

Following Ofcom's letter, dated 12th November 2019 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the avoidance of doubt, the sections highlighted in yellow are provided to Ofcom in confidence and consequently, are not for publication.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. 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.

[X]

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, although we do support text-to-speech support through our mobile app on both Android and iOS platforms, and [X]. 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.

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 from retail and Talk Talk [X]. 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 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. In addition, we 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.

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 (from retail, BT or TalkTalk).

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 (retail, BT, Talk Talk) 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 (from retail, BT or TalkTalk).