

**Title:**

**Forename:**

**Surname:**

Name withheld 38

**Representing:**

Self

**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:**

I am responding as a severely sight-impaired viewer.

I have had low vision since birth and am confident with technology. I have used JAWS and ZoomText on PCs for many years and enjoy the freedom offered by Apple devices with their integrated accessibility features.

I struggle to read our EPG - often opting for catchup on iPad or a Podcast instead of scheduled programmes...unless there's something on that I know about and want to watch.

It's also very annoying when channel numbers change on the EPG.

**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. Absolutely. It's disappointing that the app which works with our Sky HD box does not work with VoiceOver in the grid view. If this could be fixed it would make an invaluable difference to my ability to use our EPG.

**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?:**

Yes, I agree with this. My mum is visually impaired and in her 70s - she been unable to master using an iPad with VoiceOver and relies on her sighted husband to navigate their EPG.

**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, I do not agree. Technology has moved on a lot in recent years and companies like Apple have proved that it is perfectly possible to make hardware accessible to everyone 'out of the box'.

In the past I have paid a lot of money for secondary hardware or software to make standard devices accessible. Alternative options were not available then, but they are now.

**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, I agree. If the device that is designed to be the EPG can offer fully accessible functionality, that would always be my preference...even though I do like apps that work well.

I use Apple TV with VoiceOver - it's brilliant. Would be wonderful if our Sky HD box were equally versatile.

**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)?:**