

31 October 2009

Sara Winter
Ofcom
Riverside House
2a Southwark Bridge
LONDON
SE1 9HA

Dear Sara Winter

Re: 2009 Ofcom Access services review

Audio description is a brilliant service that has completely revolutionised my enjoyment of television. It's a narrative that describes the action, body language, facial expressions or scenery – all things that I might otherwise miss.

I understand the Ofcom Access Services review includes three options for the future of audio description. I am requesting that Ofcom choose **option two** and increase audio description to 20 per cent across all channels.

I get very frustrated and disappointed when I find something interesting on TV and cannot follow it because it doesn't have audio description. You can't follow the story, because information is lost in facial expression, sets and non-verbal action. It would also be helpful if TV channel listings were audio described. When I switch my TV on I haven't got a clue what is on each channel and what time it will start, so I just search at random and hope to catch something, or stick to just one channel. This is not very satisfying and is expensive. I love to watch comedy films, thrillers, history and nature programmes. Living on my own I get quite lonely and TV plays an important part in my life, because it is comforting and I learn from it.

Audio description was quite widely used on DVD films, but seems to now be replaced by "Directors Commentary". This just isn't the same thing and I have now stopped buying and watching DVDs, which is a shame, because I cannot keep up to date with everyone else and the latest film, is something else I cannot talk to other people about.

Please take onboard my request for an increase of audio description to 20 per cent.

Yours sincerely

Typed for Chris by his mother, on his behalf and for the many visually impaired people who could not write in.