: 6200 Windward Place

Address 2:

City: Bethesda

State: maryland

Zip: 20816

Phone where to be contacted: 202-510-9446

Filing on Behalf of Someone: -

Relationship:

First Name:

Last Name:

Serve Status: carrier\_response\_pending

Ticket Information:

---

**Sherita Kennedy (FCC Complaints)**

---

Aug 18, 2021, 2:36 PM EDT

**Private note**

OFFICIAL NOTICE OF INFORMAL COMPLAINT

The Federal Communications Commission (FCC or Commission) is serving your company with this informal complaint that [CONSUMER NAME] filed with the Disability Rights Office (DRO). This Notice of Informal Complaint (Notice or NOIC) directs your company to follow the instructions below and respond fully and directly to each issue raised in the informal complaint. In your response, please explain how you have addressed the informal complaint. If you need to take steps to satisfy the informal complaint and come into compliance, please summarize your proposed actions and the timeframe for completion. Your response is due no later than thirty (30) days from the date of this Notice.

The informal complaint concerns obligations to transmit televised emergency alert system (EAS) messages in an accessible manner during a national test or actual emergency. (*See 2021 EAS Accessibility Public Notice.*) The Commission's rules require EAS Participants to issue alerts in a manner that allows individuals with disabilities to access the full content. Accordingly, the rules require that the visual message be completely displayed on the screen free from obstructions, and the audio portion must play clearly and fully at least once. Below, please see an excerpted portion of the relevant rule, 47 CFR Sec. 11.51 (emphasis added):

Analog and digital television broadcast stations shall transmit a visual message containing the Originator, Event, Location and the valid time period of an EAS message. The **visual message portion of an EAS alert, whether video crawl or block text, must be displayed at the top of the television screen or where it will not interfere with other visual messages, in a manner (*i.e.*, font size, color, contrast, location, and speed) that is readily readable and understandable that does not contain overlapping lines of EAS text or extend beyond the viewable display** (except for video crawls that intentionally scroll on and off of the screen), and in full at least once during any EAS message.

The **audio portion of an EAS message must play in full at least once** during any EAS message.

You can view the entire rule section of 47 CFR Section 11.51 at this link to the Part 11 EAS rules on the FCC's EAS website: [www.fcc.gov/EASRules](http://www.fcc.gov/EASRules).

As your company is the broadcaster, cable television operator, wireless cable operator, wireline video service provider, or direct broadcast satellite provider, we are inquiring into this matter pursuant to section 11.51 of the Commission's rules, 47 CFR § 11.51. If your company asserts that the EAS alert was

---

made accessible, please include in your response a video recording of the material at issue as it appeared on the date and time in question.

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 complainant, at the same 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 provided additional supporting evidence against your company. Cursory responses will be rejected.

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 may make consumer complaint data publicly available in both aggregate and individual form 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 [DRO@fcc.gov](mailto:DRO@fcc.gov) or by calling 202-418-2517 (voice) or 844-432-2275 (videophone for ASL users). In your message, please include your name, your company's name, the ticket number, and your specific questions. Thank you.

Disability Rights Office  
Consumer and Governmental Affairs Bureau  
Federal Communications Commission

---

**2suzyrs**

Aug 18, 2021, 11:50 AM EDT

2suzyrs was not signed in when this comment was submitted. [Learn more](#)

---

ABC Channel 7.1 had a readable text alert, but there was no audio EAS alert – only a buzzing alert. The EAS audio message should have been transmitted.

Attachment(s)

[ABC 2021 EAS Test.MOV](#)

---

You are an agent. Add a comment by replying to this email or [view ticket in Zendesk Support](#).

**Ticket #** 4969102  
**Status** Open  
**Requester** 2suzyrs <2suzyrs@gmail.com>  
**CCs** FCC Consumer Help Center, FCC Consumer Complaints  
**Group** Sinclair Broadcast Group, Inc. (DRO)  
**Assignee** Susan E. Domozych  
**Priority** –  
**Type** Ticket  
**Channel** Web Form

This email is a service from FCC Complaints.