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Honorable Ajit Pai, Chairman

Federal Communications Commission

445 12th Street SE

Washington, DC 20554

Re: Comments to Media Bureau on Video Description Marketplace Improvements (DA 19-40)

Dear Chairman Pai:

I am an AT&T U-verse customer in Florida, and I have concerns regarding the availability of video description. I have witnessed no attempt by AT&T to have an accessible television experience, or an accessible set top box for U-verse customers. In fact, when calling customer support for U-verse, the trained service representatives for AT&T have told me that they do not offer any disability support services, and that accessible set top boxes and video description are not available for U-verse customers. This has been a constant refrain from AT&T U-verse throughout my ten years as a customer.

I use video description whenever it is available. In most circumstances I use video description offered by Amazon Prime TV, and at the movie theater. Video description opens a new world of experience for people who are blind, and I wish AT&T would understand that and make it available to their customers.

Respectfully Submitted

Sheila Young