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Comment to docket 05-231

-----Original Message-----

From: Don Hoagland [mailto:dhhoagie@yahoo.com]

Sent: Tuesday, November 01, 2005 5:33 PM

To: KJMWEB; Kathleen Abernathy; Michael Capps; Jonathan Adelstein

Subject: Closed Caption

ORIGINAL

Dear Honorable Chairman and Honorable Members of the Commission:

I, like hundreds of thousands, am hard of hearing. I depend on closed caption television and thanks to the FCC our televisions are equipped to receive that signal and it is a real life saver for many of us. It not only is good for the hard of hearing, it simply is good business. When I turn on a program that is not closed caption, I simply turn the dial. If I were a broadcaster or a sponsor or an advertising agency I would want to reach as many people as I could. When a program is not closed captioned it misses a lot of hard of hearing people.

I just finished sending an e-mail to a network that has some problems when it comes to closed caption. I asked them if they knew their program had a sound program? I then explained it did not have an audio sound problem but did have a video sound problem. They would not think of airing a program without audio sound or poor sound. Why in the world would they air a program without video sound or poor closed caption.

The problem is all across the board. I understand local stations can only do so much and I don't expect much from them, but there is no excuse for the networks and the cable programs to hide this problem. It does not cost much to close caption and as I said, it is good business. CBS, NBC, FOX, ABC, WB, and PBS have some very good programs but all of them are guilty of doing a poor job when it comes to closed caption. It is a must that news and information programs be closed captioned. It would be nice if everything was.

Now in a lot of cases the program is closed captioned and in a lot of cases a poor job is being done by the person doing the captioning. I think this is because no one really much cares. Perhaps you could nip and them a little and if they thought you were going to bite, things might get better.

I know this communication has been a long one but that is what it took to tell my story. I would hope that you can understand the problems that the hard of hearing have. We really need your help. You are the only people that can help us with this problem.

Thank You

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