

## #1727686 Sub-par quality of closed captioning services.

**Submitted** June 25, 2017, 1:49 PM  
**Received via** Web Form  
**Requester** Rjzljz <rjzljz@gmail.com>

### CCs

Sherita Kennedy <sherita.kennedy@fcc.gov>

**Status** Open  
**Type** -  
**Priority** -  
**Group** DRO - Main Form  
**Assignee** Sherita Kennedy

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**Company Name** Dish Network  
**Internet Method** Satellite  
**Internet Issues** Interference  
**First Name** Robert J  
**Last Name** Zoellner  
**State** Wisconsin  
**Zip Code** 54971  
**Phone (where you can be contacted)** 920-602-0892  
**Address 2** Apt B4  
**Address 1** 560 N. Douglas Street  
**City** Ripon  
**Filing on Behalf of Someone** Yes  
**First Name (on behalf of)** Robert C and Sharon M.  
**Last Name (on behalf of)** Zoellner  
**Company Name (on behalf of)** N/A  
**Your Relationship (on behalf of)** Son  
**Address (on behalf of)** N34 W23708 Five Fields Road, #211  
**City (on behalf of)** Pewaukee  
**State (on behalf of)** Wisconsin  
**Zip Code (on behalf of)** 53072  
**Internet Interference Sub Issue** Other  
**Contacted Company About Issue** No  
**Relationship to Company** Other

**Rjzljz** Jun 25, 1:49 PM

My parents subscribe to Dish Network, and make use of closed captioning services provided for both live and pre-recorded programming. Although I am not hard of hearing, I do occasionally pay attention to the quality of the service. I can understand occasional misspellings, grammar problems, and the like with live programming, such as news broadcasts, but am mystified as to the shoddy quality of the service for pre-recorded programming. Misspellings, omissions, and the like occur more often than should be acceptable, as the persons doing the transcribing should be professionals (if the services are provided by mechanical means, than this should be looked at as well).

Thank you for your attention....Robert J. Zoellner

**Sherita Kennedy** Jun 26, 8:39 AM

Good morning Mr. Zoeliner,

Thank you for filing your closed captioning complaint with the FCC. In order to further process your complaint, we need some additional information from you:

- 1 - Channel/Network/Call Sign of the station(s) that did not provide quality captions.
- 2 - Name of the program(s) that did not have quality captions
- 3 - Date and time(s) that these programs were viewed.

Thanks in advance for this additional information.

Sherita Kennedy

**Rjzljz** Jun 26, 8:10 PM

The programming is on Sunday mornings at 7 am, CST. It is "Charles Stanley - In Touch", on the ION Network, channel 55. Please let me know if you need anything else.

Robert J. Zoellner

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**Sherita Kennedy** Jun 27, 8:47 AM

Good morning and thanks for the additional information.

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**Sherita Kennedy** Jun 27, 9:12 AM

Internal note

#### OFFICIAL NOTICE OF INFORMAL COMPLAINT

The Federal Communications Commission (FCC or Commission) is serving your company with this informal complaint that Robert J Zoellner filed with the Disability Rights Office (DRO). The informal complaint concerns obligations to provide closed captioning on television. We are investigating 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 C.F.R. § 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 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 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 publically 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](mailto: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.

cc: Dish Network

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