



ROBERT GIBSON
Director/Technology & Operations

July 6, 2017

Via Electronic Mail

Mary Duvall

Re: FCC Official Notice of Informal Complaint dated May 31, 2017
Ticket No. 1671706

Dear Ms. Duvall:

WUSA, Washington, D.C. (the "Station") hereby responds to your closed captioning inquiry, which was forwarded by the Federal Communications Commission ("FCC") to the Station with an Official Notice of Informal Complaint dated May 31, 2017.¹ Your inquiry concerns the reported absence of closed captions in local and network programs that aired on the Station from May 26 to the evening of May 28, 2017. Your inquiry also indicates that you are a Comcast customer.

We are fully committed to serving all of our viewers and take seriously our obligations under 47 C.F.R. § 79.1 to provide closed captioning to members of the hearing-impaired community. We have determined that a processing card in our direct feed to Comcast failed, which resulted in the intermittent loss of captions to all Comcast customers. As soon as the technical issue was identified, the Station resolved the problem by having Comcast switch to a backup feed. Captions were restored by 2:30 p.m. on Saturday, May 27.

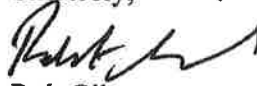
We will continue to monitor our systems to ensure that closed captions continue to appear in programming aired by the Station. We greatly appreciate being informed by our viewers whenever they have concerns, and we strive to ensure that the programming that airs on the Station remains widely accessible to the public.

Please do not hesitate to contact me with any further questions or concerns. I can be reached by phone at (202) 895-5811, or by e-mail at rgibson@wusa9.com.

¹ The FCC's notice initially was misdirected to "cc@wusa.com," rather than the correct e-mail address, "cc@wusa9.com." By e-mail of June 30, 2017, Sherita Kennedy of the FCC's Disability Rights Office extended the Station's response deadline — originally June 30, 2017 — to July 14, 2017.

Mary Duvall
July 6, 2017
Page 2

Sincerely,

A handwritten signature in black ink, appearing to read "Rob Gibson", with a stylized flourish at the end.

Rob Gibson
Director of Technology & Operations
WUSA

cc: Sherita Kennedy
Disability Rights Office
Federal Communications Commission
445 Twelfth Street, SW
Washington, DC 20554

Baldwin, Sue

From: Sherita Kennedy <Sherita.Kennedy@fcc.gov>
Sent: Friday, June 30, 2017 11:02 AM
To: WUSA-Caption; Gibson, Rob
Subject: FW: FCC Complaint Ticket No. 1671706 - Duvall
Attachments: ticket #1671706 - duvall.pdf

External Email – Be Suspicious of Attachments, Links and Requests for Login Information

Thanks for assisting with this matter. A 2-week extension has been granted. The response due date will now be July 14, 2017.

Sherita Kennedy
Sherita.Kennedy@fcc.gov
CGB/DRO
Telecommunications Accessibility Specialist
(202)418-0287

From: Sherita Kennedy
Sent: Thursday, June 29, 2017 5:31 PM
To: 'cc@wusa.com' <cc@wusa.com>
Subject: FW: FCC Complaint Ticket No. 1671706 - Duvall

Good afternoon,

This email is a reminder that a response for this complaint is due June 30, 2017.

Thanks in advance for assisting with this matter.

Sherita Kennedy
Sherita.Kennedy@fcc.gov
Telecommunications Accessibility Specialist
CGB/DRO
(202) 418-0287

From: Sherita Kennedy
Sent: Wednesday, May 31, 2017 3:08 PM

To: cc@wusa.com

Subject: FCC Complaint Ticket No. 1671706 - Duvall

Dear WUSA-TV,

The Disability Rights Office (DRO) of the Federal Communications Commission (FCC or Commission) wishes to notify you that your company has been named in a complaint filed with the FCC. We are sending you this email with a Notice of Informal Complaint and the consumer's complaint as attachments. You may reply to the **FCC by email**, but please send your response to the consumer's preferred method of response.

Sincerely,

Sherita Kennedy (202) 418-0287

Sherita.Kennedy@fcc.gov

Telecommunications Accessibility Specialist

CGB/DRO

Baldwin, Sue

From: Gibson, Rob
Sent: Sunday, May 28, 2017 8:57 PM
To: The Duvalls
Cc: WUSA-Caption
Subject: Re: Closed Captioning - May 27 - May 28, 2017

Hi Mary
The issue was resolved yesterday....early in the afternoon.
Thanks
Rob Gibson
Director of Technology
WUSA-TV

On May 28, 2017, at 8:15 PM, The Duvalls ·

wrote:

External Email – Be Suspicious of Attachments, Links and Requests for Login Information

There has been no captioning on Channel 9 either local or national programs since Friday, May 27. Can you tell me why this is happening? I know it's not my TV as I get captioning on other channels. I've tried turning TV on and off, switching channels and just simply waiting for captioning to appear. Nothing happens. I don't know if it is on your end or if it is the network. I rely on captioning as I don't hear well. If the news isn't captioned, I don't know what is going on. If one of my favorite shows is on and there's no captioning, I can't enjoy it because I'm constantly trying to figure out what the plot is and what they're saying.

I'd appreciate if you would look into this and let me know what is going on. If you're paying someone to caption, there's a problem – either they're not doing the captioning at all or the person doesn't know how to put the captioning on the screen. Either way, it's a no win situation and you're paying money for services not provided.

Thank you.

Mary Duvall

Baldwin, Sue

From: The Duvalls
Sent: Sunday, May 28, 2017 8:16 PM
To: WUSA-Caption
Subject: Closed Captioning - May 27 - May 28, 2017

External Email – Be Suspicious of Attachments, Links and Requests for Login Information

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Thank you.

Mary Duvall