

Following Ofcom's letter, dated 20th February 2024 requesting our annual EPG accessibility statement for TLCS licence number TLCS001758BA, 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the avoidance of doubt, the sections highlighted in yellow are provided to Ofcom in confidence and consequently, are not for publication.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: TLCS001758BA

In response to the updated Code of Practice on Electronic Programme Guides, we have prepared the following statement to summarise steps taken to address the four areas called out by Ofcom which are intended to facilitate the use of the EPG by disabled people. This response is as at 30th November 2023. Any aspects of this statement which are confidential have either been noted as such and have been highlighted in yellow.

- a. render text needed for EPG navigation and the provision of information on channels and programmes included in the EPG as speech;
- b. highlight or list separately programmes with audio description, and with signing;
- c. adjust the display of EPG information so that it can magnified, or the text enlarged; and
- d. select a 'high contrast' display.

Render text needed for EPG navigation and the provision of information on channels and programmes included in the EPG as speech

As previously indicated to Ofcom, we neither manufacture nor distribute devices and subsequently do not have "end to end" control over the manufacture and distribution of devices. We do not currently provide a text-to-speech capability on our set top boxes as highlighted previously to Ofcom . As per the EPG code, for new devices which begin development after 27 July 2018, we will use reasonable endeavours to meet this requirement or introduce accessibility features that would be equally effective

Since our last statement we have developed an EETV application with BT for Apple TV which is due to launch in December 2023 and the application will support Apple's text to speech capability.

Highlight or list separately programmes with audio description, and with signing

We list on demand programmes which have Audio Description or are Signed in a separate area in the UI (TV and Films) which is available on newer set top boxes across retail, TalkTalk and BT's new device. We do not currently provide a mechanism to highlight or list programmes from linear channels which have AD or are Signed but appreciate that this capability would be beneficial for many users. For new devices (post 27 July 2018), subject to the usual roadmap and budgetary constraints, we will use reasonable endeavours to meet this requirement, or introduce accessibility features that would be equally effective. In addition, we still intend to explore whether it would be possible (both technically and commercially) to roll out functionality to support this requirement on the most recent YouView set top box models.

For the EETV application on Apple TV, we will include functionality which shows users the Audio Description and Signed icons on screen when they highlight a programme in the Guide. This functionality is on the Roadmap for FY24/25.

Adjust the display of EPG information so that it can magnified, or the text enlarged

We were one of the leading platforms in the UK to provide an integrated zoom / magnifier capability across our UI when it launched in 2012. This capability was rebuilt when YouView introduced its Next Generation UI in 2016, and was presented to the RNIB, DTG Accessibility Group, and user tested by the Digital Accessibility Centre (DAC) to ensure it supported the needs of users and also to help identify opportunities to further enhance this capability. This capability is available across all generations of YouView set top boxes and will be supported on the EETV application on Apple TV.

Select a 'high contrast' display

We introduced a High Contrast mode to our UI in 2013. This was developed with support from the RNIB, and tested by Digital Accessibility Centre (DAC). The Next Generation YouView UI introduced in 2016 was designed to ensure even the default colour scheme for retail devices is legible for a large group of users (contrast ratio between 13:1 – 5:1), and an alternative high contrast mode is available for users on all variants of the YouView set top box with a contrast ratio between 21:1 – 15:1. This was presented to the RNIB, DTG Accessibility Group and tested by DAC to ensure it supported the needs of users, and also to help identify opportunities to enhance this capability. This capability is available across all generations of YouView set top boxes.

We are working with BT to assess the support of this functionality for the EETV application on Apple TV.