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May 5, 2021

VIA E-MAIL

Mr. Robert McConnell
Disability Rights Office
Consumer & Governmental Affairs Bureau
Federal Communications Commission
45 L Street NE
Washington, DC 20554

Re: WPXI(TV), Pittsburgh, Pennsylvania
Facility Identification Number 73910
FCC Complaint Ticket No. 5328835 ()
Response to Notice of Informal Complaint

Dear Mr. McConnell:

On behalf of WPXI, LLC (“CMG”), licensee of WPXI(TV), Pittsburgh, Pennsylvania, I hereby submit CMG’s response to the March 7, 2022 letter from the Commission’s Consumer & Governmental Affairs Bureau (the “Letter”).¹ The Letter forwarded a complaint from Ms. who raised concerns about the accuracy of the captions on the WPXI(TV) website. CMG has conducted a thorough investigation into Ms. complaint.² This response, a copy of which is provided directly to Ms. reflects the result of that investigation.

CMG takes seriously its obligation to ensure that its closed captioning complies with FCC rules and seeks to resolve viewer concerns and complaints quickly. CMG’s engineering staff at WPXI(TV) reviewed the online news content that Ms. alluded to in her complaint. They did not identify any captioned programming that failed to comply with the Commission’s rules. In addition, WPXI(TV)’s Engineering Manager contacted Ms. by e-mail to offer assistance and to ask for more details about her difficulties. Ms. has not yet responded to the station’s outreach, but the CMG engineering team will be able to help resolve any lingering issues if she responds.

¹ *Official Notice of Informal Complaint*, Disability Rights Office, Consumer & Governmental Affairs Bureau, Federal Communications Commission, to WPXI(TV), FCC Complaint Ticket No. 5328835 (). This response is timely filed pursuant to an extension of time provided by FCC staff on April 13, 2022.

² See 47 C.F.R. § 79.1(g)(4).



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CMG takes great pride in serving the Pittsburgh market and provides local viewers with closed captioning that fulfills its obligations under the FCC's rules. As part of its ongoing dialogue with the community, CMG provides several approaches by which Ms. [REDACTED] and other viewers can share their questions or concerns about the station's closed captions. A viewer can report any closed captioning problems by sending a message to the station's Technical Hotline mailbox at TechnicalHotline@wpxi.com. In addition, viewers can contact WPXI(TV) by telephone for assistance with closed captioning. A station representative promptly responds to any and all viewer closed captioning comments or complaints.

If Ms. [REDACTED] has any further questions or concerns, we urge her to contact the station directly so CMG's engineers can help to troubleshoot any additional issues she may be experiencing.

Respectfully submitted,

 / s /
Henry H. Wendel

Counsel to WPXI, LLC

cc: Ms. [REDACTED] (via e-mail)
WPXI(TV) online public inspection file