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January 9, 2024

**VIA E-MAIL**

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
45 L Street NE  
Washington, DC 20554

Attn: Ms. Ivy Bonheyo  
Disability Rights Office  
Consumer and Governmental Affairs Bureau

Re: WPXI, LLC  
FCC Complaint Ticket No. 6629113 [REDACTED]  
Response to Notice of Informal Complaint

Dear Ms. Dortch:

On behalf of WPXI, LLC (“WPXI”), I hereby submit WPXI’s response to the December 11, 2023 letter from the Federal Communications Commission’s Consumer and Governmental Affairs Bureau (the “Letter”).<sup>1</sup> The Letter forwarded a complaint from [REDACTED], which referenced concerns with the audio descriptions during the Macy’s Thanksgiving Day Parade. Specifically, [REDACTED] stated he had trouble hearing the live audio descriptions because the main audio stream overpowered them. WPXI has conducted a thorough investigation into [REDACTED] complaint.<sup>2</sup> This response, a copy of which is provided directly to [REDACTED], reflects the result of that investigation.

WPXI takes seriously its obligation to pass through audio descriptions in network programs and seeks to resolve concerns and complaints promptly. After receiving the informal complaint, WPXI personnel immediately reviewed the recording of its programming from November 23 and confirmed that the station’s programming included both audio descriptions and program audio playing simultaneously.

During the investigation, WPXI discovered that the cause of the problem was a passthrough configuration error. WPXI had recently made equipment changes to prepare for network audio changes from NBC, the station’s network partner. WPXI received notice that

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<sup>1</sup> *Official Notice of Informal Complaint*, Disability Rights Office, Consumer & Governmental Affairs Bureau, Federal Communications Commission, WPXI, LLC, FCC Complaint Ticket No. 6629113 [REDACTED].

<sup>2</sup> See 47 C.F.R. § 79.3.



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NBC's network audio changes were unsuccessful and the network decided to revert to the prior configuration. WPXI inadvertently left the equipment changes intact, which caused the issue [REDACTED] mentioned. WPXI resolved the audio channel configuration on the same day it received the Letter.

WPXI's engineering team has confirmed that audio descriptions are clearly aired on the station's over-the-air stream, as well as the feeds retransmitted by other multichannel video programming distributors. Based on the results of WPXI's extensive review and subsequent action, there is no indication that the technical issue with the audio descriptions will continue.

WPXI takes great pride in serving its subscribers and provides local residents with audio description information that fulfills its obligations under the FCC's rules. As part of its ongoing dialogue with the community, WPXI provides several approaches by which [REDACTED] and other viewers can share their questions or concerns about the WPXI audio description. WPXI encourages [REDACTED] to contact the station directly about any audio description concerns by calling 412-918-8181. Additionally, [REDACTED] and other viewers can send an email to [TechnicalHotline@wpxi.com](mailto:TechnicalHotline@wpxi.com), or send a written concern via mail to:

Director of Engineering  
WPXI-TV  
4145 Evergreen Road  
Pittsburgh, PA 15214

If [REDACTED] has any further questions or concerns, we urge him to reach out directly to WPXI so its engineers can help to troubleshoot any additional issues [REDACTED] may be experiencing.

Respectfully submitted,

/s/ Henry H. Wendel

Henry H. Wendel  
Belen Crisp

*Counsel to WPXI, LLC*

cc: [REDACTED] (via email)  
Ms. Alysia Long (via email)  
WPXI Online Public Inspection File