

Federal Communications Commission

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)	
)	
Closed Captioning of Video Programming)	CG Docket No. 05-231
)	
Closed Captioning Requirements for Digital Television Receivers)	ET Docket No. 99-254
)	
)	

ERRATUM

Released: December 3, 2008

By the Chief, Consumer and Governmental Affairs Bureau:

On November 7, 2008, the Commission released a *Declaratory Ruling, Order and Notice of Proposed Rulemaking*, FCC 08-255, in the above captioned proceeding. To make the revised rule in 47 C.F.R. § 79.1(g)(4) (see Appendix A) consistent with the text in paragraph 24 with regard to the inclusion of a telephone number in the required contact information for the handling of complaints, and to make the revised rule in 47 C.F.R. § 79.1(i)(2) consistent with the text in paragraph 32, this Erratum amends Appendix A of the Order as follows:

1. Section 79.1(g)(4) is amended to read as follows:

“(4) If a complaint is first filed with the video programming distributor, the video programming distributor must respond in writing to the complainant within thirty (30) days after receipt of a closed captioning complaint. If a video programming distributor fails to respond to the complainant within thirty (30) days, or the response does not satisfy the consumer, the complainant may file the complaint with the Commission within thirty (30) days after the time allotted for the video programming distributor to respond. If a consumer re-files the complaint with the Commission (after filing with the distributor), the Commission will forward the complaint to the distributor, and the distributor shall respond to the Commission and the complainant within thirty (30) days of receipt of the complaint from the Commission.”

2. Section 79.1(i)(2) is amended to read as follows:

“(2) Video programming distributors shall make contact information available for the receipt and handling of written closed captioning complaints that do not raise the type of immediate issues that are addressed in subsection (1) of this section. The contact information required for written complaints shall include the name of a person with primary responsibility for captioning issues and who can ensure compliance with our rules. In addition, this contact information shall include the person’s title or office, telephone number, fax number, postal mailing address, and e-mail address. Distributors shall include this information on their websites (if they have a website), in telephone directories, and in billing statements (to the extent the distributor issues billing

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statements). Distributors shall keep this information current and update it within 10 business days for websites, by the next billing cycle for billing statements, and by the next publication of directories.”

FEDERAL COMMUNICATIONS COMMISSION

Catherine Seidel
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