

Beder, Michael

From: Beder, Michael
Sent: Friday, February 21, 2020 12:25 PM
To: [REDACTED]; FCC
Cc: Branson, Denise
Subject: RE: Serve ticket#: 3745729 Last Name: travis
Attachments: WCNC NOIC Response to Travis (2-21-2020).pdf

Good morning,

Attached, please find WCNC's response to the informal complaint served on WCNC on January 24, 2020, on behalf of Joann Travis, regarding the placement of closed captioning in NBC programming aired by the station. Please don't hesitate to reach out to us with any further questions on this matter.

Regards,
Michael Beder

Michael Beder | Associate General Counsel | TEGNA Inc.
8350 Broad Street, Suite 2000, Tysons, VA 22102
Office: 703.873.6902 | Cell: 703.213.8992 | Email: mbeder@tegn.com

From: FCC <consumercomplaints@fcc.gov>
Sent: Friday, January 24, 2020 8:20 AM
To: Beder, Michael <MBeder@tegn.com>; Branson, Denise <DBranson@tegn.com>
Subject: Serve ticket#: 3745729 Last Name: travis

CAUTION - EXTERNAL EMAIL - Please use caution opening attachments and never share your password.
Send suspicious email to infosec@tegn.com.

- Please type your reply above this line -

Due Date: 02/23/2020
Serve Date: 01/24/2020

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3745729>

Subject: Closed Captioning on Cable TV

Tags: cable_tv carrier_response_pending dro_noic_79_1 dro_serve_done equipment_tv north_carolina north_carolina_behalf_of other_customer spectrum trigger_direct_to_dro_for_review tv_equipment_other yes_contacted_company yes_filing_on_behalf

Email: [REDACTED]

Method: - Cable

Issue: - Equipment

Number subject to complaint:

Company Name:

Other Company Name:

Account #: phone number of service 704.366.167 4

First: Joann

Last: travis
Address: [REDACTED]
Address 2:
City: charlotte
State: north_carolina
Zip: 28211
Phone where to be contacted: [REDACTED]
Filing on Behalf of Someone: Yes
Relationship:
First Name: irene
Last Name:travis
Serve Status: carrier_response_pending

Ticket Information:

Sherita Kennedy (FCC Complaints)

Jan 24, 8:19 AM EST

Private note

OFFICIAL NOTICE OF INFORMAL COMPLAINT

The Federal Communications Commission (FCC or Commission) is serving your company with this informal complaint that Joann travis filed with the Disability Rights Office (DRO). The informal complaint concerns obligations to provide closed captioning on television. We are inquiring into this matter pursuant to sections 713 and 4(i) 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 CFR § 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 complaint concerns the quality of the closed captioning, we remind you that closed captions – no matter how they are produced, for example, by the use of the electronic newsroom technique (ENT), where permitted, by a captioning service, or by using automated speech recognition technology – are subject to the FCC's closed captioning quality standards related to accuracy, synchronicity, completeness, and placement. 47 CFR § 79.1(j). If known, please include in your response how the closed captions at issue were produced. To support a response that asserts that the captioning at issue complies with the closed captioning quality rules, please include with your response a recording, such as a DVD or electronic file, of the time(s) and date(s) of the event(s) described in the complaint.

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 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 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.

Sherita Kennedy (FCC Complaints)

Jan 9, 8:33 AM EST

Private note

WCNC – NBC

Joanntravis

Jan 8, 5:05 PM EST

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

my mother's tv has spectrum cable. There is a problem with the placement of the closed captioning on Meet the Press (NBC) on Sunday mornings at 11:00 a.m.
please respond to me, not my mother, at my email address or phone number 704.366.2326.

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

Ticket # 3745729

Status Open

Requester Joanntravis

CCs FCC Consumer Help Center

Group WCNC-TV (DRO)

Assignee –

Priority –

Type Ticket

Channel Web Form

This email is a service from FCC Complaints.


TEGNA

MICHAEL BEDER

ASSOCIATE GENERAL COUNSEL

February 21, 2020

By Electronic Mail

Joann Travis


Re: Official Notice of Informal Complaint dated January 24, 2020
FCC Complaint Ticket No. 3745729

Dear Ms. Travis:

WCNC-TV, Inc. ("Licensee"), the licensee of television station WCNC-TV, Charlotte, North Carolina ("WCNC"), hereby responds to your closed captioning inquiry, which the Federal Communications Commission ("FCC") forwarded to WCNC with an Official Notice of Informal Complaint dated January 24, 2020.

In your inquiry and in a follow-up conversation with Jodi Winterton, WCNC's assistant director of technology, you stated that captions in NBC's program "Meet the Press" are placed onscreen in a way that sometimes blocks information shown in other text or graphics during the program.

We are fully committed to serving all of our viewers and take seriously our closed captioning obligations under the FCC's rules. Unfortunately, for network programs like "Meet the Press," although WCNC passes through the captions placed by the network, the station does not have control over the content or placement of the captions in the program. We have reached out to NBC to alert the network to your concern, and we would be happy to follow up with you regarding any response we receive.

In the meantime, we will continue to monitor our systems to ensure that closed captioning continues to be passed through as received by WCNC and inserted in local programming as required by FCC rules. We greatly appreciate being informed by our viewers whenever they have concerns, and we strive to ensure that the programming that airs on WCNC remains widely accessible to the public.

Please do not hesitate to contact me with any further questions or concerns. WCNC's closed captioning contact is Jodi Winterton, who can be reached at (704) 329-3727, or by e-mail at jwinterton@wcnc.com. I can be reached at (703) 873-6902, or by e-mail at mbeder@tegna.com.

Sincerely,



cc: Sherita Kennedy, Telecommunications Accessibility Specialist
FCC Consumer and Governmental Affairs Bureau, Disability Rights Office
Sherita.Kennedy@fcc.gov