

Title:

Forename:

Surname:

Name withheld 20

Representing:

Self

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?:

any personal information that identifies me

Ofcom may publish a response summary:

Yes

I confirm that I have read the declaration:

Yes

Additional comments:

I have the goodmans and tvonics talking set top box. Is the proposal that the manufacturers would only have to make the tv guide talk and no other items? If the box is going to be usable all the menus should talk as well as any messages and the list of programs that have been recorded.

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? :

yes

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?:

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

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? :

yes

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?:

If the manufacturers think it will cost money they won't spend it unless they are forced to. But the iphone has proved there is a market for accessible products.

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?:

As most customers won't need the talking features I can't see manufacturers being happy to delay the rollout of equipment or provide specialist equipment that talks. The tvonics box is a standard box with modified firmware. If there were delays on getting the box talking and it was just firmware. The manufacturers could still release the box and provide the talking feature when it was ready.

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? :

No. The cost should be spread over all the boxes and subscriptions that are purchased.

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?:

don't know

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?:

development costs,

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)?:

Most people who will need the talking features are very elderly. Are you seriously suggesting that an elderly person who may have never used a computer will have a broadband connection?