



[REDACTED]
Ofcom
2a Southwark Bridge Road
London
SE1 9HA

29 November 2018

[REDACTED]
Annual EPG accessibility statement

Following Ofcom's letter, dated 1 November, requesting our annual EPG accessibility statement for TLCS licence numbers TLCS001709BA (BT TV) and TLCS100654BA (EE TV), please find below our response.

For the avoidance of doubt, the sections highlighted **in yellow** are provided to Ofcom in confidence and, consequently, are not for publication.

Licence number: TLCS001709BA

Please find below the current functionality in place on the BT TV platform:

- 1) high contrast colour scheme: allowing users to change the settings so that the menu is displayed as white text on a black background. When the Guide is 'unselected' the contrast ratio is 21:1, when the item on the Guide is selected, the ratio becomes 15:1;
- 2) users can remove channel logos from the TV guide, allowing the guide to be read more easily;
- 3) users can choose a solid background to the TV guide, rather than it being transparent, making it easier to read;

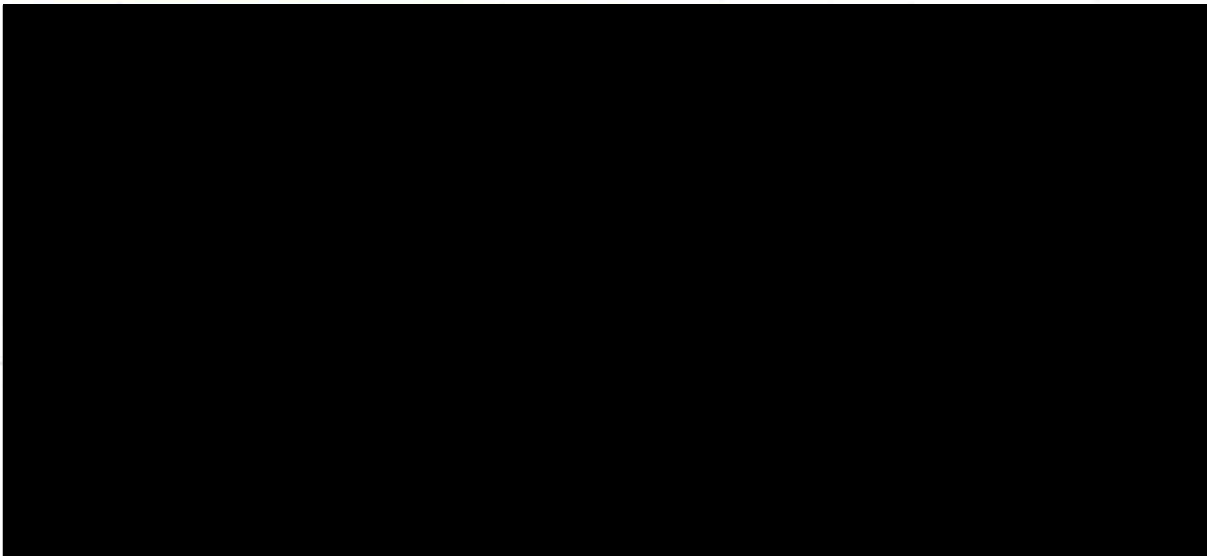
[REDACTED]
BT Sport Studios
International Broadcast Centre
Queen Elizabeth Olympic Park
Off Waterden Road
Stratford
London
E20 3BS

[REDACTED]
British Telecommunications plc
Registered office:
81 Newgate Street
London EC1A 7AJ
Registered in England No 1800000
www.bt.com

- 4) audio feedback: when users press certain buttons on their remote control, a tone is played. Users can also adjust the volume of these buttons;
- 5) zoom functionality: allowing users to zoom in when using the main menu or TV Guide, which enlarges the text;
- 6) users can control the YouView box without the need for a keyboard or a remote control;
- 7) when using a keyboard instead of a remote control, users can use an USB keyboard to interact with their set-top box; and
- 8) programming which contains subtitles and audio description is indicated in the programme information field using the abbreviations 'AD' and 'S'.

Consequently, regarding Ofcom's specific reference in the letter relating to the four accessibility features, we believe we are compliant with: (c) the ability to adjust the display of EPG information so that it can be magnified, or the text enlarged; and (d) users can select a 'high contrast' display.

The list below contains the features on our roadmap. Again, please note this is shared with Ofcom in confidence and is not for publication.



Licence number: TLCS100654BA

Please find below the current functionality in place on the EE TV platform:

- 1) Amazon Alexa integration, allowing the following voice commands around the EPG:
 - a. 'what's on [date]' e.g. 'tonight' or 'Monday' or 'Oct 11';
 - b. 'what are my picks for [date]' - offers up recommendations for that date;
 - c. 'what's on [channel name]';
 - d. 'watch this', 'watch it', 'watch first, second or third' (in response to the 'what's on' question);
 - e. 'record this', 'record it', 'record first, second or third' (in response to the 'what's on' question); and
 - f. 'restart' – enables users to restart a programme if EE TV replay feature is enabled
- 2) audio description can be turned on via the Menu; and
- 3) any programming with AD is shown in the programme details page of the EPG.

Please note during the original trial for the Amazon Alexa integration, there were two visually impaired users testing the functionality who gave us feedback ahead of the launch.

The ability to highlight/list separately programmes containing AD & signing and the ability to adjust the EPG so it can be magnified or the text enlarged, are not currently supported within the EE TV set-top box.



If you should have any questions, please do not hesitate to contact me.

