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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”).<sup>1</sup> 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.<sup>2</sup> 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,

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

<sup>2</sup> See 47 C.F.R. § 79.1(g)(4).

