



FCC CAPTION QUALITY REGULATIONS SUMMARY

The FCC's best practices for captioning vendors and captioners were arrived at by a coalition of captioning companies, with NCI acting as the lead author.

The FCC states that quality of captioning (live and offline) is comprised of four components: accuracy, synchronicity, completeness, and placement. The components are defined as follows:

- **Accuracy:** Captions must reflect the dialog and other sounds and music in the audio track to the fullest extent possible based on the type of programming, and must identify speakers.
- **Synchronicity:** Captions must coincide with their corresponding dialog and other sounds to the fullest extent possible based on the type of programming, and must appear at a speed that can be read by viewers.
- **Completeness:** Captions must run from the beginning to the end of the program, to the fullest extent possible, based on the type of programming.
- **Placement:** Captions must not cover up other important on-screen information, such as character faces, featured text, graphics, or other information essential to the understanding or accessing of a program's content.

The FCC recognizes that many entities play a part in creating and delivering captions, but they have firmly placed the responsibility for compliance on the video program distributors (VPDs.) In addition to following the industry's suggested best practices, VPDs must make best efforts to obtain certification from video programmers either that their programming complies with the captioning quality standards, adheres to the best practices for video programmers, or is exempt. In turn, video programmers must verify that their captioning providers adhere to the suggested captioning vendor best practices.

NCI certifies that it is in compliance with the FCC's best practices.

How to File a complaint with the FCC:



The Federal Communications Commission gives consumers the opportunity to file informal complaints about problems with the communications services that the FCC regulates. Complaints can be filed through the [FCC's Consumer Complaint Center](#), which educates consumers about communications issues and guides them through the complaint process.

Other options for filing a complaint with the FCC include:

- Phone: 1-888-CALL-FCC (1-888-225-5322); TTY: 1-888-TELL-FCC (1-888-835-5322); ASL: 1-844-432-2275
- Mail (please include your name, address, contact information and as much detail about your complaint as possible):

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, S.W.
Washington, DC 20554

The informal complaint process requires no complicated legal procedures, has no filing charge, and does not require the complaining party to appear before the FCC.