

From: FCC <consumercomplaints@fcc.gov>
Sent: Monday, September 25, 2017 5:44 AM
To: Ferkingstad, Julie; Liguori, Sheri
Subject: [EXT]Serve ticket#: 1942278 Last Name: Mitchell

##- Please type your reply above this line -##
Due Date: 10/25/2017
Serve Date: 09/25/2017

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/1942278>
Subject: Closed captioning does not reflect what is being said
Tags: alaska alaska_behalf_of alaska_complaining_about alaska_viewed_heard
carrier_response_pending closed_captioning_tv dro_noic_79_1 dro_serve_done fiber_tv fox
letter_preferred_method other_loud_commercial yes_filing_on_behalf
Email: jasonjamesmitchell@gmail.com
Method: - Fiber
Issue:- -
Number subject to complaint:
Company Name:
Other Company Name:
Account #:
First: Jason
Last: Mitchell
Address: 391 Bawden St.
Address 2:
City: Ketchikan
State: alaska
Zip: 99901
Phone where to be contacted: 907-247-4701
Filing on Behalf of Someone: Yes
Relationship:
First Name: MyGina
Last Name: Mitchell
Serve Status: carrier_response_pending
Ticket Information:
Sherita Kennedy (FCC Complaints)
Sep 25, 8:42 AM EDT

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OFFICIAL NOTICE OF INFORMAL COMPLAINT

The Federal Communications Commission (FCC or Commission) is serving your company with this informal complaint that Jason Mitchell filed with the Disability Rights Office (DRO). The informal complaint concerns obligations to provide closed captioning on television. We are investigating this matter pursuant to Sections 713 and 4(i) of the Communications Act

This Notice of Informal Complaint (Notice or NOIC) directs your company, as the Broadcaster or Multichannel Video Programming Distributor (MVPD), to respond fully and directly to each and every material allegation raised in the informal complaint and summarize the actions taken by your company to satisfy the informal complaint and come into compliance with controlling law within thirty (30) days of 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

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 or via the FCC

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. 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 other supporting evidence against your company. These supplemental materials will be associated with the same ticket number.

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

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

Jasonjamesmitchell
Sep 24, 4:52 PM EDT

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The closed captioning keeps skipping what is said, and not saying the right words

You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support.

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This email is a service from FCC Complaints.
[J5YZ6Q-L2OL]Ticket-Id:1942278Account-Subdomain:fcctest