

Carol Heynen Wooten

From: Stephen Hartzell
Sent: Friday, March 26, 2021 10:34 AM
To: 'Sherita Kennedy'
Cc: Will Schell; 'melody@taosnewmexico.com'
Subject: WPTA Response FW: FCC Complaint Ticket No. 4628826
Attachments: ticket #4628826 - complaint - Reese.pdf

Dear Sherita:

I'm emailing on behalf of WPTA License, LLC, licensee of WPTA. We would like to close the loop on Ticket No. 4628826, which you had sent to WPTA as a courtesy copy when you served it on DirecTV.

Upon receipt from you of the NOIC on March 18, 2021, WPTA contacted DirecTV to ensure that WPTA's captions were being passed through. DirecTV assured WPTA that they were. WPTA then reached out to Melody Reese who had filed the complaint on her mother's behalf to let her know that our captioning was functioning properly and that the station suspected the issue may be a DirecTV equipment issue. Ms. Reese contacted DirecTV and, ultimately, was able to talk to a helpful individual and the next day DirecTV was able to resolve the issue.

WPTA again contacted Ms. Reese on March 24 to follow-up and make sure that she had received satisfactory assistance from DirecTV to resolve the issue—we know all too well that viewers do not want to feel like they are being ping-ponged back and forth between a broadcast station and an MVPD—and we happily learned that the captioning had been functioning consistently for a full week; DirecTV was able to provide a fix. Ms. Reese expressed gratitude to WPTA, and the station was glad to hear that the issue was resolved.

If you need anything else from WPTA to close Ticket No. 4628826, please let me know.

Have a great weekend!

Best regards,
- Stephen

Stephen Hartzell

Counsel to WPTA License, LLC, licensee of WPTA



t: 919.839.0300
f: 336.232.9209

1700 Wells Fargo Capitol Center
150 Fayetteville Street
Raleigh, NC 27601
P.O. Box 1800 (27602)

From: Sherita Kennedy <Sherita.Kennedy@fcc.gov>
Sent: Thursday, March 18, 2021 10:19 AM
To: Brady Dreasler <bdreasler@quincymedia.com>
Cc: Stephen Hartzell <SHARTZELL@brookspierce.com>
Subject: FCC Complaint Ticket No. 4628826

[EXTERNAL]

Dear WPTA / Brady Dreasler,

The Disability Rights Office (DRO) of the Federal Communications Commission (FCC or Commission) wishes to notify you that your company has been named in a complaint filed with the FCC. The attachments are copies of the Notice of Informal Complaint and the consumer's complaint. We have served the complaint ticket on AT&T/Directv, but wanted to send you a **courtesy copy** of the complaint as well.

Sincerely,

Sherita Kennedy
Sherita.Kennedy@fcc.gov
Telecommunications Accessibility Specialist
CGB/DRO
(202) 418-2517