

My complaint is about the closed captioning on the TV Guide Channel. I receive it on Comcast cable channel 6 in Plano TX 75025. TV Guide has advertising on the top 2/3 of the screen and the TV guide on the bottom third of the screen. When I go to the channel to see the TV listings the closed captions for the ads above cover up the TV listings. I have to go into my TV menu to turn off the captions to see the TV listings, then go back in to turn the captions back on to watch a program. It is very inconvenient and time consuming. I know they can do it because some ads have the captions included above. I have emailed the Customer service department of TV Guide asking that the captions be put somewhere on the top of the screen so I can see the TV listings. I could also watch the ads and read the captions if I wanted. TV Guide does not respond to complaints to customer service.

It is so frustrating to click over there to see what is coming on only to have the TV screen blacked out by the captions of the commercials. I am hoping that the FCC could add their voice to mine as I am sure I have very little impact.

It was better before they captioned. This is a case of the rule defeating it's own purpose.