



New Closed Captioning Complaint Procedures Are In Effect!

Beginning February 19, viewers who believe that a television broadcaster has failed to meet its captioning obligations may initiate a complaint process either at the FCC or with the television station directly. Complaints must be in writing, and filed by e-mail, fax or letter, within sixty (60) days of the captioning problem.

For a complaint first filed directly with a broadcaster, stations must respond in writing to the complainant within thirty (30) days after receipt of a closed captioning complaint. If a station's response does not satisfy the consumer, the complainant may then file a complaint with the FCC. If the complaint is first filed at the FCC, the FCC will promptly forward the complaint to the station. The station must respond in writing to the FCC and the complainant within thirty (30) days of receipt of the complaint from the FCC.

Additionally, the FCC adopted new consumer oriented information requirements, including on station's web sites and through a filing with the FCC. **Stations must comply with these new contact information requirements by March 22, 2010.** Should you have additional questions, please contact the NAB Legal department at (866) 682-0276.