

# Quick Tips on Filing a Complaint about Television Captioning with the FCC

## Filing a Complaint

If you file your complaint with the FCC, the FCC will forward the complaint to the video programming distributor or provider (for example, the television station or cable company). This will give them a chance to research the problem.

You can only file a complaint within 60 days of the captioning problem. If it is past 60 days from the day you saw the problem with the captioning, they cannot review your complaint.

## What to Include in Your Complaint

- Your personal contact information;
  - Name
  - Address
  - Videophone or TTY number
  - Email Address
- The television channel number, call sign and network (for example: **ABC on Channel 27**);
- The name of the cable or satellite company, if you pay to receive television (for example: **Time-Warner Cable** or **DISH**);
- The location of the TV station, cable or satellite company (for example: **Madison, WI**);
- The date and time when you experienced the captioning problem (for example: **January 2, 2013 at 7:45pm**);
- The name of the program or show with the captioning problem (for example: **NCIS**);
- Describe what happened and how it happened.
  - For example:
    - Did the captions cut off?
    - Were captions missing?
    - Were captions garbled?
    - Did the captions show up at the wrong time (didn't match the speed of the show – too fast or too slow)?
    - How often did it just happen, once or over and over? Same time? Same show?
- Is there any other information you can tell them to help the FCC understand the problem?
  - For example:
    - What kind of tv set (for example: **Sony** or **Vizio**)?
    - Watched on internet (for example: **hulu** on **Mac Laptop**)?
    - Watch on HD (high-definition)?
    - Digital receiver/antenna (rabbit ears)?

- Did you use DVR (Digital Video Recording) for example (for example: **TiVo**)?
- It is always good if you can send a picture or video of what you saw. You can also write out the text to show the problem with the captions. But if you don't have a picture or video, the FCC can still process your complaint.
- How do you want the FCC to communicate with you to respond to your complaint?
  - For example:
    - Letter
    - Fax
    - Telephone (TTY, VP, or other)
    - Email

### **What Happens After I File a Complaint?**

After the FCC receives your complaint, the video programming distributor or provider (television station or cable company) will have 30 days to respond to the complaint.

### **You can also file your complaint with the FCC's Consumer Center by**

FAX: 1-866-418-0232

**MAIL TO:**

Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12th Street, S.W.  
Washington, DC 20554

Other FCC Contact Information:

**1-888-CALL-FCC (1-888-225-5322)**

**TTY: 1-888-TELL-FCC (1-888-835-5322)**

**FAX: 1-866-418-0232**

**[www.fcc.gov/consumer-governmental-affairs-bureau](http://www.fcc.gov/consumer-governmental-affairs-bureau)**