As I was reading FCC's Notice of Proposed Rulemaking (NPRM) in the matter of Closed Captioning of Video Program and written comments by many individuals in FCC's Electronic Comment Filing System in its website in responding to FCC's request with great interests, I am deeply disturbed by the fact that the National Cable & Telecommunications Association's (NCTA) comments against what TDI, NAD, SHHH, DHHCAN and ALDA are definitely out of touch with reality. There are no questions in mind as you can see by receiving many electronic comments from consumers in your Electronic Comment Filing System that quality of closed captioning are obviously not meeting viewers' expectations at all. Yet, NCTA must be in great denial or in deep coma about the whole thing in regards to the closed captioning quality. Past few years, they had their chance to show us in providing the quality captioning service Deaf/Hard of Hearing American viewers deserve to have. They miserably failed to do so.

As Deaf American viewers, I want to make a few comments in responding to FCC's NPRM as follows below:

Non-technical quality standards for closed captioning, I entirely concur with TDS that market incentives to address non-technical quality issues, resulting in little improvement in captioning quality over the past five years. Because of that, it is imperative to establish standards for the non-technical quality and technical quality standards of closed captioning (accuracy of transcription, spelling, grammar, punctuation, placements, identification of nonverbal sounds, pop-on or roll-up style, verbatim, edited for reading speed, type font, as well as maximum performance requirements for pre-produced program being implemented) in the similar fashion like FCC did with Telecommunications Relay Service standard requirements.

As my personal preference, if I were asked about my choice between pop-on or roll-up captioning style, pop-on captioning style is an easy choice by far. In any events especially pre-produced programs, pop-on captioning style is a must! In addition, if technically possible, pop-on captioning style during live programming would be ideal.

Whether or not the non-technical quality standard should be different for pre-produced program versus live program in terms of maximum error rate of no more than two tenths of a percent (0.2%) of the words in a pre-produced show, I am not familiar with standard real-time captioning performance requirements. Therefore, I would suggest that live program's required standards of performance be equal or better than today's captioned telephone service's performance requirement (average accuracy baseline - 98%, minimum words per minute – 130 & average error goal – less than 2%).

In regards to Technical Quality Standards, TDI noted that following type of technical problems occurs frequently such as captions turn off ten minutes before the end of the national network programming. I want to add one more common

technical problem I have seen. That is captions are missing during the first few minutes of pre-produced programs. That needs to be correct.

In terms of accessibility of contact information, I like TDI's suggestion to require video programming distributors to post complete contact information on their websites, update this information on a routine basis, and provide the information to the FCC for posting on its website where consumer can have access to it. The current speed of responsive time to resolve consumer's complaint is plainly not acceptable. More accessibility of contact information, more quickly the resolution of any compliant would be taken by a video programming distributor receiving directly from consumers.

I want to echo Karen Schmitz's comments in her email broadcast in regard to accountability to monitor captioning service. Someone must to be accountable for making sure that all programs are consistently providing captioning as required by FCC. Therefore, the accountability of monitoring captioning service must be clearly defined by FCC and appropriately assigned for monitoring tasks. These networks should include FCC's accessibility of contact information in its website to cut down "run around" responses. Therefore, I would strongly encourage FCC to require networks (broadcast, cable, and satellite) to MONITOR their captions including but not be limited to the following, large number of the quality problems for captions (both pre-recorded and real time) are due to transmission issues or a failure of the local network company to "pass through" the captions. This will ensure effective quality, the network MUST not only be aware of the captions, but monitor them throughout the broadcast.

I also want to comment TDI's comment to ask FCC to develop and make Standardized Captioning Complaint Form available on its website that consumer can opt to use when filing written complaint with video program distributor/producer to the Commission's Form 475 used for general telephone complaints and Form 501 for slamming complaints. I think it is an excellent idea. I would want to add that TDI's Exhibit A as a consumer-friendly form in their petition where in the box of "Name of TV Station/Cable Provider/Network" including the roll out list of the FCC's accessibility of contact information data base that are readily available for consumer to pick from in order to register their complaint quickly.

In addition to Standardized Captioning Complaint Form, I would like to see consumer to register their complaint via videophone, VRS mail and video mail. FCC needs to prepare to accept these video calls and document these video calls.

In the wake of poor captioning quality during past few years, I strongly encourage that FCC should establish specific per violation forfeiture amounts for non-compliance with the captioning rules. Therefore, the FCC should be empowered to take a more proactive approach to enforcing the law and imposing penalties.

This may not apply in the scope of this comment, but I am concerned about the information age where there are many internet TV programs are not being captioned. I am aware that FCC does not regulate internet/information service.

This has to be addressed one way or the other. I suggest that FCC looks into this and address this somehow.

Again, please consider the original petition filed by the NAD, TDI, SHHH, DHHCAN, ALDA and many more comments from consumers seriously. Thanks for your great work!!

Respectfully submitted,

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