



December 14, 2015

Disability Rights Office of the Federal Communications Commission
Attn: Judy Miller
445 12th Street, SW
Washington D.C. 20554

RE: Case Number 144113-JM

To Whom It May Concern:

This correspondence is in response to the "Complimentary Copy" of the Notice of Informal Complaint sent to KVOA by the FCC as a result of the concerns expressed by Mr. Holloway in Complaint # 144113-JM.

The following action was taken by KVOA upon receiving the notice:

- (a) A new policy has been put in place for Master Control Operators to relocate the Closed Captioning above the lower thirds during local news casts.

KVOA takes all complaints about any aspect of our programming very seriously...and even more so when it comes to issues with closed captioning. KVOA is committed to providing a robust closed captioning service to our viewers in southern Arizona.

If you, or Michael Holloway, have any questions, please feel free to contact me at 520.884.4636, to discuss further.

Sincerely,

A handwritten signature in black ink, appearing to read "RKS" followed by a stylized flourish.

Randall K. Smith
Director of Operations
KVOA Communications LLC

c: Michael Holloway

KVOA COMMUNICATIONS, LLC

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