

From: "Donna L. Smith" <pillowlady64730@yahoo.com>

Date: April 4, 2011 6:37:19 PM CDT

To: dthomas@koamtv.com

Subject: Complaint to the FCC

Hi Danny. We were without closed captioning in FEB. OF THIS YEAR not 2010. My daughter & I called your station a few times & called our cable provider apparently to no avail. Since I have a hearing problem & use the closed captioning all the time AND since we watch your channel most of the time, it was a problem. So, I did contact the FCC. However the problem cleared up and when I heard from the FCC I wrote them back & told them you had taken care of it. Thanks, Donna Smith



April 27, 2011

Ms. Marlene C. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

Re: FCC Case No. 11-C00281497-SM

(Smith) KOAM-TV, Pittsburg, KS

Dear Ms. Dortch:

This responds to a letter dated March 28, 2011, authored by Susan L. Kimmel, Deputy Chief, Disability Rights Office/Consumer & Governmental Affairs Bureau, transmitting to us a copy of a complaint filed by Ms. Donna Smith, 1920 Huntington Blvd., Lot 60D, Fort Scott, KS 66701. The complaint states that on "02/04/2010"¹ at "20:00:00: PM" she first "lost all sound, then closed captioning went off. Sound came back on late that night but closed captioning never did." Ms. Smith stated that the television station she was watching was KOAM-TV via SuddenLink cable.²

Pursuant to Ms. Kimmel's directive, we wrote Ms. Smith to acknowledge receipt of the FCC's notice and her complaint. I asked Ms. Smith to call me at 417-624-0233 or email me at dthomas@koamtv.com to verify that 2010 is the correct year so we can thoroughly investigate your complaint. Ms. Smith verified that the date on which she lost closed captions was in 2011, not 2010. See the attached copy of her email dated April 5, 2011, in which she states that the closed captioning difficulty occurred in 2011. Ms Smith also states that she wrote the FCC and "told them you had taken care of it."

Based on the corrected date, we reviewed our Mass Logger for the date February 4, 2011. We checked random times between 7 pm and 11 pm with extra emphasis on the 8:00 pm hour and found KOAM-TV was transmitting both audio and closed captioning. We contacted SuddenLink and they acknowledged problems with their system in early February 2011. I was informed that SuddenLink found they had a modulator problem and replaced the modulator during the second week of February.

¹ Later found to be 2011, not 2010.

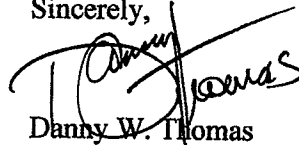
² Cequel Communications, LLC, which does business as SuddenLink Communications

KOAM-TV: 417-624-0233 or 620-231-0400

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We believe we have responded to your inquiry and the problem has been resolved. If you feel we should provide additional information, please contact our counsel, Gary S. Smithwick, Esq.

Sincerely,

A handwritten signature in black ink, appearing to read "Danny W. Thomas", written over a horizontal line.

Danny W. Thomas

Vice President/General Manager

Cc: Ms. ShaVonne Morris, FCC (via email: ShaVonne.Morris@fcc.gov).

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April 26, 2011

Marlene H. Dortch, Esquire
Secretary
Federal Communications Commission
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Room TW-A325
Washington, D.C. 20554

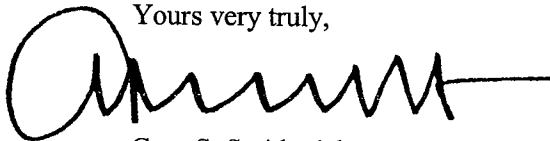
Re: FCC Case No. 11-C00281497-SM
(Smith) KOAM-TV, Pittsburg, KS
Response to Informal Complaint

Dear Ms. Dortch:

Transmitted herewith, on behalf of Saga Quad States Communications, LLC, licensee of Station KOAM-TV, Pittsburg, Kansas, is a response to the FCC's Notice of Informal Complaint, dated March 28, 2011.

If any question arises, or further information is needed, please contact undersigned counsel.

Yours very truly,



Gary S. Smithwick
Counsel for
Saga Quad States Communications, LLC

GSS/sls
Enclosure

cc with enclosure:

Ms. Susan L. Kimmel, Deputy Chief Disability Rights Office/CGB
(via hand delivery and Susan.Kimmel@fcc.gov)
Ms. ShaVonne Morris (via hand delivery and
ShaVonne.Morris@fcc.gov)
Ms. Donna Smith, (via U.S. Mail and pillowlady64730@yahoo.com)
Saga Quad States Communications, LLC