

As a concerned citizen and Teacher of the Deaf, I have a few complaints about the quality of TV captioning for deaf/hard-of-hearing individuals. Many times, captions are incomplete, missing, or jumbled, either due to errors in typing or in transmission. There are also times that programs may start out with captions, only to have them disappear partially through the program. As a teacher, I want my students to be as informed about national and local news as possible. The students also want to watch TV and spend time with their families in that way, but they cannot fully participate if captions are not provided for them. I believe that the FCC needs to better regulate the provision of captioning and the quality of the captions networks provide. There should also be easily accessible means by which to reach the networks in case something happens that can be easily remedied. If people are not monitoring the captions, they do not know when there is a malfunction that causes them to disappear, and the deaf person who notices it is not able to reach the network in a reasonable time or manner. I greatly appreciate captions for myself, and I only have a mild hearing loss. A deaf individual without residual hearing relies on those captions in order to participate in such an activity. Please increase the monitoring of captions to help this population within the US.