

Getting Help from Service Providers

The Canadian Hard of Hearing Association

Broadcasting Accessibility Quick Tips

If you're having trouble with captioning or another accessibility issue with your television

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For help with captioning or other accessibility issues, users should contact their service provider (the business that provides your cable or satellite television services).

Most service providers offer troubleshooting guidelines in the Owner's Manual provided with the decoder box, as well as a webpage for Frequently Asked Questions.

What to expect from the service provider

Providers can be contacted by telephone, email or live chat service through their website. Using email or live chat provides a paper-trail for future reference.

Let the provider know what steps, if any, have been taken to try and solve the problem.

Keep written notes of the problem, the results of the conversation, the service representative's name, and the date and time of conversations.

Indicate preferred method of communication (phone, text or email) and contact information.

Contact your service provider as soon as possible when the problem occurs. Broadcasters are only required to keep a recording

of their programs for four weeks – after which time they may not have access to these recordings.

If the service provider is unable to help, a complaint can be filed with the CRTC.



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What to expect from the service provider

When the service provider responds to an issue, they will use a standard troubleshooting checklist to make sure nothing has been missed, including looking for issues at their end.

They may reboot the system, or remotely connect with a decoder box to find out what is causing the problem.

They may also schedule a representative to visit the home to solve the problem.

It is important to note that a service provider wants to correct captioning problems and depends on complaints from their viewers to do so.

It is also one of the ways in which they track their viewer's reactions. If viewers do not contact them, the service provider will not know about the problem.

Have a question or want to learn more?

Visit the Canadian Hard of Hearing Association
Broadcasting Accessibility
Project website:

<http://chha.ca/baf/index.php>

Or, if you have an accessibility question about your television, radio or content on the internet, just

Ask the Expert!

Visit the Ask the Expert webpage to pose your question:

<http://www.chha.ca/chha/ask-expert.php>



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