



OUTtv Network Inc.
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September 6, 2016

Canadian Radio-television and
Telecommunications Commission
1 Promenade du Portage
Les Terrasses de la Chaudière
Central Building
Gatineau, Québec K1A 0N2

Attention: Nanao Kachi, Director, Social and Consumer Policy

Dear Sir or Madam:

RE: Biennial Report on Closed Captioning Accuracy Rate

1. This is the report of OUTtv Network Inc. ("OUTtv") to the Canadian Radio-television and Telecommunications Commission (the "Commission") regarding closed captioning accuracy on programming broadcast by OUTtv.

Accuracy Rate Tests – Programs Containing Live Content

2. OUTtv does not broadcast any programming containing live content, and as such, has not conducted an accuracy rate test for live content closed captioning.

Actions Taken by OUTtv to Address Issues Related to the Quality of Closed Captioning

3. Over the last two years, OUTtv has transitioned from working with two third-party closed captioning service providers, Sync Media and Gigecast to working with Rev.com.

4. In the early days of OUTtv's relationship with Rev.com, OUTtv had to speak with them about how they identified gender in captions. The issue was quickly resolved and we have had no further problems.

5. In addition to the steps taken by our closed captioning service providers, a further check is done at OUTtv's master control facility, BlueAnt MCR, as follows:

"Every closed captioning file receives a QC spot check from a BlueAnt MCR op before it is passed for broadcast. Furthermore, our linear feed is monitored 24/7 by MCR ops, and any closed captioning errors are logged and noted for us in the daily DDR."

Number of Complaints Related to Closed Captioning Quality Since 2014

7. OUTtv has received no complaints regarding closed captioning quality since September 1, 2014.

Conclusion

11. OUTtv takes its obligation to provide accurate closed captioning for all programming broadcast on the service very seriously. We work hard with our closed captioning partners and master control service provider to meet the 100% accuracy rate expected by the Commission. There may occasionally be errors, but we try to avoid them wherever possible.

13. All our interstitial material and promos are currently aired with closed captioning. We are also working with advertisers to ensure that all advertising material contains closed captioning.

14. If you require any further information, please do not hesitate to contact us at any time.

Yours truly,

OUTtv NETWORK INC.



Brad Danks
Chief Operating Officer