

I'm writing to you as a consumer with a profound progressive hereditary hearing loss who supports quality captioning during live and prerecorded television broadcasts.

It's disheartening and frustrating to find programs on television with no captioning or, even worse, with poor quality captioning. TNT comes to mind on that point. Most of the programs I've watched on TNT in the past couple of months have some sort of glitch in their captioning. It will be going along well, then a line repeats itself and it takes a few seconds for the captioning to continue; meanwhile the deaf/hoh viewer has lost precious dialogue.

Another problem I've encountered is garbled text, captions that don't start until several minutes into the program, or disappears in the middle of it for as much 10-15 minutes, or there simply isn't any captioning during the end (tag) of the program. Captioning that blocks text information (e.g. name of person speaking) is also extremely frustrating.

There should be a standard complaint form at the FCC website that's easily accessible to deaf/hoh consumers who wish to file a complaint about missing or poor quality captioning. I recently had a need to file a complaint about missing captions on the SciFi channel and couldn't find an adequate form for this purpose. The only one I was able to find dealt primarily with telephone issues (slamming, billing, etc), and I found it inappropriate for my needs. I ended up sending an email to your fccinfo@fcc.gov email address, but I don't know if it was received or read as I never heard back.

The FCC needs to establish a standard for quality in captioning, compliance reporting requirements, and compliance audits. The FCC should require TV broadcasters to reformat edited or compressed captioning so the captioning can be transmitted accurately, and the FCC should also require continuous monitoring of television broadcasters to ensure that technical problems are fixed in a timely manner.

This could of been help in my case, the missing captions on SciFi, which went on for nearly three weeks. ALL captioning disappeared

from the SciFi channel during that period of time; it took me nearly a week to track down the problem to my local cable company, and they took their sweet time fixing the problem. I appealed to the FCC for help, but I don't know if I was even heard. The captioning returned to SciFi yesterday, but it took a long time and I felt like I was talking to the wall in my efforts to get the problem fixed.

For a program to be considered "captioned," the FCC should require that the captioning meet minimum FCC captioning standards for completeness, accuracy, readability, and synchronicity with the audio portion of the program. The FCC should adopt non-technical quality standards to ensure that TV broadcasts are fully accessible to deaf and hard of hearing individuals.

I thank the FCC for beginning this very important and crucial proceeding on behalf of deaf and hard of hearing consumers. I am confident the FCC will consider these comments from the deaf and hard of hearing community and publish rules that will elevate closed captioning to a standard that is substantially equivalent to the audio portion of a TV program.

I appreciate this opportunity to provide my input as a TV viewer. Please support the original petition filed by the NAD, TDI, SHHH, DHHCAN, and ALDA.