

To Whom It May Concern:

I have been a loyal Comcast customer since 1996 and am legally blind. I do not live with any one who is sighted and it is frustrating to say the least that I am unable to trouble shoot a problem when it occurs on my TV. I can not read the error message on the TV screen and need to have a sighted person assist me when I call to report a problem with my TV or set top box. I can not access the audio description unless I have a sighted person turn on the Sap and then I have to wait until another time when that person or another sighted person is available to turn the SAP function off. I do not want to leave the SAP function on all the time as sometimes it makes the output in another language such as Spanish. It is frustrating that you can not easily turn the SAP function on and off with the touch of a button. Why is this such a difficult thing to devise? It is unacceptable that a set top box can not be designed to adhere to the accessibility standards compiled by the CVAA. It is obvious that the FCC should adhere to the regulations in the CVAA but if there are no accessible set top boxes or TV remotes how accessible and realistic are these regulations? We, the legally blind and visually blind citizens of the United States need the same ability and have the right to watch cable TV as our sighted peers. I hope that the FCC will look into this matter further and work with the blind community to create an accessible set top or remote at a reasonable cost to the consumer.

Respectfully,
Nina G. Kagan
81 Brook Farm Rd.
West Roxbury, MA 02132
617-267-1067