

## LPC Connect Digital Television Closed Captioning

The Federal Communications Commission (FCC) is concerned that consumers may experience difficulty in receiving and/or viewing closed captioning on some digital television (DTV) programming, including high definition television (HDTV), provided by a subscription television provider. These difficulties generally could arise from two causes: 1) the consumer's set-top box and/or TV are not properly set to allow closed captions to be displayed; or 2) there are technical problems with the subscription television provider's system that prevent closed captions from being received and decoded by the set-top box and/or TV.

If you have difficulties viewing closed captions received from LPC Connect, you should:

- Ensure that the captioning function on your set-top box, if applicable, is turned on;
- Ensure that the captioning function on your DTV is turned on.
- Consult any consumer information and manuals/guides on closed captions for DTV programming provided by LPC Connect.
- If you are still unable to view closed captions, you should contact LPC Connect for assistance.

For assistance with immediate closed captioning concerns or to file a written complaint contact:

LPC Connect  
Attn: Chris Hopp, COO  
PO Box 1008  
Elkader, IA 52043  
563-245-4000  
Fax: 563-245-2887  
Email: [closedcaptioning@lpctel.net](mailto:closedcaptioning@lpctel.net)

