

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

In the Matter of )  
 )  
COMMENT ON JOINT CLOSED ) WT Docket No. 12-108  
CAPTIONING DISPLAY SETTINGS )  
PROPOSAL )

**JANICE LINTZ’S RESPONSE TO NOTICE OF PROPOSED RULEMAKING**

**“All views expressed are my own and do not reflect the position of the Department where I work. The following is based upon information and belief.”**

March 28, 2024

**Executive Summary:**

The Federal Communications Commission (FCC) should require manufacturers of covered apparatus and multichannel video programming distributors (MVPDs) to make closed captioning display settings readily accessible to individuals who are deaf and hard of hearing.

**Discussion:**

As a former member of Chairman Martin’s Consumer Advisory Committees (2004-2006 and 2007-2008), I vividly recall bringing up this concern during our meetings. Additionally, I collaborated with Microsoft’s team to ensure that captions were prominently displayed and easily accessible, without requiring users to navigate through multiple layers to locate them.

It's disheartening to note that nearly two decades later, consumers still lack straightforward and readily accessible caption activation features. The recent implementation of easily accessible captions in Microsoft Teams serves as compelling evidence that this is indeed achievable. However, it requires a commitment from the industry to prioritize accessibility. We need the remote and

online to have captions to be a simple on/off button just like we have for power. I strongly urge the FCC to broaden its focus to encompass video conferencing solutions as well. In many cases, activating captions on such platforms is not as straightforward, particularly for new users entering the space. Therefore, it's imperative for the FCC to address these accessibility challenges across various communication platforms.

Sincerely,

Janice S. Lintz

Advocate