



FILED ELECTRONICALLY

November 30, 2020

Canadian Radio-television and Telecommunications Commission
1 Promenade du Portage
Gatineau, QC
J8X 4B1

Attention: Nanao Kachi, Director, Social and Consumer Policy

Dear Mr. Kachi

RE: Annual Report on Closed Captioning Accuracy Rates

1. We are pleased to present the report for Silver Screen Classics to the Canadian Radio-television and Telecommunications Commission regarding closed captioning accuracy on live television programming for the broadcast year 2019-2020 as per BRP 2019-308.

Closed Captioning Accuracy Rate for Live Programs

2. Silver Screen Classics does not broadcast any live programming and, as such, has not produced an accuracy rate for live closed captioning.

Efforts Taken to Improve the Quality of Closed Captioning

3. Although Silver Screen Classics does not air live closed captioning, we are serious about providing quality, 100% accurate closed captioning for pre-recorded programs. All files are QC'ed in real-time by our Master Control operators before broadcast, and any issues are flagged and resolved by the Captioning and Processing teams.
4. Master Control operators also monitor the out-going feed and the return signal on a cable box to ensure that closed captions are available at all points of the distribution path.
5. In the 2019-2020 broadcast year, Silver Screen Classics did not receive any viewer complaints about the closed captioning quality.



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Conclusion

6. Silver Screen Classics is committed to providing quality closed captioning for all our programming on the service. We have implemented workflow processes to accomplish a 100% accuracy rate for pre-recorded programs and deal with any issues swiftly.

Sincerely,

A handwritten signature in black ink, appearing to read "SD", written over a white background.

Sonya Davidson
Director, Programming
Silver Screen Classics



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