

Dear Sir,

I am delighted to see various short reports in national newspapers about your plans to improve the subtitling services on UK TV. I have corresponded with BBC TV subtitling on a number of occasions and received, in my view, unsatisfactory responses. My last e-mail was ignored and I received no response. It seems as though most of my complaints have been covered by others and that you are fully aware of the key frustrations. However, I would like to add a thought concerning the BBC (who are the worst "offenders") and their news and weather bulletins. Since the newsreader is using an autocue (apart probably from on the spot interviews), why can't this be linked to the subtitling service? The words are already there, correctly spelled and punctuated! I queried this in my last e-mail to the BBC, but since they didn't see fit to reply, I hope you can take this point on board on my behalf.

When it works properly, it is so helpful as the brain, eyes and ears work in harmony so one doesn't miss the visuals whilst "reading" the subtitles. Cutting out the other big bugbear of intrusive music would also be very helpful, which overrides speech on occasions when I am straining to hear and match the delayed titles to realtime.

We have the most amazing technology available but I feel left in the Dark (or rather Deaf) Ages with this service. I wish you the very best of luck with getting this service improved.