

#1900332 Captions During emergency

Submitted September 2, 2017, 11:37 AM
Received via Web Form
Requester Laura Maddux [REDACTED]

CCs

Sherita Kennedy [REDACTED]

Status	Type	Priority	Group	Assignee
Open	-	-	DRO - Main Form	Sherita Kennedy

Company Name	Company Name (Other)	TV Method	TV Issues	First Name	Last Name
Other	Channel 12	Internet	Availability	Laura	Maddux
State	Zip Code	Phone (where you can be contacted)	Address 1	City	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
Filing on Behalf of Someone	Your Relationship (on behalf of)	Contacted Company About Issue			
Yes	Many Deaf people in the area	No			
Relationship to Company					
Other					

Laura Maddux Sep 2, 11:37 AM

<http://www.12newsnow.com/weather/harvey/floodwaters-seen-in-west-port-arthur-468793057> – Captions go to fast or are disorganized on top of each other. I can't read it, so a second language learner like many Deaf are going to have a hard time reading it.

Sherita Kennedy Sep 5, 2:46 PM

internal note

Request [#1900339](#) "Captions for Deaf in emergency" was closed and merged into this request. Last comment in request [#1900339](#):

<http://www.12newsnow.com/mb/weather/hurricane/beaumont-officials-looking-for-solutions-after-harvey-floodwaters-take-out-water-system/469858066> – Captions not supported on mobile phones

Sherita Kennedy Sep 5, 3:01 PM

internal note

OFFICIAL NOTICE OF INFORMAL COMPLAINT

The Federal Communications Commission (FCC or Commission) is serving your company with this informal complaint that Laura Maddux filed with the Disability Rights Office (DRO). The informal complaint concerns obligations to provide closed captioning of video programming which had been previously shown on television and which is delivered using Internet protocol. We are investigating 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 C.F.R. § 79.4.

This Notice of Informal Complaint (Notice or NOIC) directs your company as the owner, distributor or provider of the video programming at issue to respond fully and directly to each and every item raised in the informal complaint. In your response, please provide an explanation of why you believe you are in compliance with controlling law. 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.

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. 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 consumer, at the 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.

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 use its best efforts to resolve this complaint in a timely manner. . Cursory responses will be rejected. The Commission intends to make consumer complaint data publically available – in both aggregate and individual form yet 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 DROcarriersupport@fcc.gov or by calling 202-418-2517. In your message, please include your name, your company's name, the ticket number, and your specific questions.

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