

#5328835 Bad closed captioner

Submitted March 1, 2022 at 8:53 PM
Received via Web Form
Requester Poetresshunter <poetresshunter@yahoo.com>

CCs

Will Schell <will.schell@fcc.gov>

Status	Type	Priority	Group	Assignee
Open	-	-	DRO - Main Form	Robert McConnell

Name of TV program

WPXI News

Accessibility Issues

Closed Captioning over the Internet (for example, to your computer, tablet, smartphone, television, video game console, or other Internet-enabled device)

First Name	Last Name	State	Zip Code	Time of Issue	Date of Issue
		Penn ylvania	15227	8 30 pm	March 1, 2022

Phone (where you can be contacted) **Address 2** **City Where Program was Viewed/Heard**
Pittsburgh

City of Company Complaining About **State of Company Complaining About**
Pitt burgh Penn ylvania

Device or Software Used **Preferred Method of Response** **Name of Company Complaining About**
Lenova laptop Email WPXI

Zip Code of Company Complaining About **State Where Program was Viewed/Heard**
15214 Penn ylvania

Address 1 **Phone Number of Company Complaining About** **City**
Pittsburgh

Filing on Behalf of Someone

No

Poetresshunter March 1, 2022 at 20:53

Several times I have tried to watch closed captioned videos on local station WPXI in Pittsburgh, Pa. The only words that show up are, "Mmhm mmmm okay. Yeah." Over and over in random order. I think it is extremely unprofessional. And potentially harmfully for hearing impaired to be missing real news. I think you need to contact the individual and request accurate representation of the position.
Thank you for your time.

Will Schell March 2, 2022 at 08:41

Thank you for filing thi complaint How were you watching WPXI? Your complaint ay that you watched on a laptop but were you watching on a n app, on WPXI.com on a web browser, or were you watching WPXI ome other way? Thank you for any detail you can provide

Di ability Right Office
Federal Communication Commi ion

Poetresshunter March 2, 2022 at 09:46

Hello,

Thank you for such a prompt response. I was watching on WPXI.com.

Sincerely,

On Wednesday, March 2, 2022, 08:41:25 AM EST, FCC <consumercomplaints@fcc.gov> wrote:

```
#yiv0993937764 table td {border-collapse:collapse;}#yiv0993937764 body .filtered999999
.yiv0993937764directional_text_wrapper {direction:rtl;unicode-bidi:embed;}
```

Will Schell March 3, 2022 at 08:34

Internal note

Closed Captioning Contact
Otto Schellin
Director of Engineering
WPXI TV
4145 Evergreen Road
Pittsburgh, PA 15214
412 237 1100 [phone]
412 237 1286 [fax]
CaptioningHotline@wpxi.com

Robert McConnell March 7, 2022 at 13:06

Internal note

OFFICIAL NOTICE OF INFORMAL COMPLAINT

The Federal Communications Commission (FCC or Commission) is serving your company with this informal complaint that [redacted] filed with the Disability Rights Office (DRO). This Notice of Informal Complaint (Notice or NOIC) directs your company to follow the instructions below and respond fully and directly to each issue raised in the informal complaint. In your response, please explain how you have addressed the informal complaint. If you need to take steps to satisfy the informal complaint and come into compliance, please summarize your proposed actions and the timeframe for completion. Your response is due no later than thirty (30) days from the date of this Notice.

The informal complaint concerns obligations to ensure that video programming shown on television with closed captions has closed captions when it is distributed using Internet protocol. As your company is the owner, distributor, or provider of the video programming at issue (or a combination of any of these), 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 79.4 of the Commission's rules, 47 CFR § 79.4. 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 complainant, 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 provided additional supporting evidence against your company.

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 uses its best efforts to resolve this complaint in a timely manner. cursory responses will be rejected. The Commission may make consumer complaint data publicly available in both aggregate and individual form 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 DRO@fcc.gov or by calling 202-418-2517 (voice) or 844-432-2275 (videophone for ASL users). In your message, please include your name, your company's name, the ticket number, and your specific questions. Thank you.

Disability Rights Office
Federal Communications Commission

Support Software by **Zendesk**