



Complaint  
and  
Response

Form 2000C – Disability Access Complaint

\*\*\* ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT \*\*\*

- d. If you pay to receive television programming, type of subscription service (for example, cable, Satellite): **cable**
  - e. If you pay to receive television programming, name of the company to whom you subscribe: **Comcast**
  - f. Name of program(s) involved: **Governors' debate**
7. If your complaint is about closed captioning of television programs streamed or downloaded from the Internet, provide the following information:
- a. Information about the program viewed (for example, "Orange Blossoms, Season 3, Episode 6"):
  - b. Name, address, website, or e-mail address of the program distributor, provider, and/or owner (for example, "WZUF-CBC.com," "WZUE-TV.com," "SportingchannelWest.com," "TV&MoviesOnline"):
  - c. Information about the device or software used to view the program (for example, manufacturer, model, name of video player software or application):
  - d. Date (mm/dd/yyyy) and time the program was viewed.
8. Briefly describe your complaint and include the resolution you are seeking. If applicable, provide a full description of the telecommunications equipment or customer premises equipment (CPE) and/or the telecommunications service about which the complaint is made, and the date or dates on which the complainant either purchased, acquired or used, or attempted to purchase, acquire or use the telecommunications equipment, CPE or telecommunications service about which the complaint is being made:
- This is a live debate of the men running for governor. I cannot believe it's not captioned on PBS. It will be too late for a current resolution but this should NEVER happen again. I'm trying to be an informed voter.**

You may submit this form over the Internet at <http://www.fcc.gov/cgb/complaints.html>, by e-mail to [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov), by fax to 1-866-418-0232, or by postal mail to:

Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Complaints  
445 12th Street, SW  
Washington, D.C. 20554

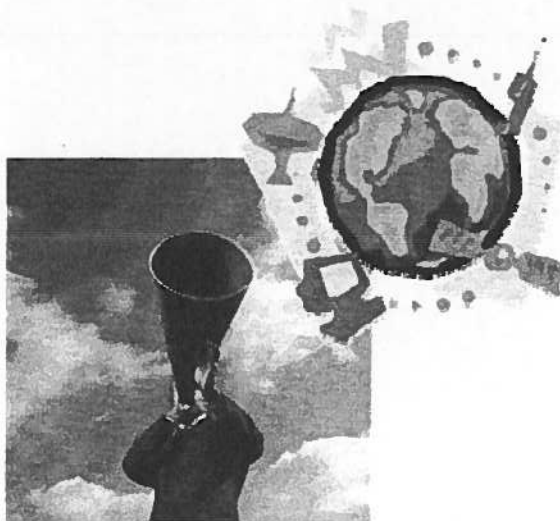
In addition, you may submit your complaint over the telephone by calling 1-888-CALL-FCC or 1-888-TELL-FCC (TTY). If you choose to submit your complaint over the telephone, an FCC customer service representative will fill out an electronic version of the form for you during your conversation. If you have any questions, feel free to contact the FCC at 1-888-CALL-FCC or 1-888-TELL-FCC (TTY).

## **CARRIER RESPONSE COVER PAGE**

**COMPLAINT # : 14-C00622699-1**

**CARRIER : Georgia Public Broadcasting**

**CONSUMER NAME : TITTERINGTON**



**Carrier Instructions:** To better assist the FCC in ensuring that carrier responses are attached to the correct complaint, this cover page has been provided to you for responding to the complaint referenced above. Please ensure that this page precedes your response to this complaint. If you have any questions, please contact your FCC POC.

**FCC Instructions:** When scanning the carrier's response, select file type "Carrier Response" and upload file to the complaint # noted above.



December 18, 2014

Marlene H. Dortch, Esq.  
Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554  
ATTENTION: Consumer & Governmental Affairs Bureau  
Disability Rights Office

Re: Complaint # 14-C00622699-1  
Carrier: Georgia Public Broadcasting  
Consumer Name: Titterington  
Response to Notice of Informal Complaint

Dear FCC:

Georgia Public Telecommunications Commission ("Georgia Public Broadcasting" or "GPB"), responds to the above-referenced Notice of Informal Complaint dated November 26, 2014 and regarding closed captioning of a live political candidate debate broadcast on October 19, 2014.

The complaint indicates that captions were unavailable during GPB's October 19, 2014 live broadcast of a debate between gubernatorial candidates. GPB takes its closed captioning obligations seriously, and regrets that its viewers experienced difficulty with respect to the captioning of this broadcast. GPB's internal review of the matter has concluded that operator error led to the lack of captioning during this debate broadcast. Specifically, GPB aired the debate live from its Studio C. Control Room B. GPB had arranged for closed captions to be generated simultaneously with the broadcast. The closed captioner was latched into GPB's Evertz Encoder during the event and was actively sending captions, but the Encoder was routed due to operator error to the incorrect Control Room (A instead of B), which unfortunately prevented the inclusion of the captions in the live broadcast. In connection with its monitoring of the captioning, GPB became aware that captions were not being displayed while the debate was airing live, and tried to determine the problem and resolve it, but was unable to do so during the live broadcast. Only later did GPB find that the captions had been routed incorrectly.

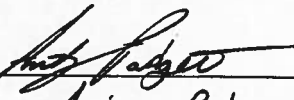
GPB shares its viewer's concern regarding the lack of captioning during this live broadcast, especially considering the subject matter of the programming and given the nature of the problem in this instance. GPB remains committed to disability rights in general, and closed captioning compliance in particular. In light of this situation and the results of GPB's own review of the technical errors, GPB will implement remedial efforts, including additional training of personnel responsible for closed captioning of live events and increased managerial oversight of such efforts, as well as measures aimed at improving response time for addressing errors during live broadcasts (including use of a dedicated live return-with-captions monitor in the control room during live productions). In addition, as GPB is reviewing and revising its closed captioning procedures, it is exploring technological options with its master control provider, Encompass, that would feature real-time Miranda iControl equipment-based closed captioning monitoring, including alarms reported to operators on duty immediately upon identification of potential issues. GPB believes that such efforts will help ensure that issues such as that identified by the complaint are avoided in the future. In so doing, GPB seeks to fulfill its ongoing commitments as an FCC broadcast station licensee to provide facilities that conform to FCC regulations, and to serve all of its viewers in its local communities.



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December 18, 2014  
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For all of the reasons noted above, GPB respectfully requests the Commission's acceptance of GPB's explanation and corrective efforts with respect to this complaint. As noted, GPB independently discovered the captioning problem affecting this particular live broadcast prior to receipt of this consumer complaint, and has already begun to take steps to ensure that such issues do not recur. Should any questions arise concerning this response, kindly contact the undersigned.

Sincerely,  
GEORGIA PUBLIC  
TELECOMMUNICATIONS COMMISSION

By:   
Name: Anthony Padgett  
Title: COO

cc: DROinquiries&complaints@fcc.gov  
Robin Titterington by email at [furriesmom@gmail.com](mailto:furriesmom@gmail.com))