

I have noticed that the quality of closed captioning - in particular in spelling makes some words not understandable...this is not phonetic spelling (and there an idea that doesn't capture the purpose of closed captioning). Also I have order VHS movies, advertised as closed captioned and found that a portion is not closed captioned...for example, the three parts of Lord of the Rings - second video has not closed captioning... now this was a no brainer, it's a movie, not live TV... This is when I can find out if the movie is closed captioned when I want to order it...should whether the movie or tape is closed captioned be a secret??? And this applies to movies broadcast on paid cable channels also...even is you call them you cannot find out...sometimes TV Guide will find out and they will tell you what they know in their purchased TV Guide...but then again I am paying for cable, maybe they could tell me...

People who are deaf or hard of hearing depend on this for involvement...information...updates....as they say, if we can put a man on the moon, why can't we find a method of closed captioning that works...I know that there are computer programs that print after hearing the words....closed captioning is already behind... The technology is there, but has been little used to assist the deaf and hard of hearing...

All in all, no one pays attention to the quality of closed captioning except the ones using it...and if we complain, we get no answers...I did tell New Line Home Entertainment about Lord of the Rings three months ago and to date, I have not received any help with the problem....

Thank you

Mary E. Coomey