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Alanah Schupbach
No address provided
Via email: fyi-request-29871-2751372b@requests.fyi.org.nz

18 February 2025

Kia ora Alanah

Official Information Act request dated 24 January 2025

We refer to your email dated 24 January 2025 requesting information under the Official Information Act 1982 (the **Act**). The response to your request is set out below.

Request: I wish to request a copy of the guidelines you require your closed caption suppliers to follow when providing subtitles for the shows you are licensed to stream, as well as a list of those suppliers, and how you enforce quality control for those captions.

Response: TVNZ does not hold a document setting out guidelines and quality control for closed caption suppliers, or a list of suppliers. Your request is therefore declined in accordance with section 18(e) of the Act – the information requested does not exist.

In accordance with the Act's principle of availability and in order to assist you with your request, we have set out the ways in which closed captions are sourced for TVNZ content:

- TVNZ's accessibility partner, Able, provides closed captions for some local content, including all primetime broadcast content on TVNZ 1, 2 and DUKE, and many programmes on TVNZ+.
- Some of the internally distributed programmes licensed by TVNZ are provided to TVNZ with closed captions files included.
- As part of an initial test, a small amount of entertainment back catalogue on TVNZ+ has recently been captioned using artificial intelligence via Brightcove (the software provider for the TVNZ+ video player).

We trust this information assists. If you are dissatisfied with this response, section 28 of the Act sets out the circumstances in which you may make a complaint to the Ombudsman in order to seek an investigation and review.

Yours sincerely,

Official Information Requests Team
TVNZ