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**Ex Parte**

**VIA ECFS**

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: Closed Captioning of Video Programming, CG Docket No. 05-231;  
ET Docket No. 99-254**

Dear Ms. Dortch:

On December 11, 2013, representatives from Verizon and AT&T met with FCC staff to discuss closed caption quality issues. Verizon representatives included William Johnson, William Wallace, Donna Rynex (by telephone), and Ian Dillner. AT&T representatives included David Talbott participating in person and Robert Vitanza, Celia Nogales, Leo Velasquez, Debra Phillips, Stephen Goldberg, Mark Wieland, and Rob Weaver participating by telephone. We met with Karen Strauss, Eliot Greenwald, Suzy Rosen Singleton, and Caitlin Vogus of the Consumer and Governmental Affairs Bureau, Michelle Carey, Mary Beth Murphy, Diana Sokolow, and Steven Broecker of the Media Bureau, and Susan Aaron of the Office of General Counsel.

During the meeting, we discussed Verizon's and AT&T's prior advocacy in this proceeding and stressed our commitment to provide high quality closed captioned programming that meets the diverse needs of our customers, including members of the deaf and hard-of-hearing community.<sup>1</sup> In particular, we stated that multichannel video distributors have limited ability to directly impact the closed captioning quality, other than to effectively pass through the captions supplied by the content provider. We also discussed ways that, through potential industry best practices, the FCC and industry might be able to better address any caption quality issues.

Sincerely,

A handwritten signature in black ink that reads "Ian Dillner".

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<sup>1</sup> See Verizon Ex Parte Letter, Docket No. CG 05-231, ET 99-254, Nov. 24, 2010; Verizon Reply Comments, CG Docket No. 05-231, Dec. 16, 2005; AT&T Reply Comments, ET Docket No. 99-254, Nov. 15, 1999.