

Ofcom
[REDACTED]

Riverside House
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[REDACTED]

28 November 2018
[REDACTED]

EPG Accessibility: Provision of electronic programme guides ("EPGs") under Television Licensable Content Service licence numbers TLCS001298BA and TLCS100216BA

Thank you for your letter requesting an annual statement on steps and/or plans Freesat (UK) Limited ("Freesat") has taken with regards to facilitate the use of its EPGs by disabled people. Please note that this response is confidential and no element of it can be disclosed to a third party without the prior written approval of Freesat.

[REDACTED]

As previously detailed in Freesat's responses to Ofcom's consultations on EPG accessibility ("Freesat's Consultation Response"), the introduction of additional accessibility features creates a unique challenge to Freesat as a free-to-air EPG provider with limited resource and limited leverage over its manufacturing partners. Nonetheless, in 2018, Freesat:

- determined, to include a high contrast display (with a contrast ratio of no less than 7:1) as a feature of the user interface of its next generation of set-top boxes (which are due to launch in 2019). In doing this, Freesat sought feedback on the proposed design of the user interface from the RNIB.

- [REDACTED]

• [REDACTED]

[REDACTED]

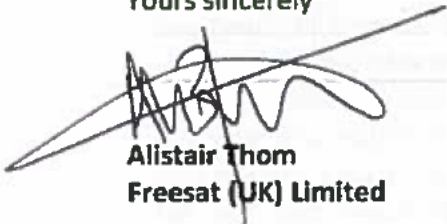
Although to date it is has not been possible to add new accessibility features to the range of Freesat set top boxes manufactured by Humax (as no new product launches have taken place), Freesat's next generation of set top boxes should be easier to update and hence to incorporate accessibility features over time. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] for example, through the Freesat mobile app (which is already compatible with a number of the accessibility features native on iOS and Android devices, e.g. magnification and voice-over), or by supporting voice control via existing services such as Alexa. Freesat is also planning to undertake research to better understand the needs of its customers in terms of accessibility in order that it can target investment to ensure maximum benefits for its audience.

Yours sincerely



Alistair Thom
Freesat (UK) Limited