



Wyoming PBS CLOSED CAPTIONING COMPLAINT POLICY AND PROCEDURE

Closed Captioning Certification for WyomingPBS

WyomingPBS certifies that, as standard practice, closed-captioned programming produced by WyomingPBS follows the Federal Communications Commission requirements set forth by including, but not limited to the “best practices” approach adopted in the FCC report and order on February 20, 2014, in the matter of CG Docket No. 05-231.

For closed captioning concerns, please contact our captioning hotline:

Contact: Lonny Fairfield
Chief Technology Officer
Phone: 800-495-9788
Email: captions@wyomingpbs.org

We will make every effort to respond or otherwise resolve your inquiry within 24 hours or 1 business day.

Written complaints regarding closed captioning should be directed to:

Mr. Terry Dugas
General Manager
WyomingPBS
2660 Peck Avenue
Riverton, WY 82501
Email: terry@wyomingpbs.org

Before sending a formal written complain, we recommend you first contact our captioning hotline. We may be able to resolve your problem immediately without the need for a formal complaint. In any event, we will respond to your complaint within 30 days.