

November 5, 2014

Disability Rights Office of the
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: User Complaint Number 14-C00600575

To Whom It May Concern:

This correspondence is in response to the Notice of Informal Complaint sent to KVOA Communications LLC by the FCC as a result of the concerns expressed by Ms. Deborah Bhorntus in User Complaint Number 14-C00600575.

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

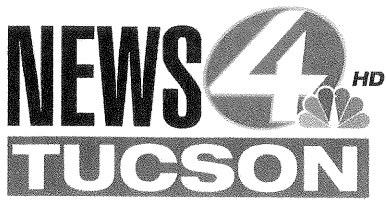
- (A) A review of our station logs to determine if there were any issues with our closed captioning in our broadcast signal on, or about July 22, 2014. There were no notations of any closed captioning problems nor was any report found indicating any problem with our closed captioning.
- (B) The Master Control operator on duty at the time of the reported incident was interviewed. The operator indicated they recalled no loss of closed captioning on July 22, 2014, or any other time around that date.
- (C) We did a spot check of off air recordings of our broadcast signal from the date mentioned, and various dates before and after the reported incident, and no loss of closed captioning could be found.
- (D) We did a spot check of off air recordings of our local news broadcasts from various dates across the past year and no loss of closed captioning could be found.
- (E) After a review of station phone call logs & viewer emails from on and around the date of the complaint, no issues of any kind with closed captioning could be found.
- (F) We contacted our show provider (NBC Network) and asked for them to check their closed captioning feed in network programming on the time & date of the complaint. The NBC Network could not locate a loss of closed captioning on any programming on that date.
- (G) We contacted Ms. Bhorntus satellite provider, DirecTV and asked them to check their off air recording of our signal on the date of the complaint. DirecTV could not locate a loss of closed captioning on KVOA programming on the date and time of the complaint.

After thoroughly investigating Ms. Bhorntus complaint, we feel the problem may be with Ms. Bhorntus' DirecTV equipment. In the Complaint Form 200C under question #6, she states her closed captioning complaint is with "All Channels" in "Tucson, AZ." During our investigation, we spoke directly with DirecTV engineers specifically about Ms. Bhorntus complaint. DirecTV

KVOA COMMUNICATIONS, LLC

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suggested that Ms. Bhorntus satellite TV receiver/equipment might need to be updated. DirecTV offered to contact Ms. Bhorntus directly and offer assistance in checking to make sure she had the proper equipment to be receiving a legible closed captioning feed in all programming delivered to her home through DirecTV. We tried to contact Ms. Bhorntus via Email (her preferred method of contact in the complaint questionnaire) on October 22, 2014, to get her permission to release her contact information to DirecTV so they could contact her to make sure her equipment was up to date. As of the date of this letter, Ms. Bhorntus has not responded to our request.

In conclusion, 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.

Regards,

A handwritten signature in black ink, appearing to read "Jeff Clemons".

Jeff Clemons
Closed Captioning Supervisor
KVOA Communications LLC

c: Deborah Bhorntus: Email Address
Electronic Copy: DROinquiries&complaints@fcc.gov