



## **Video Closed Captioning**

Closed captioning allows persons with hearing disabilities to have access to television programming by displaying the audio portion of a television program as text on the television screen. For assistance with general closed captioning concerns, please contact the ATMC Repair Center at 910-754-4317 or via fax at 910-754-6207 or email at [operationservices@atmc.coop](mailto:operationservices@atmc.coop).

### **To File a Written Complaint Related to Closed Captioning Problems**

For captioning problems during non-emergency programming, you may file a written complaint with ATMC or the FCC. If you file your complaint with the FCC, the FCC will forward the complaint to ATMC.

FCC regulations require your written complaint must be filed within 60 days of the captioning problem. After receiving a complaint, either directly from you or from the FCC, ATMC will have 30 days to respond to the complaint. If ATMC does not respond within 30 days, or if a dispute remains, you can send your complaint to the FCC.

You can file a written complaint with ATMC using one of the following methods:

Email	<a href="mailto:closedcaptioning@atmc.coop">closedcaptioning@atmc.coop</a>
Fax	1-910-755-7271
U.S. Mail	ATMC Attn: Regulatory / Closed Captioning P.O. Box 3198 Shallotte NC 28459

To file your complaint directly with the FCC

Complete the form found at [esupport.fcc.gov/complaints.htm?sid=&id=d1e3](http://esupport.fcc.gov/complaints.htm?sid=&id=d1e3)

Email	<a href="mailto:fccinfo@fcc.gov">fccinfo@fcc.gov</a>
Fax	1-866-418-0232
Mail:	Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Inquiries and Complaints Division 445 12th Street, S.W. Washington, DC 20554.

### **What to Include In Your Complaint**

Your complaint, at a minimum, should include the following information:

- your name, street, city, state and zip code, and other contact information such as a videophone or TTY number or e-mail address;
- the television channel number, call sign, and network;
- the name of the subscription service, if you pay to receive television;
- the location of the TV station or subscription service;
- the date and time when you experienced the captioning problem;
- the name of the program or show with the captioning problem;
- a detailed description of the captioning problem.