

173 Edgewood Avenue
Rochester, NY 14618-4037
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To whom it may concern:

I am writing today to express my disappointment about the implementation of the provisions of the CVAA. This law which was passed in 2012 mandates that fifty hours of described video content be available to persons who are blind or visually impaired. In addition, it mandates the distribution of accessible equipment for viewing and recording TV programs. I am disappointed in this law's implementation for the following reasons.

First, I live in Rochester, NY. I am a Time Warner subscriber. We do not get video description in our area except for PBS. Rochester, NY, is eightieth in the list of markets which Time Warner claims it uses to figure out how to implement the law. They are only complying with the law in twenty-five of their markets; the first twenty-five. I can't even get the described programming on PBS because when I call about it, the front-line people don't know what I am talking about, and they insist I mean captioning. I'm not deaf. I don't need captioning. I do want video description.

I am disappointed in the implementation of this law because I cannot access the set-top box which was given to me by Time Warner. I finally had it disconnected and I use my remote for my TV. I get the basic channels now, that's all, just the basic channels. This inability to use the set-top box is even more troubling than the issue of the Video Description. I cannot read the menus on the screen. I cannot read error messages on the screen. The set-top box I had required me to press four buttons in a prescribed order to turn the TV and the box on.

These buttons had to be pressed in the prescribed order or the TV wouldn't turn on. If I pressed the buttons in the wrong order, I couldn't use the set until a sighted person came to adjust it. I have no box now. I turn on the TV with one button. It works.

Not only can I not turn on the set without difficulty, but once the set is on, I can only use the number pad and the up/down arrows to go to whatever station I want. I repeat, I cannot read the screen which gives the channel number. I cannot read any error message on the screen. I cannot read the screen which also gives a current listing of TV shows available. I also cannot read the screen to record any TV show I want. In short, I cannot use the set-top box at all. It is useless to me. This doesn't even touch the fact that emergency trailers across the bottom of the screen aren't voiced either.

I want this law to be implemented! I want it to do what it claims it's supposed to do. Thank you for reading.

Ann P.

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Ann K. Parsons

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