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I am totally blind and have enjoyed watching VHS movies and DVDS with audio description for many years. I was thrilled to learn about the passage of the Twenty-First Century Communications and Video Accessibility Act. I anticipated being able to enjoy every funny nuance of one of my favorite shows, *The Middle*. But, alas it was not to be. The new season of *The Middle* began and I still had to rely on my sighted family members to tell me what was happening on screen. At the time our cable company was AT&T Uverse. When I contacted AT&T the rep gave my sighted Mom instructions on accessing the SAP channel. She turned SAP on during the next episode of *The Middle* but no audio description came through. AT&T assured us the problem would be fixed soon but I was never able to receive the audio description feed. This year we switched to Direct TV. When I called for instructions on accessing the audio description feed using their service I was given another list of buttons to push. Mom followed those instructions and, once again, the audio description feed did not come through. The Direct TV lady said the problem was with our television. It is a flat screen Vizio, (not sure of the model number) purchased in 2010 so it should be capable of receiving the audio description feed.

I have spoken with several sighted friends who have accidentally enabled the description feature and been unable to turn it off. I have the opposite problem-- I would love to take advantage of this wonderful service but am unable to receive the feed. I feel cheated—like I was promised a favorite snack and the cookie jar has been placed just out of my reach. The many hours of hard work involved in preparing a program to be audio described are in vain if those who could benefit from the service are unable to receive it. From what I understand the closed caption feature for programs can be easily toggled on and off with the press of a button. Why can't the same be said for the audio description service? If I can't access the onscreen menus I have no hope of being able to turn description on and off without sighted assistance. All remotes should be equipped with a clearly marked (preferably large) button which allows the user to toggle the audio description setting on and off. Cable company reps should be educated about this service ensuring blind consumers are able to access the audio description service as part of the cable installation.

Another option is to release an app which allows blind TV watchers to enjoy shows with audio description on their smart phones or tablets. I would be willing to pay a small fee if I could be assured of having access to audio described programming. Audio description enhances the TV watching experience for Americans with little or no vision. It is so gratifying to be able to enjoy a movie with sighted family or friends without constantly asking questions like "What did he do now? What's so funny? He's the bad guy, right?" Blind TV watchers should not be left in the dark. If the FCC is going to provide this service they need to also ensure blind consumers are able to take advantage of it.