

Title:

Forename:

Surname:

Name withheld 17

Representing:

Organisation (if applicable):

Email:

What additional details do you want to keep confidential?:

Keep name confidential

If you want part of your response kept confidential, which parts?:

Ofcom may publish a response summary:

Yes

I confirm that I have read the declaration:

Yes

Additional comments:

Question 1:Do respondents agree with Ofcom's initial assessment that apps for mobile devices have the potential to be useful for those people with visual impairments who feel confident using touch-screen technology and can afford a suitable mobile device? If not, why not? :

I agree with this statement.

Question 2:Do respondents agree with Ofcom's initial assessment that apps for mobile devices are less likely to meet the needs of the majority of visually-impaired people who are 65 or older, both because they are less likely either to own a suitable mobile phone and because touch-screen apps present a number of actual and perceived barriers to use. If not, why not?:

I agree with this statement. However, it isn't always over 65 year olds alone, who find mobile devices unsuitable. I think the television services provider should make their menus accessible in themselves if possible. Being able to change the font size and colour/contrast, or have what's on the menu on the actual TV screen itself, read by a screen reader.

Question 3:Do respondents consider that it would be reasonable for visually-impaired viewers to pay more than sighted viewers for the ability to use EPGs or substitutes for the same purposes as sighted viewers? If so why? :

No.

Do we pay extra to have audio describe at the cinema, or an extra tariff to use a ramp into a building rather than the stairs - No. The big companies like SKY have vast profits anyway. Any additional costs to them in the grand scheme of things would be minimal and potentially be well compensated for by encouraging custom they may otherwise as yet not have. Society is moving towards equal access to all for everyone. As with other reasonable adjustments, I believe the onus is on Virgin, BT etc to cover the cost. My only concession to this would be, if the TV companies covered the additional cost of fees for accessibility features charged to their customers, by means of a subscription reduction. (Since it is teleVISION) and so with the best will in the world VI customers don't get the full experience they are paying for anyway.

Question 4:Do respondents agree with Ofcom?s initial assessment that the speaking EPGs integrated into TVs and set top boxes may be easier for people with visual impairments to use than touch-screen apps? If not, why not? :

I agree with this statement.

Question 5:Do pay TV service providers such as Sky, Virgin, Talk Talk and BT TV see additional obstacles that would prevent them from committing to including text to speech capabilities in the next planned upgrades to the receivers they offer to subscribers? If so, what are these obstacles? Absent regulation, would these obstacles make it impossible on commercial grounds to commit to the necessary investment?:

Question 6:If the cost of providing speech-enabled receivers to all those who subscribe to particular pay TV services would entail a substantial delay to the roll-out of such receivers to all subscribers, would it be feasible, quicker and more cost-effective to offer suitable equipment first to viewers with visual impairments?:

Question 7:Do respondents consider that it would be reasonable to expect visually-impaired viewers to pay extra for equipment that allows them to use EPGs or substitutes for the same purposes as sighted viewers? If so, why? :

Question 8:Do licensors such as Freesat and Freeview see obstacles to using their leverage to require manufacturers to incorporate speaking EPGs in future versions of products authorised to use their brands, such as Freetime and Freeview Connect?:

Question 9:What are the main types of cost that pay TV service providers would face in incorporating speaking EPG features into the next generation of their set top boxes?:

Question 10: What is the scope for connected platforms to avoid the need for specific TTS provision within consumer equipment by using cloud-based resources (e.g. speech files on a central server delivered to the device as required)?: