

I am writing to request that you make the changes proposed by Self Help for Hard of Hearing People, the Association of Late Deafened Adults and the National Association of the Deaf. In January 2006 100% of programming is required to be captioned with some exceptions. Many TV programs are still not captioned and some captions are garbled and difficult to read. Some of the captions block text information that is part of the program. If we want the captioning to improve we support the following recommendations.

We ask that the FCC:

create a simple specialized form makes it easier for consumers to make complaints.

require that the captioning meet minimum FCC captioning standards for completeness, accuracy, readability, and synchronicity with the audio portion of the program.

require that TV broadcasters continuously monitor captioning so that technical problems are fixed promptly and efficiently.

require the TV program distributors or providers respond to a consumer's complaint within 30 days after the complaint is received.

establish fines/penalties for non-compliance with the captioning rules.

require TV broadcasters to reformat edited or compressed captioning so the captioning can be transmitted accurately.

establish compliance reporting requirements, filed by TV broadcasters along with compliance audits, to ensure continuing effective implementation of the captioning requirements and to hold broadcasters accountable for captioning.

We believe that if these changes are made captioning will closer to the equivalent to the audio portion of a TV program and will make it easier for consumers to make a complaint and get TV broadcasters to provide quality captioning.

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.

Sincerely;

D. Duane and Dorothy Rasmussen