

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 FOCUS Broadband Repair Center at 833-663-1241 or via fax at 910-754-6207 or email at operationservices@focusbroadband.com.

To File a Written Complaint Related to Closed Captioning Problems

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

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, FOCUS Broadband will have 30 days to respond to the complaint. If FOCUS Broadband 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 FOCUS Broadband using one of the following methods:

Email	closedcaptioning@focusbroadband.com
Fax	1-910-755-7271
U.S. Mail	FOCUS Broadband Attn: Regulatory / Closed Captioning P.O. Box 3198 Shallotte NC 28459

To file your complaint directly with the FCC:

Complete the form found at <https://consumercomplaints.fcc.gov/hc/en-us/articles/360058831291>

Email	fccinfo@fcc.gov
Fax	1-888-225-5322
Mail:	Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division 45 L Street NE 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.