

Closed Captioning Compliant

Closed captioning allows persons with hearing disabilities to have the audio portion of a television program as text on the television screen. For captioning problems during non-emergency programming, you may file a complaint with CML Telephone Cooperative Association.

Phone: 712-443-8222

Fax: 712-443-9540

Email: cmltelephone@netins.net

Mail: 208 Eagle Street – Meriden IA, 51037

You can also file your complaint with the FCC's Consumer Center.

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 name, street, city, state and zip code and other contact information such as a videophone or TTY number or email address
- the television channel number, call sign and network
- 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, including specifics about the frequency and type of problem (e.g., garbling, captions cut off at certain times or on certain days, captions missing only with HD programming)
- any additional information that may assist in processing your complaint, such as a description of your television receiver set up, including the make and model of your television or computer, if you are using a computer to receive television signals, any recording devices attached to the receiver, and the kinds of cables used to attach the components