



**PROVISION OF ELECTRONIC PROGRAMME GUIDES (“EPGS”) UNDER TELEVISION LICENSABLE
CONTENT SERVICE LICENCE NUMBER: TLCS000243BA**

STEPS TAKEN BY SKY UK LIMITED IN RELATION TO EPG ACCESSIBILITY

SECTION 1 – INTRODUCTION

- 1.1 This is Sky’s response to Ofcom’s request to provide an annual statement about the steps we have taken, and plan to take, to facilitate the use of our EPG by disabled people.
- 1.2 Paragraph 10 of Ofcom’s Code of Practice on Electronic Programme Guides (the ‘Code’) states that *“EPG providers are required to produce an annual statement, by 30 November each year, of the steps they have taken and plan to take to facilitate the use of their EPGs by disabled people”*.
- 1.3 The Code states that Ofcom will assess the adequacy of these statements in the light of the particular circumstances of each EPG and that EPG providers are expected to consult with disability groups about the way they meet the obligations under the Code.
- 1.4 This statement sets out the steps taken by Sky to ensure accessibility of its EPG.
- 1.5 The Code also calls for EPG providers to use reasonable endeavours to secure so far as practicable the following features (or their equivalents) on EPGs accessed on new models of TV receiver beginning development after 27 July 2018 and subsequent models (“New TV Receivers”):
 - (a) text-to-speech (TTS);
 - (b) the ability to filter/highlight audio description and signing;
 - (c) text magnification;
 - (d) high contrast displays (together, the “Specified Features”).
- 1.6 Sky currently has one model of Set-top-box (STB) which qualifies as a New TV Receiver and is therefore in scope of the requirements of the Code. This is the 1TB UHD model of our Sky Q STB. This sits alongside the previous model of Sky Q STB and our Sky+ STB, both of which pre-date the above requirements. Separately in 2021 Sky launched the Sky Glass streaming television, and in 2022 we launched Sky Stream which is an internet-connected box that can be plugged into other televisions to offer the Sky Glass interface. Sky Glass and Stream use the same software/operating system and therefore share all of the same features. For completeness, we will highlight the accessibility features available on Sky Glass/Stream where relevant in this report.
- 1.7 At Sky we take our responsibilities around accessibility very seriously. We take an inclusive approach to design which means we strive to consider the needs of our diverse customer base before designing products. We work closely with user testing, community forums and closed forum networks and this enables us to meet the needs of our under-represented customers.
- 1.8 As you will be aware from last year’s report, the introduction in 2024 of the magnification feature for the TV Guide on Sky Q, saw the introduction of the last of the required features onto our New TV Receivers. Please refer to our 2024 report for full information on our implementation of these features.
- 1.9 As has been mentioned before, it is important for us to note that we are now working as a global company on technological infrastructure that must be suitable for a global market. This means that we have to view our software and hardware in the context of globally evolving legislation and ensure that it meets the standards of multiple territories. Whilst this global approach brings complexity it does mean that all territories will then benefit from standards or functionality that is required elsewhere in the world. Consequently 2025 has seen the introduction of more accessibility improvements that have been introduced as part of ensuring compliance with the European Accessibility Act and the Web Content Accessibility Guidelines.

SECTION 2: DEVELOPMENTS IN 2025

- 2.1 As has been mentioned in previous reports, back in 2023 we rolled out changes to our remotes, which were improved through work with the RNIB and some of our visually impaired customers. Changes included increased font size, increased weight of icons, dishing of the voice key (i.e. improving the shape to allow for it to be easily distinguished), a tactile divider on the volume key and changing the volume icons from arrows to speaker symbol. Additionally in 2024 we launched the Sky Q Virtual Remote for iOS which allows customers to control Sky Q boxes via a page in the Sky Go app. In 2025 this has now also been made available on Android. The Sky Q Virtual Remote helps make Sky Q more accessible and is particularly useful for users with dexterity issues who are not easily able to use a traditional remote control. The Virtual Remote also features High Contrast and Large Button options for increased accessibility. To build on this, a Sky Remote app was launched in November 2025, which provides the same functionality for users of Glass/Stream.
- 2.2 For awareness the Sky Q, Sky Glass and Sky Stream products use a speech recognition (speech-to-text) engine that transcribes voice queries (either via remote control or farfield voice) into user interface commands and search queries. This enables customers to navigate to specific content, launch apps, change their accessibility settings, and so on, through the use of voice commands.
- 2.3 As Sky is also a broadcaster with our own channels and content available via our EPGs/UIs, we are also keen to ensure that we exceed formal requirements and provide access services on as much of our content as possible.
- 2.4 Building on this, 2025 has now seen the implementation of a project that has been worked on for the past four years. In October we began the rollout of Audio Description onto Sky Cinema and entertainment channel VOD content on Glass, Stream, Q & Sky+ HD in the UK & ROI. Titles are continually being added, and the catalogue will grow as new titles are released – in line with linear. In 2026 this capability will also be rolled out to the Sky Go and NOW platforms.
- 2.5 As noted in the introduction, Sky has been working throughout 2025 to ensure compliance with the European Accessibility Act and the Web Content Accessibility Guidelines. Our main focus is now on developing Entertainment OS which is the operating system used by Glass/Stream. For reference it is worth us highlighting the following features which are available on Sky Glass/Stream:
- Screen magnification across full native UI for Sky Glass and Sky Stream
 - High contrast setting for apps. Apps utilising this feature include:
 - o My Sky
 - o Sky Sports+
 - o Sky Store
 - Voice guidance coverage expanded to include device set-up journey, and improved player control experience
 - Voice guidance for apps. Apps utilising this feature include:
 - o My Sky
 - o Sky Sports+
 - o Sky Store
 - o Netflix
 - o YouTube
 - o Prime Video
 - o Crunchyroll
 - o RTE Player
- 2.6 Sky Glass is our most up-to-date product offering. It is inclusive by design. It supports Bluetooth headsets, including devices that support the A2DP protocol. Sky Glass product hardware also supports far-field wake word activation, enabling hands-free control for a range of features, including channel tuning, volume change, and powering the device on/off. In addition to this, we have also been doing work for our new models, Sky Glass Gen 2 and Sky Glass Air, to improve the accessibility of the product packaging and installation experience. This has included making packaging colour contrast improvements, using a QR-code tag for installation instructions and making the hardware ports easier to distinguish.
- 2.7 Looking into 2026 we will be building-on and enhancing some current offerings.