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Two Concerns -

1. We are a customer of COMCAST. On occasion when captioning is non-existent, or garbled or something wrong with it (captioning doesn't match the speed of the voice or too delayed), we call the local station to bring the problem to their attention. Invariably, the local station engineer says that their captioning works fine at the station and then suggest that I contact COMCAST and lodge a complaint. Then invariably, COMCAST will "reset" our converter box remotely to fix the problem. Makes we wonder about the millions of other deaf COMCAST customers who need their converter box reset remotely so they can see captioning on their TV.
2. Our analog TV died so we replaced it with an HDTV. At the store, I asked the sales clerk to demonstrate how to adjust the captioning to make it bigger because my wife has a vision problem. We brought the HDTV home and hooked it up to the existing converter box. The resulting captioning was so tiny that we thought the HDTV was defective. The HDTV menu would not allow adjustment of the captioning. I brought HDTV back to the store and they showed me how to adjust the captioning. The store told me to contact COMCAST and find out why the captioning did not work. COMCAST sent their technician to my home at our expense. COMCAST told me that I now need an HD converter box to adjust the captioning at about \$7 additional monthly. It was either cancelling the COMCAST service or try to get another analog TV and return the HDTV. Not much choice. We note that even with the HDTV converter box, captioning can be tiny on one channel and larger on others. There apparently are no minimum sized captioning standards. I think that the FCC should develop standards that would ban cable companies from manipulating built-in HDTV closed captioned menu features. After all, as a deaf consumer, we go to the retail store outlets and try out their features and decide on which HDTV we should purchase based on price and features. Then everything gets upended when we take the HDTV home only to discover that your cable company has manipulated the signal to a point where you need to purchase additional cable services in order to see the captioning. Why is that?