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CLOSED CAPTIONING

Closed captioning displays the audio portion of a television program as text on the television screen, enabling people with hearing loss and others to better access television programming. For captioning problems during non-emergency programming, you may file a written complaint with either Wilson Communications or the FCC. If you file your complaint with the FCC, the FCC will forward the complaint to Wilson Communications.

The FCC rules establish specific time limits for filing closed captioning complaints. 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, Wilson Communications will have 30 days to respond to the complaint.

Wilson Communications can be reached by emailing customerservice@wilsoncom.us; calling 1-877.576.4599; faxing 1-785.658.3344; or writing to:

Wilson Communication Co Inc
Craig M. Freeman, VP/General Manager
PO Box 508
Wilson KS 67490-0508

The FCC can be contacted by using the on-line complaint form found at https://esupport.fcc.gov/ccmsforms/form2000.action?form_type=2000C. You can also file your complaint with the FCC's Consumer Center by emailing fccinfo@fcc.gov; faxing 866.418.0232; or writing to:

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