

Stamp and Return



June 3, 2011

Disability Rights Office  
Consumer & Governmental Affairs Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington D.C. 20554

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JUN - 3 2011  
Federal Communications Commission  
Bureau / Office

Attn: Susan L. Kimmel, Deputy Chief

**Re: WMTV(TV), Madison, Wisconsin  
Response to Notice of Informal Complaint (Dostal)  
File No. 11-C00279123 (SK)**

Dear Ms. Kimmel,

On behalf of Gray Television Licensee, LLC ("Gray"), the licensee of WMTV(TV), Madison, Wisconsin ("WMTV" or the "Station"), this letter responds to the above-referenced Notice of Informal Complaint ("Notice") dated May 6, 2011.

The Notice states that a complaint has been filed against WMTV by Mr. Carl Dostal alleging there has been no captioning on WMTV's programming for a couple of months. Mr. Dostal indicates he called the station with no satisfaction.

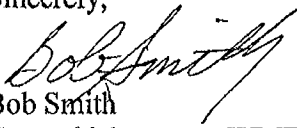
We have carefully reviewed and investigated Mr. Dostal's complaint. Based on my review of WMTV's closed captioning complaint log and station transmitter log, WMTV has not experienced any significant disruption in its closed captioning equipment or capability to caption programming. WMTV maintains a closed captioning complaint log where it tracks all calls, emails and facsimile messages concerning closed captioning on the station, the nature of the complaint and the resolution. WMTV's records contain no indication that Mr. Dostal has contacted the station regarding closed captioning concerns. In fact, during the two month time period from December 1 – February 9, the station's closed captioning log shows that only two closed captioning complaints were received, both of which were resolved within the hour.

WMTV's master control operators check the closed captioning on over-the-air programming every three hours and record the results in the station's transmitter log. Attached is a copy of the transmitter log page for February 9, 2011. It shows that closed captioning on the station's primary broadcast stream was observed by the operator at every check.

Mr. Dostal does not indicate in his complaint whether he receives his programming from a cable or satellite provider. WMTV's programming is carried on numerous local cable systems, although, we have not received complaints about lack of captions from other cable and satellite viewers.

WMTV takes seriously its obligation to provide closed captioning. We investigate and resolve as quickly as possible any inquiries regarding closed captioning. In this case, we cannot find any indication that closed captioning was not available for WMTV's programming. We appreciate Mr. Dostal's viewership and would be happy to answer directly any additional questions he might have.

Sincerely,



Bob Smith  
General Manager - WMTV

cc: Mr. Carl Dostal  
Susan L. Kimmel, Deputy Chief, Disability Rights Office (via email)  
Sherita Kennedy, Disability Rights Office (via email)