

## #6629113 Concerning Audio Description Transmission for 97th Macy's Thanksgiving Day Parade

Submitted	Received via	Requester		
December 8, 2023 at 2:34 PM	Web Service	[REDACTED]		
Status	Type	Priority	Group	Assignee
Open	-	-	DRO - Main Form	Ivy Bonheyo
Complaint Internal Status	Carrier Serve Due Date	TV Method	Accessibility Issues	First Name
Carrier Response Pending	January 10, 2024	Cable	Video Description	[REDACTED]
Last Name	State	Zip Code	Phone (where you can be contacted)	
[REDACTED]	Pennsylvania	[REDACTED]	[REDACTED]	
City Where Program was Viewed/Heard	Preferred Method of Response	Call Sign		
Pittsburgh	Email	NVC-WPXI-DT		
State Where Program was Viewed/Heard	Address 1	City	Filing on Behalf of Someone	
Pennsylvania	[REDACTED]	[REDACTED]	No	
Name of Subscription Service	DRO Accessibility Tracking			
Comcast/XFINITY	Audio Description			

[REDACTED] December 8, 2023 at 2:34 PM

Greetings,

I am writing to report some audio challenges that were presented in the most recent broadcast of the Macy's Thanksgiving Day Parade, and its live audio description.

My name is [REDACTED], and my contact information is [REDACTED]. Best methods of response are either by phone [REDACTED] or email ([REDACTED]).

My viewing of the program/parade was on channel 811 NBC-WPXI-DT through my accessible Xfinity subscription.

While tuning in on November 23, 2023 at 8:30 a.m. (Eastern) the live audio description was coming through, but the sound mix was very unbalanced. The audio coming from the actual parade hosts and performers was overpowering the live audio description more often than not, thus making it inaudible and unable to be both clearly heard and understood until there was silence from both the hosts and performers.

I am not sure who controls the overall sound mixing balance with a live audio describer implemented, but this is something that needs to be paid attention to a little more closely in future uses with a live describer.

At the bottom is the email from the Audio Description Project announcing the parade being audio described.

Thank you!

[REDACTED]  
Ivy Bonheyo December 11, 2023 at 2:05 PM

Internal note

OFFICIAL NOTICE OF INFORMAL COMPLAINT

47 CFR § 79.3 - Audio description of video programming

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 provide audio description on video programming. As your company is either the broadcaster or multichannel video programming distributor (MVPD), 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 79.3 of the Commission's rules, 47 CFR § 79.3.

Whenever possible, simultaneous service of this NOIC will be made to broadcasters and the MVPD. You are encouraged to coordinate with the associated broadcaster, nonbroadcast network, or MVPD to resolve this complaint. If the programming at issue had been delivered to your company without audio description, your company must check with the broadcaster or nonbroadcast network before responding to this Notice to determine whether the programming is exempt from the audio description requirements pursuant to 47 CFR 79.3(b). Please note that even if the broadcast or nonbroadcast network qualifies for an audio description exemption, the MVPD still has an obligation to pass through audio description of already described programs in accordance with 79.3(b) (3)-(5)(ii).

In your response, you should explain the cause of the problem, how the problem was fixed, and sufficient information to verify the audio description is working. 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. 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](mailto: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.

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Disability Rights Office  
Consumer and Governmental Affairs Bureau  
Federal Communications Commission

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