



FILED ELECTRONICALLY

November 30, 2021

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 2020-2021 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 2020-2021 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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