

**Title:**

**Forename:**

**Surname:**

Name withheld 31

**Representing:**

Self

**What additional details do you want to keep confidential?:**

Keep part of the response 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? :**

Yes, apps can be very useful and have enabled me to access documents and tools which make daily life far easier. The only issue is if you are unable to afford the type of phone or equipment which allows apps to be used. I am supported by my parents. I live independently but by doing this all the money I have goes towards rent, food and bills. I would not be able to afford this type of phone without the monetary support of my parents.

**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 disagree with this. There are plenty of older people who use this technology but there is a percentage who tell themselves why bother learning to use new technology. If training was provided, sessions where older people could come together and test the

equipment out this could make a difference. Many older people have had to acclimatise to sight loss in old age, this is shocking enough if you have been sighted your whole life. Learning to use modern equipment sounds like too much fuss.

If it is offered in a relaxed setting or help is offered by younger people who have had to do the same as them it could be a positive step forward.

**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

EPGs can describe what is happening on-screen but they can in no way match the impact of visually understanding what is happening on screen.

VI tv experience is never going to match up to a sighted person's experience and it is appalling that you are even asking that we should pay more for a lesser experience.

**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 do not know.

I would need to test both.

**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?:**

I don't know.

**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?:**

Yes.

As long as you would be working to ensure that speech enabled software would be included within the next 5 years.

**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? :**

Np

As above

**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?:**

I 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?:**

I don't know

**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)?:**

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