

Question 1: Which of the three options do consultees favour, and why?:

Option 2 because it provides an incredibly valuable service to people who are not able to appreciate what is going on on-screen without it.

Question 2: Do consultees have any further suggestions for future access service provision? If so please provide the rationale for these suggestions:

Comments:

Thank you to Ofcom for putting a phone line in place to take calls for this consultation. I am in a relatively privileged position in owning a computer but a lot of people may have found it difficult to respond if they don't have one.