

#4855249 Lack of captioning

Submitted Received via Requester

June 21, 2021 at 3:09 PM Web Form

Status Type Priority Group **Assignee**

Open DRO - Main Form Sherita Kennedy

Name of TV program TV Method

Fox 23 News at 9 Broadcast (over the air)

Accessibility Issues

Closed Captioning on TV (from a television station or subscription television provider, for example, cable, fiber

optic or satellite)

First Name TV channel **Last Name State Zip Code** Time of Issue Date of Issue

> Smith Oklahoma 74465 10:00 pm June 20, 2021 23

City Where Program was Viewed/Heard **City of Company Complaining About**

Tahlequah Tulsa

State of Company Complaining About Preferred Method of Response Network

Oklahoma **Email** Fox

Name of Company Complaining About Call Sign State Where Program was Viewed/Heard

KOKI Fox 23 television KOKI Oklahoma

Address 1 **Phone Number of Company Complaining About** City

Tahlequah

Filing on Behalf of Someone

No

June 21, 2021 at 3:09 PM

I watch local news on OTA television. One local station has stopped providing captioning on their local news broadcasts. I have attempted to contact the station via email, with no response.

Support Software by Zendesk



Henry H. Wendel +1 202 776 2943 hwendel@cooley.com

July 22, 2021

VIA E-MAIL

Ms. Sherita Kennedy
Disability Rights Office
Consumer & Governmental Affairs Bureau
Federal Communications Commission
45 L Street NE
Washington, DC 20554

Re: KOKI-TV, Tulsa, Oklahoma

Facility Identification Number 11910

FCC Complaint Ticket No. 4855249 (Smith) Response to Notice of Informal Complaint

Dear Ms. Kennedy:

On behalf of Cox Television Tulsa, LLC ("Cox Media Group"), licensee of KOKI-TV, Tulsa, Oklahoma, we hereby submit Cox Media Group's response to the June 22, 2021 letter from the Commission's Consumer & Governmental Affairs Bureau (the "Letter"). The Letter forwarded a complaint from Mr. Smith, which referenced the KOKI-TV late-night local newscast at 10:00 PM on June 20, 2021, and stated that the station has stopped providing closed captions during its local newscasts. Cox Media Group has conducted a thorough investigation into Mr. Smith's complaint. This response, a copy of which is provided directly to Mr. Smith, reflects the result of that investigation.

Cox Media Group takes seriously its obligation to ensure that its closed captioning complies with FCC rules and seeks to resolve viewer concerns and complaints promptly. In June, KOKI-TV suffered a technical disruption, which prevented KOKI-TV personnel from retrieving some of its e-mail and phone data for a period of time. That disruption also affected the station's closed captioning encoders, which obstructed the closed captions that the station normally includes in its locally-produced programming. After significant efforts by the station's technical and engineering staff,

¹ Official Notice of Informal Complaint, Disability Rights Office, Consumer & Governmental Affairs Bureau, Federal Communications Commission, to KOKI-TV, FCC Complaint Ticket No. 4855249 (Smith).

² See 47 C.F.R. § 79.1(g)(4).



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on June 22, the station was able to resolve the technical issue to retrieve the messages that included those sent by Mr. Smith. At that time, station personnel reviewed Mr. Smith's attempts to reach station personnel regarding the captioning issue and the Letter. The station's personnel immediately responded to Mr. Smith and created a new local interface to enable captioning service. Station personnel restored closed captioning using KOKI-TV's state-of-the-art voice recognition technology by the 5 p.m. local newscast that evening. Station personnel also monitored the closed captioning and confirmed that the closed captions during the local newscasts met the requirements set forth in the FCC's rules. Indeed, since June 22, KOKI-TV personnel have not received any correspondence from viewers concerning the station's closed captioning.

Cox Media Group takes great pride in serving the Tulsa market and provides local viewers with closed captioning information that fulfills its obligations under the FCC's rules. As part of its ongoing dialogue with the community, Cox Media Group provides several approaches by which Mr. Smith and other viewers can share their questions or concerns about the KOKI-TV closed captioning service. A viewer can report any closed captioning problems by sending a message to the station's Technical Hotline mailbox at cchelp@fox23.com. In addition, viewers can contact KOKI-TV by telephone for assistance with closed captioning. A station representative responds to any and all viewer closed captioning comments or complaints within one business day of receipt.

If Mr. Smith has any further questions or concerns, we urge Mr. Smith to contact the station directly so Cox Media Group's engineers can help to troubleshoot any additional issues Mr. Smith may be experiencing.

Respectfully submitted,

/s/ Henry H. Wendel

Counsel to Cox Television Tulsa, LLC

Attachment

cc: Mr. Smith (via e-mail) Mr. Cathy Gunther (via e-mail)

KOKI-TV online public inspection file