



# Winnebago Cooperative Telecom Association

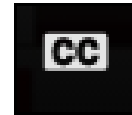
704 E Main St · Lake Mills, IA 50450 | 641.592.6105 | [www.wctatel.net](http://www.wctatel.net)

## Television Visual & Audio Accessibility

Pursuant to the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA), all telecommunications providers, including Winnebago Cooperative Telecom Association, are required to increase the access of persons with disabilities to modern communications. The CVAA contains protections to enable people with disabilities to access broadband, digital and mobile innovations. To remain compliant with the CVAA, WCTA offers a Closed Captioning service that functions as our compliance mechanism for this act and is a value-added feature available to all WCTA members.

## Closed Captioning Overview

Closed Captioning displays the audio portion of a video program - including dialogue, narration and sound effects - as text on your TV screen. The Closed Captioning icon is presented on programming when captions are available.



## Where Is Closed Captioning Available?

WCTA supports playback of Open Captioning, Closed Captioning and subtitles on the TV and within the MyTV app and [WatchTVEverywhere](#).

Pursuant to federal rules, broadcasters and video programming distributors, like WCTA, are required to provide Closed Captioning for most English and Spanish language video programming shown on TV.

Keep in mind, however, that not all video programming is subject to the Closed Captioning rules. For example, advertisements of less than five minutes are not considered video programming subject to the Closed Captioning rules. In addition, there are exemptions for certain programming or networks, including Public Service Announcements, programming on new networks, locally produced educational programming and programming distributed between 2:00 AM and 6:00 AM.

For more information on how to enable and disable Closed Captioning, visit our YouTube and Facebook pages and view our Closed Captioning Tutorial.



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## What is the Difference Between Closed and Open Captioning?

Closed Captioning refers to captioning data that is carried along with the video content and can be decoded and displayed on television set or decoded by the TV Box when activated by the customer. In some scenarios, captions are decoded and displayed on a television set, and in other scenarios the TV Box decodes the captions and then sends them to the television set to be displayed along with the video.

Open Captioning is part of the video content and therefore visible to all viewers.

## Reporting Closed Captioning Issues

The Federal Communications Commission (FCC) is concerned that consumers may experience difficulty in receiving and/or viewing closed captioning on some digital television (DTV) programming, including high-definition television (HDTV), provided by a subscription television provider. These difficulties generally could arise from two causes: 1) the consumer's set-top box and/or TV are not properly set to allow closed captions to be displayed; or 2) there are technical problems with the subscription television provider's system that prevent closed captions from being received and decoded by the set-top box and/or TV.

If you have difficulties viewing closed captions received from Winnebago Cooperative Telecom Association, you should:

- Ensure that the captioning function on your set-top box, if applicable, is turned on.
- Consult any consumer information and manuals/guides on closed captions for DTV programming provided by Winnebago Cooperative Telecom Association.
- If you are still unable to view closed captions, you should contact Winnebago Cooperative Telecom Association for assistance.

For assistance with immediate closed captioning concerns, contact:

Voice: 641-592-6105

Fax: 641-592-6102

Email: [closedcaptioning@wctatel.net](mailto:closedcaptioning@wctatel.net)

November 1<sup>st</sup>, 2018



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To file a written complaint, contact:

Mark Thoma

General Manager

704 East Main, Lake Mills, IA 50450

Voice: 641-592-6105

Fax: 641-592-6102

Email: [markthoma@wctatel.com](mailto:markthoma@wctatel.com)

The Federal Communications Commission (FCC) requires television broadcasters and multichannel video programming distributors to provide current contact information for consumers to report closed captioning issues. Consumers can file a written complaint with the FCC or their video programming distributor (VPD) within 60 days of the issue. The VPD has 30 days to respond to the complaint, and if they don't, or if there's a dispute, the consumer can send the complaint to the FCC. When filing a complaint, consumers should include their name, address, contact information, and as many details as possible. For assistance filing a complaint, consumers can contact the FCC's Disability Rights Office at [dro@fcc.gov](mailto:dro@fcc.gov) or by calling (202) 418-2517 (voice), (888) 835-5322 (TTY), or (844) 432-2275 (videophone).

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