

I sent the complaint below to Amazon.com:

10/18/10 10:54:01

Your Name:Lawrence J. Brick

Comments:I'm interested in being able to watch movies on my MacBook Pro. I also know how to attach via HMDI cable my MacBook Pro to my Samsung HDTV so that the movie is on my 42 inch TV screen. Since I am deaf, I need to have closed captions. Will the close captions work with my Macintosh computer? I have a Samsung Blu-Ray player and when I use the streaming video via the Internet HMDI connection, the close captions do NOT work. If I get the DVD movie, the close captions work fine. Of course, there's no problem with foreign films as long as there is no "English" language component available. When spoken English along with spoken French or other foreign language is available, the close captions do not appear.

Below is their response:

From: Amazon.com Customer Service
<cust.service03@amazon.com>
Subject: **Your Amazon.com Inquiry**
Date: October 18, 2010 4:45:32 PM EDT
To: web@ga-sk.com
Reply-To: cust.service03+A31H4KU4YH1ZJE@amazon.com

Hello,

Currently we do not offer closed captioning as an Amazon Video On Demand feature. Some foreign-language films are available with English subtitles. Please check the product detail pages for information on specific titles.

We look forward to seeing you again soon.

Did I solve your problem?

If yes, please click here:

<http://www.amazon.com/rsvp-y?c=wxxraubx3425582333>

If no, please click here:

<http://www.amazon.com/rsvp-n?c=wxxraubx3425582333>

Please note: this e-mail was sent from an address that cannot accept incoming e-mail.

To contact us about an unrelated issue, please visit the Help section of our web site.

Best regards,

Khader S

[Amazon.com](http://www.amazon.com)

Your feedback is helping us build Earth's Most Customer-Centric Company.

<http://www.amazon.com/your-account>

I clicked on:

If no, please click here:

<http://www.amazon.com/rsvp-n?c=wxxraubx3425582333>

and sent the following:

I thought that Captions were required by the Americans for Disabilities Act. I trust that under the new "21st Century Communications and Video Accessibility Act", that captions for streaming video is required.

I suggest that Amazon.com executives go to the web page link:

<http://www.coataccess.org/node/32>

And review that page, especially "Title II -Video Programming"

I trust that this inexcusable neglect of the communication access needs of the deaf and hard of hearing community will be corrected with all due speed.

If you check your records, I've been a loyal customer of Amazon for several years. Failure to correct this neglect will result in my shopping elsewhere.

This communication will be filed with the FCC as a complaint.