

The logo for the Authority for Television on Demand (ATVOD) features the acronym "ATVOD" in a bold, white, sans-serif font, centered within a solid black rectangular background.

ATVOD

THE AUTHORITY FOR TELEVISION **ON DEMAND**

Provision of Video on Demand Access Services - 2014 Report –

Annex 1
The Survey

Annex 1 Survey 2014

This is a text version of the survey which was available to complete within each Service Provider's password protected 'dedicated Service Provider area' on the ATVOD website.

ATVOD requires information relating to your provision of access services (programmes with subtitling, audio description or signing) on the on demand programme service ("ODPS") you provide . We require this information for the purpose of securing compliance with the obligations of the United Kingdom under the Audiovisual Media Services Directive (such obligations include encouraging service providers to ensure that their services are gradually made accessible to people with a visual or hearing disability). You are required to provide this information by completing this survey. The deadline for submission is 30th September 2014. Please note that ATVOD intends to include some or all of the data you provide in a report to be published before the end of 2014. Glossary of key terms: "Subtitles" means text on screen representing speech and sound effects that may not be audible to people with hearing impairments, synchronised as closely as possible to the sound; "Signing" means presented or interpreted using sign language to convey meaning to people with hearing impairment; "Audio Description" means a commentary woven around the soundtrack, exploiting pauses to explain on screen action, describe characters, locations, costumes, body language and facial expressions to enhance meaning and enjoyment for blind or visually-impaired viewers.

1. Accessibility Overview

How is this ODPS made available? Please tick as appropriate in relation to each of the following outlets and then answer the additional questions

1.1. Own brand website (excluding apps developed for particular platforms / devices)

Please indicate if this ODPS is made available via this type of outlet. If your answer is 'no' please go to question 1.2

- Yes
- No

Please indicate the provision of each specified access service on this outlet (enter a tick if you provide any programmes with that access service on this outlet)

- Subtitles
- Signing
- Audio Description

If you provide any other access services on this outlet, please specify:



Please indicate the total hours of programming provided on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference

period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons stacked vertically. On the bottom side, there are four small square buttons: a left-pointing arrow, a small square, a right-pointing arrow, and another small square.

Please indicate the total number of programmes provided on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

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Please indicate the number of programme hours provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons stacked vertically. On the bottom side, there are four small square buttons: a left-pointing arrow, a small square, a right-pointing arrow, and another small square.

Please indicate the number of individual programmes provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

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Please indicate any plans (including timetables) for providing programmes with Subtitles in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision and which services will be provided, or timetable for

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons stacked vertically. On the bottom side, there are four small square buttons: a left-pointing arrow, a small square, a right-pointing arrow, and another small square.

increasing current scale of provision).

Please indicate the number of programme hours provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons stacked vertically. On the bottom side, there are four small square buttons: a left-pointing arrow, a small square, a right-pointing arrow, and another small square.

Please indicate the number of individual programmes provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your

reference period. If you are using a different reference period, please indicate this.

Please indicate any plans (including timetables) for providing programmes with Signing in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).

Please indicate the number of programme hours provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

Please indicate the number of individual programmes provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate

this.

Please indicate any plans (including timetables) for providing programmes with Audio Description in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current

scale of provision).

1.2. Own brand YouTube Channel

Please indicate if this ODPS is made available via this type of outlet. If your answer is 'no' please go to question 1.3.

- Yes
- No

Please indicate the provision of each specified access service on this outlet (enter a tick if you provide any programmes with that access service on this outlet)

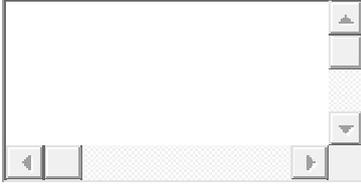
- Subtitles
- Signing

Audio Description

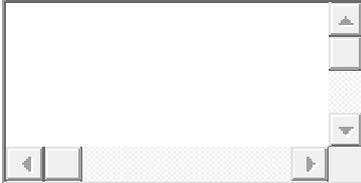
If you provide any other access services on this outlet, please specify:



Please indicate the total hours of programming provided on your ODPS via this outlet.



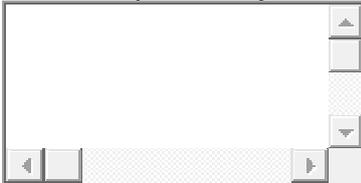
Please indicate the total number of programmes provided on your ODPS via this outlet.



Please indicate the number of programme hours provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.



Please indicate the number of individual programmes provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.



Please indicate any plans (including timetables) for providing programmes with Subtitles in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).



Please indicate the number of programme hours provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your

reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons stacked vertically. On the bottom left, there is a left-pointing arrow button, and on the bottom right, there is a right-pointing arrow button.

Please indicate the number of individual programmes provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

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Please indicate any plans (including timetables) for providing programmes with Signing in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).

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Please indicate the number of programme hours provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons stacked vertically. On the bottom left, there is a left-pointing arrow button, and on the bottom right, there is a right-pointing arrow button.

Please indicate the number of individual programmes provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate

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An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons stacked vertically. On the bottom left, there is a left-pointing arrow button, and on the bottom right, there is a right-pointing arrow button.

Please indicate any plans (including timetables) for providing programmes with Audio Description in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current

scale of provision).

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons stacked vertically. On the bottom left, there is a left-pointing arrow button, and on the bottom right, there is a right-pointing arrow button.

1.3. Own brand YouView app

Please indicate if this ODPS is made available via this outlet. If your answer is 'no' please go to question 1.4.

- Yes
- No

Please indicate the provision of each specified access service on this outlet (enter a tick if you provide any programmes with that access service on this outlet).

- Subtitles
- Signing
- Audio Description

If you provide any other access services on this outlet, please specify:

Please indicate the total hours of programming provided on your ODPS via this outlet.

Please indicate the total number of programmes provided on your ODPS via this outlet.

Please indicate the number of programme hours provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

Please indicate the number of individual programmes provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

Please indicate any plans (including timetables) for providing programmes with Subtitles in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision or timetable for increasing current scale of provision).

Please indicate the number of programme hours provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom, both with standard arrow and track icons.

Please indicate the number of individual programmes provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom, both with standard arrow and track icons.

Please indicate any plans (including timetables) for providing programmes with Signing in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision or timetable for increasing current scale of provision).

An empty rectangular box with a light grey background and a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom, both with standard arrow and track icons.

Please indicate the number of programme hours provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom, both with standard arrow and track icons.

Please indicate the number of individual programmes provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate

this.

An empty rectangular box with a light grey background and a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom, both with standard arrow and track icons.

Please indicate any plans (including timetables) for providing programmes with Audio Description in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision or timetable for increasing current

scale of provision).

An empty rectangular box with a light grey background and a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom, both with standard arrow and track icons.

1.4. Virgin TiVo set top box

Please indicate if this ODPS is made available via this outlet. If your answer is 'no' please go to question 1.5.

- Yes
- No

Please indicate the provision of each specified access service on this outlet (enter a tick if you provide any programmes with that access service on this outlet).

- Subtitles
- Signing
- Audio Description

If you provide any other access services on this outlet, please specify:



Please indicate the total hours of programming provided on your ODPS via this outlet.



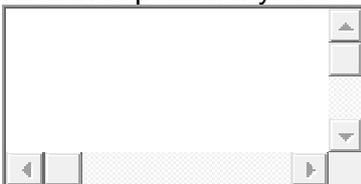
Please indicate the total number of programmes provided on your ODPS via this outlet.



Please indicate the number of programme hours provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.



Please indicate the number of programme hours provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.



Please indicate any plans (including timetables) for providing programmes with Subtitles in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date

on which you intend to begin provision, or timetable for increasing current scale of provision).

An empty rectangular form box with a light grey background and a thin border. It contains a small horizontal bar at the bottom with a left-pointing arrow, a small square, and a right-pointing arrow. On the right side, there are three small square buttons stacked vertically, with a downward-pointing arrow at the bottom.

Please indicate the number of programme hours provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular form box with a light grey background and a thin border. It contains a small horizontal bar at the bottom with a left-pointing arrow, a small square, and a right-pointing arrow. On the right side, there are three small square buttons stacked vertically, with a downward-pointing arrow at the bottom.

Please indicate the number of programme hours provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

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Please indicate any plans (including timetables) for providing programmes with Signing in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).

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Please indicate the number of programme hours provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

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Please indicate the number of programme hours provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular form box with a light grey background and a thin border. It contains a small horizontal bar at the bottom with a left-pointing arrow, a small square, and a right-pointing arrow. On the right side, there are three small square buttons stacked vertically, with a downward-pointing arrow at the bottom.

Please indicate any plans (including timetables) for providing programmes with Audio Description in future on this outlet, or for increasing the current scale of provision on this

outlet (e.g. date on which you intend to begin provision, or timetable for increasing current



scale of provision).

1.5. Sky Go

Please indicate if this ODPS is made available via this outlet. If your answer is 'no' please go to question 1.6.

- Yes
- No

Please indicate the provision of each specified access service on this outlet (enter a tick if you provide any programmes with that access service on this outlet).

- Subtitles
- Signing
- Audio Description

If you provide any other access services on this outlet, please specify:



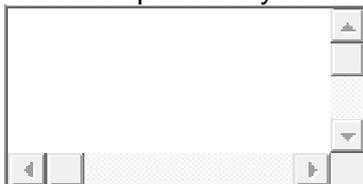
Please indicate the total hours of programming provided on your ODPS via this outlet.



Please indicate the total number of programmes provided on your ODPS via this outlet.



Please indicate the number of programme hours provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.



Please indicate the number of individual programmes provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your

reference period. If you are using a different reference period, please indicate this.

An empty rectangular form box with a light grey background. On the right side, there are three small square buttons stacked vertically. On the bottom side, there are two small square buttons, one on the left and one on the right, with arrows pointing left and right respectively.

Please indicate any plans (including timetables) for providing programmes with Subtitles in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).

An empty rectangular form box with a light grey background. On the right side, there are three small square buttons stacked vertically. On the bottom side, there are two small square buttons, one on the left and one on the right, with arrows pointing left and right respectively.

Please indicate the number of programme hours provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular form box with a light grey background. On the right side, there are three small square buttons stacked vertically. On the bottom side, there are two small square buttons, one on the left and one on the right, with arrows pointing left and right respectively.

Please indicate the number of individual programmes provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular form box with a light grey background. On the right side, there are three small square buttons stacked vertically. On the bottom side, there are two small square buttons, one on the left and one on the right, with arrows pointing left and right respectively.

Please indicate any plans (including timetables) for providing programmes with Signing in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).

An empty rectangular form box with a light grey background. On the right side, there are three small square buttons stacked vertically. On the bottom side, there are two small square buttons, one on the left and one on the right, with arrows pointing left and right respectively.

Please indicate the number of programme hours provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular form box with a light grey background. On the right side, there are three small square buttons stacked vertically. On the bottom side, there are two small square buttons, one on the left and one on the right, with arrows pointing left and right respectively.

Please indicate the number of individual programmes provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March

2014 as your reference period. If you are using a different reference period, please indicate

this.

Please indicate any plans (including timetables) for providing programmes with Audio Description in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current

scale of provision).

1.6. Sky+ / Sky+HD set top box (push VOD service only)

Please indicate if this ODPS is made available via this outlet. If your answer is 'no' please go to question 1.7.

- Yes
- No

Please indicate the provision of each specified access service on this outlet (enter a tick if you provide any programmes with that access service on this outlet).

- Subtitles
- Signing
- Audio Description

If you provide any other access services on this outlet, please specify:

Please indicate the total hours of programming provided on your ODPS via this outlet.

Please indicate the total number of programmes provided on your ODPS via this outlet.

Please indicate the number of programme hours provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your

reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked square buttons with upward, downward, and double-downward arrows. On the bottom side, there are three square buttons: a left arrow, a double square, and a right arrow.

Please indicate the number of individual programmes provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked square buttons with upward, downward, and double-downward arrows. On the bottom side, there are three square buttons: a left arrow, a double square, and a right arrow.

Please indicate any plans (including timetables) for providing programmes with Subtitles in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked square buttons with upward, downward, and double-downward arrows. On the bottom side, there are three square buttons: a left arrow, a double square, and a right arrow.

Please indicate the number of programme hours provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked square buttons with upward, downward, and double-downward arrows. On the bottom side, there are three square buttons: a left arrow, a double square, and a right arrow.

Please indicate the number of individual programmes provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked square buttons with upward, downward, and double-downward arrows. On the bottom side, there are three square buttons: a left arrow, a double square, and a right arrow.

Please indicate any plans (including timetables) for providing programmes with Signing in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked square buttons with upward, downward, and double-downward arrows. On the bottom side, there are three square buttons: a left arrow, a double square, and a right arrow.

Please indicate the number of programme hours provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014

as your reference period. If you are using a different reference period, please indicate this.

Please indicate the number of individual programmes provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate

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Please indicate any plans (including timetables) for providing programmes with Audio Description in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current

scale of provision).

1.7. Sky+ / Sky+HD Set top box (pull VOD service only)

Please indicate if this ODPS is made available via this outlet. If your answer is 'no' please go to question 1.8.

- Yes
- No

Please indicate the provision of each specified access service on this outlet (enter a tick if you provide any programmes with that access service on this outlet).

- Subtitles
- Signing
- Audio Description

If you provide any other access services on this outlet, please specify:

Please indicate the total hours of programming provided on your ODPS via this outlet.

Please indicate the total number of programmes provided on your ODPS via this outlet.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons stacked vertically. On the bottom side, there are four small square buttons: a left-pointing arrow, a small square, a right-pointing arrow, and another small square.

Please indicate the number of programme hours provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons stacked vertically. On the bottom side, there are four small square buttons: a left-pointing arrow, a small square, a right-pointing arrow, and another small square.

Please indicate the number of individual programmes provided with Subtitles on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons stacked vertically. On the bottom side, there are four small square buttons: a left-pointing arrow, a small square, a right-pointing arrow, and another small square.

Please indicate any plans (including timetables) for providing programmes with Subtitles in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).

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Please indicate the number of programme hours provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

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Please indicate the number of individual programmes provided with Signing on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

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Please indicate any plans (including timetables) for providing programmes with Signing in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date

on which you intend to begin provision, or timetable for increasing current scale of provision).

Please indicate the number of programme hours provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

Please indicate the number of individual programmes provided with Audio Description on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate

this.

Please indicate any plans (including timetables) for providing programmes with Audio Description in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current

scale of provision).

1.8. Games Console

Please indicate if this ODPS is made available via any of the following games consoles (PlayStation 3, PlayStation 4, Wii, Wii U, XBox 360, XBox One). If your answer is 'no' please go to question 1.9.

- Yes
- No

Please indicate the provision of each specified access service on this outlet (enter a tick if you provide any programmes with that access service on this outlet).

- Subtitles
- Signing
- Audio Description

If you provide any other access services on this outlet, please specify:

An empty text input field with a light gray background and a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom.

Please indicate the total hours of programming provided on your ODPS via this outlet.

An empty text input field with a light gray background and a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom.

Please indicate the total number of programmes provided on your ODPS via this outlet.

An empty text input field with a light gray background and a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom.

Please indicate the number of programme hours provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty text input field with a light gray background and a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom.

Please indicate the number of individual programmes provided with Subtitles on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty text input field with a light gray background and a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom.

Please indicate any plans (including timetables) for providing programmes with Subtitles in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).

An empty text input field with a light gray background and a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom.

Please indicate the number of programme hours provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty text input field with a light gray background and a thin border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom.

Please indicate the number of individual programmes provided with Signing on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons with upward-pointing triangles. On the bottom side, there are three small square buttons with leftward-pointing triangles, a larger central square button with a rightward-pointing triangle, and another small square button with a rightward-pointing triangle.

Please indicate any plans (including timetables) for providing programmes with Signing in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons with upward-pointing triangles. On the bottom side, there are three small square buttons with leftward-pointing triangles, a larger central square button with a rightward-pointing triangle, and another small square button with a rightward-pointing triangle.

Please indicate the number of programme hours provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons with upward-pointing triangles. On the bottom side, there are three small square buttons with leftward-pointing triangles, a larger central square button with a rightward-pointing triangle, and another small square button with a rightward-pointing triangle.

Please indicate the number of individual programmes provided with Audio Description on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate

this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons with upward-pointing triangles. On the bottom side, there are three small square buttons with leftward-pointing triangles, a larger central square button with a rightward-pointing triangle, and another small square button with a rightward-pointing triangle.

Please indicate any plans (including timetables) for providing programmes with Audio Description in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current

scale of provision).

An empty rectangular box with a light grey background and a thin border. On the right side, there are three small square buttons with upward-pointing triangles. On the bottom side, there are three small square buttons with leftward-pointing triangles, a larger central square button with a rightward-pointing triangle, and another small square button with a rightward-pointing triangle.

Please tick the games consoles via which your ODPS is made available

- PlayStation 3
- PlayStation 4
- Wii
- Wii U
- Xbox 360
- Xbox One

Other

1.9. Own brand Mobile Phone App

Please indicate if this ODPS is made available via this outlet. If your answer is 'no' please go to question 1.10.

Yes

No

Please indicate the provision of each specified access service on this outlet (enter a tick if you provide any programmes with that access service on this outlet).

Subtitles

Signing

Audio Description

If you provide any other access services on this outlet, please specify:

Please indicate the total hours of programming provided on your ODPS via this outlet.

Please indicate the total number of programmes provided on your ODPS via this outlet.

Please indicate the number of programme hours provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

Please indicate the number of individual programmes provided with Subtitles on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

Please indicate any plans (including timetables) for providing programmes with Subtitles in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).



Please indicate the number of programme hours provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.



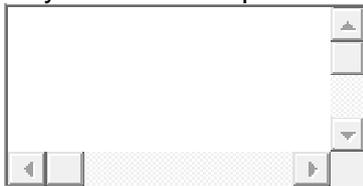
Please indicate the number of individual programmes provided with Signing on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.



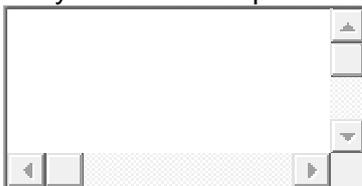
Please indicate any plans (including timetables) for providing programmes with Signing in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).



Please indicate the number of programme hours provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.



Please indicate the number of individual programmes provided with Audio Description on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate

this. 

Please indicate any plans (including timetables) for providing programmes with Audio Description in future on this outlet, or for increasing the current scale of provision on this

outlet (e.g. date on which you intend to begin provision, or timetable for increasing current

scale of provision).

1.10. Own brand Tablet App

Please indicate if this ODPS is made available via this outlet. If your answer is 'no' please go to question 1.11.

- Yes
- No

Please indicate the provision of each specified access service on this outlet (enter a tick if you provide any programmes with that access service on this outlet).

- Subtitles
- Signing
- Audio Description

If you provide any other access services on this outlet, please specify:

Please indicate the total hours of programming provided on your ODPS via this outlet.

Please indicate the total number of programmes provided on your ODPS via this outlet.

Please indicate the number of programme hours provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

Please indicate the number of individual programmes provided with Subtitles on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your

reference period. If you are using a different reference period, please indicate this.

An empty rectangular form box with a light gray background. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom. The horizontal scrollbar has a small square handle on the left and a right-pointing arrow on the right.

Please indicate any plans (including timetables) for providing programmes with Subtitles in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).

An empty rectangular form box with a light gray background. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom. The horizontal scrollbar has a small square handle on the left and a right-pointing arrow on the right.

Please indicate the number of programme hours provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular form box with a light gray background. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom. The horizontal scrollbar has a small square handle on the left and a right-pointing arrow on the right.

Please indicate the number of individual programmes provided with Signing on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular form box with a light gray background. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom. The horizontal scrollbar has a small square handle on the left and a right-pointing arrow on the right.

Please indicate any plans (including timetables) for providing programmes with Signing in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).

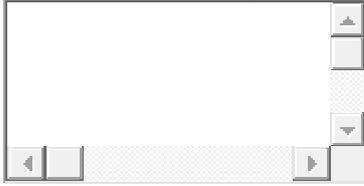
An empty rectangular form box with a light gray background. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom. The horizontal scrollbar has a small square handle on the left and a right-pointing arrow on the right.

Please indicate the number of programme hours provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular form box with a light gray background. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom. The horizontal scrollbar has a small square handle on the left and a right-pointing arrow on the right.

Please indicate the number of individual programmes provided with Audio Description on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March

2014 as your reference period. If you are using a different reference period, please indicate



this.

Please indicate any plans (including timetables) for providing programmes with Audio Description in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current



scale of provision).

1.11. Own brand Connected TV app

Please indicate if this ODPS is made available via this outlet. If your answer is 'no' please go to question 1.12.

- Yes
- No

Please indicate the provision of each specified access service on this outlet (enter a tick if you provide any programmes with that access service on this outlet).

- Subtitles
- Signing
- Audio Description

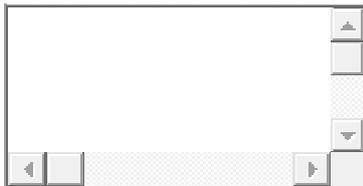
If you provide any other access services on this outlet, please specify:



Please indicate the total hours of programming provided on your ODPS via this outlet.



Please indicate the total number of programmes provided on your ODPS via this outlet.



Please indicate the number of programme hours provided with Subtitles on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your

reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked square buttons with upward, downward, and double-downward arrows. On the bottom side, there are three horizontally stacked square buttons with leftward, rightward, and double-rightward arrows.

Please indicate the number of individual programmes provided with Subtitles on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked square buttons with upward, downward, and double-downward arrows. On the bottom side, there are three horizontally stacked square buttons with leftward, rightward, and double-rightward arrows.

Please indicate any plans (including timetables) for providing programmes with Subtitles in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked square buttons with upward, downward, and double-downward arrows. On the bottom side, there are three horizontally stacked square buttons with leftward, rightward, and double-rightward arrows.

Please indicate the number of programme hours provided with Signing on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked square buttons with upward, downward, and double-downward arrows. On the bottom side, there are three horizontally stacked square buttons with leftward, rightward, and double-rightward arrows.

Please indicate the number of individual programmes provided with Signing on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate this.

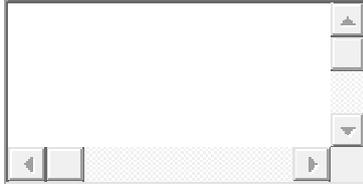
An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked square buttons with upward, downward, and double-downward arrows. On the bottom side, there are three horizontally stacked square buttons with leftward, rightward, and double-rightward arrows.

Please indicate any plans (including timetables) for providing programmes with Signing in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current scale of provision).

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked square buttons with upward, downward, and double-downward arrows. On the bottom side, there are three horizontally stacked square buttons with leftward, rightward, and double-rightward arrows.

Please indicate the number of programme hours provided with Audio Description on your ODPS via this outlet. Please take the 12 month period from 1 April 2013 to 31 March 2014

as your reference period. If you are using a different reference period, please indicate this.



Please indicate the number of individual programmes provided with Audio Description on your ODPS via this outlet.. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a different reference period, please indicate

this.



Please indicate any plans (including timetables) for providing programmes with Audio Description in future on this outlet, or for increasing the current scale of provision on this outlet (e.g. date on which you intend to begin provision, or timetable for increasing current

scale of provision).



1.12. Any other outlet

Please indicate whether access services are made available on your ODPS via any other outlet. If your answer is 'no' please go to question 2.1.

- Yes
- No

Please indicate the provision of each specified access service on any such outlets (enter a tick if you provide any programmes with that access service on any other outlets)

- Subtitles
- Signing
- Audio Description

Please list the other outlets on which you provide access services on your ODPS.



Please indicate the total hours of programming provided on your ODPS via each of these

outlets



Please indicate the total number of programmes provided on your ODPS via each of these

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked buttons: a top button with an upward-pointing triangle, a middle button with a square, and a bottom button with a downward-pointing triangle. On the bottom side, there are three horizontally arranged buttons: a left-pointing triangle, a square, and a right-pointing triangle.

outlets.

Please indicate the number of programme hours provided with (a) Subtitles (b) Signing and (c) Audio Description on your ODPS via each of these outlets. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked buttons: a top button with an upward-pointing triangle, a middle button with a square, and a bottom button with a downward-pointing triangle. On the bottom side, there are three horizontally arranged buttons: a left-pointing triangle, a square, and a right-pointing triangle.

different reference period, please indicate this.

Please indicate the number of individual programmes provided with (a) Subtitles (b) Signing and (c) Audio Description on your ODPS via each of these outlets. Please take the 12 month period from 1 April 2013 to 31 March 2014 as your reference period. If you are using a

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked buttons: a top button with an upward-pointing triangle, a middle button with a square, and a bottom button with a downward-pointing triangle. On the bottom side, there are three horizontally arranged buttons: a left-pointing triangle, a square, and a right-pointing triangle.

different reference period, please indicate this.

Please indicate any plans (including timetables) for increasing the scale of provision of programmes with (a) Subtitles (b) Signing and (c) Audio Description on your ODPS via each

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked buttons: a top button with an upward-pointing triangle, a middle button with a square, and a bottom button with a downward-pointing triangle. On the bottom side, there are three horizontally arranged buttons: a left-pointing triangle, a square, and a right-pointing triangle.

of these outlets.

2. Barriers to provision

2.1. Please indicate below the key barriers to providing programmes with access services, or to providing more programmes with access services, on your ODPS.

An empty rectangular box with a light grey background and a thin border. On the right side, there are three vertically stacked buttons: a top button with an upward-pointing triangle, a middle button with a square, and a bottom button with a downward-pointing triangle. On the bottom side, there are three horizontally arranged buttons: a left-pointing triangle, a square, and a right-pointing triangle.

3. Complaints (information provided in this section is NOT for publication)

3.1 Please detail below the number of complaints you received relating to access services in the period 1 April 2013 to 31 March 2014 and the main issues raised in those complaints