

This is in regard to the quality of close captions with HDTV's. While I do not have HDTV and do not plan to buy one until the problems with close captions have been resolved, I have been learning about all kinds of problems with close captions on HDTV from the deaf and hard of hearing community. In fact one of my close friends has HDTV with Comcast as her cable provider and the Comcast technicians have come to her home several times in the attempt to resolve the problems, the results of which have been erratic.

The problems include:

Absence of captions

Captions without the picture

Serious delays in the captioning

Various forms of captions being split on the screen. One example: the first half below the

second half of the sentence.

The discussion among the members of the deaf and hard of hearing community in their finger pointing indicates to me that no one has really been able to pin point where the problem lies:

The HD TV manufacturers?

The Cable TV providers?

The TV stations?

Some of the comments are:

-With the exception of one station, Road Runner via Time Warner was fine until Comcast took over and the captions haven't worked right since.

-The captions on ESPN, Discovery, and (one or 2 other stations) are fine, but the rest is just awful

-I went to the store to check out different HDTV and there's much variation in the quality of the captions among the different manufacturers in spite of all the HDTV's tested being on the same channel.

Obviously from the comments shared, it's been difficult to pinpoint with any consistency where the problem lies. Perhaps the problems lie with the differing technologies or inconsistencies of technologies among the HDTV manufacturers, the TV broadcasters, and the cable TV providers. Before long, analog TV will be out and the deaf and hard of hearing community will be stuck with captions that are not effective. I beseech you to investigate this problem and do something to have the Cable TV providers, TV broadcasters, and HDTV manufacturers resolve this quickly, or at the very least before analog TV is no longer available, and if the problems have not been resolved by the

switch from analog to HDTV deadline, then at least postpone the deadline until this is resolved.