

The logo for The Authority for Television On Demand (ATVOD) features the acronym 'ATVOD' in a bold, white, sans-serif font, centered within a solid black rectangular background.

**ATVOD**

THE AUTHORITY FOR TELEVISION **ON DEMAND**

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# **Provision of Video on Demand Access Services - 2012 Report -**

**A report on the level of provision by On Demand Programme Service providers of subtitling, audio description, signing and other services for people with disabilities relating to sight or hearing or both**

**Published 28 November 2012**

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## Executive Summary

As part of ATVOD's duty to encourage services providers to make their On Demand Programme Services ("ODPS") more accessible to people with disabilities affecting their sight or hearing, ATVOD conducts an annual survey of current levels of provision of such 'access services'. The first such report was published in November 2011.

This report details the responses we received to our second major survey of regulated service providers which closed on 21 September 2012. ATVOD invited all providers of ODPS to indicate the scale of provision of each type of access service, together with any future plans for access service provision.

Responses were received from seventeen service providers (including three operators of platforms eg. set top boxes) in relation to thirty-six services. This is a significant increase from 2011, and ATVOD thanks those service providers who took the time to respond. However, ATVOD notes that the majority of service providers did not respond to the request. Accordingly, ATVOD will consider, in consultation with the Industry Forum, whether next year the survey should take the form of a statutory demand for information under section 368(O) of the Communications Act 2003, in order to ensure that a more complete account of the provision of access services on video on demand ("VOD") services can be published. A failure to comply with such a demand for information could ultimately lead to enforcement action by Ofcom, including the imposition of a financial penalty.

### Key Findings

- Public service broadcasters such as ITV and Channel 4 appear to be making the most significant progress in access services provision, particularly in relation to subtitling.
- Subtitling is the most widely provided access service, with respondents detailing twelve services carrying subtitles (compared with four in the 2011 survey).
- Signing remained less widely available than subtitling, although two services (up from none in 2011) detailed signed programmes.
- Despite a 2012 campaign by UK broadcasters to raise public awareness of Audio Description in relation to broadcast television, its availability in on demand programmes remained confined to two services.
- The ability of platforms to support access services remained at similar levels to 2011, although both BT and TalkTalk commented that their ability to provide access services had been affected by a move to the YouView platform.
- Service providers continued to identify practical barriers to access services provision such as the difficulty of transferring existing access services from broadcast to on demand services.

In 2012 ATVOD published 'Best Practice' guidance in relation to access service provision, developed via the ATVOD Industry Forum working party with service providers and other stakeholders. This working party continues to discuss possibilities for technical standardisation in relation to access services delivery as we consider that this is the best way of overcoming the barriers to provision identified in this survey and in discussion with relevant stakeholders. ATVOD will continue with this work and other steps as outlined in the Plan, including the formulation of potential strategies to encourage take up of access services.

## Introduction

ATVOD is designated by Ofcom as the appropriate regulatory authority for editorial content on video-on-demand ("VOD") services that meet the definition of an on-demand programme service ("ODPS"), as defined in section 368 of the Communications Act 2003 ("the Act"). In performing that role, ATVOD is committed to encouraging service providers to make their services more accessible to people with disabilities affecting their sight or hearing at a key time in the development and use of on-demand services<sup>1</sup>. Making services more accessible will normally mean providing programmes with subtitling, audio-description or signing. We refer to such techniques as "access services".

On 18 February 2011, ATVOD published its Access Services Plan ("the Plan") setting out how it would encourage services providers over the short to medium term. The Plan included an intention to publish updated information on which service providers are providing services which make those services more accessible to people with disabilities affecting their sight or hearing or both and information on such services.

In November 2011 we published the first report on levels of provision of access services. This report details the responses we received to our second survey of regulated service providers which closed on 21 September 2012.

## The Questionnaire

The aim of the questionnaire was to provide information on current levels of provision of access services in On Demand Programme Services ("ODPS"), in order to enable stakeholders, including people with relevant disabilities, to identify which specific access services are being offered on which services.

ATVOD invited all providers of ODPS to indicate the scale of provision of each type of access service, together with any future plans for access service provision.

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<sup>1</sup> Under Paragraph 5(v) and Paragraph 7(xx) of its Designation, ATVOD is required "to encourage Service Providers to ensure that their services are progressively made more accessible to people with disabilities affecting their sight or hearing or both"

The questionnaire did not constitute a demand for information under section 368O of the Act and participation in the survey was therefore voluntary.

A copy of the questionnaire is provided as Annex 1. A list of service providers invited to complete the questionnaire is provided as Annex 2.

## The Responses

Responses were received from seventeen service providers, listed below with details of the thirty-six services to which their responses relate:

British Sky Broadcasting Ltd

Sky Go

Sky Anytime

Sky Anytime+

British Telecommunications PLC

BT Vision

Channel 4 Television Corporation & 4Ventures Ltd

4OD online service

Channel 5 Broadcasting Ltd

Demand 5

Chellozone (Broadcasting Gaia Ltd)

Amateur Babes/XXX Movies/Hustler TV UK/XXX TVClassical TV Ltd

Classical TV

FilmFlex Movies

FilmFlex on Virgin Media STB

Virgin Media Movies Online

Film4oD

Hmvondemand

EE Film Store

Fox International Channels UK Ltd

Baby TV

FX & National Geographic/FX on TalkTalk

FX / National Geographic & Wild on Virgin / Sky

ITV Consumer Ltd

ITV Player

MTV Networks Europe

MTVOD

Viva.tv

MTV on Virgin

mtv.co.uk

Northern Visions

Northern Visions / NvTv

Portland Broadcasting Ltd

Television X

STV Central Ltd  
STV Player  
STV Player on YouTube

TalkTalk  
Movies Now  
Scamp

Universal Pictures Subscription Television Ltd  
Picturebox  
Picturebox (Poland)

UTV Television (UTV Player)  
U.TV / UTV Player

Viasat Broadcasting UK Ltd  
Viaplay  
Viasat 4 Play  
TV3 Play Norway  
TV3 Play Sweden  
TV6 Play  
TV8 Play

Of these services, sixteen (Amateur Babes/XXX Movies/Hustler TV UK/XXX TV, Classical TV, FilmFlex on Virgin Media STB, Virgin Media Movies Online, Film4oD, Hmvondemand, EE Film Store, Picturebox, Picturebox (Poland), MTVOD, Viva.tv, MTV on Virgin, mtv.co.uk, Television X, Fox on TalkTalk, Baby TV) did not provide any access services, and were subject to no current plans to provide such services. Northern Visions was not in a position to provide information on its service.

The following service providers submitted a response to the 2011 survey but did not provide information for 2012: The Paramount UK Partnership; Liverpool FC; and Virgin Media Ltd.

For a full list of the 81 service providers invited to respond in 2012, please see Annex 2.

## Services for people with disabilities relating to hearing

### Subtitles

Twelve of the services included subtitles in some of the programmes made available. This is up from four in 2011.

ITV had increased subtitling from 10% of programming hours in 2011 to 64% in 2012, subtitling 89% of programmes. *“It is now only programmes that have transmitted **live** on linear TV which are not subtitled on the ITV Player, although high profile live programmes such as The X Factor, The Only Way is Essex and Celebrity Juice are subtitled, and we continue to work on increasing the volume of subtitled programming on the ITV Player”*

Channel 4’s subtitling on its 4oD website had also increased, from 50% of hours in 2011 to 86% in 2012 (88% of programmes). Channel 4 said it is *“committed to continuing to increase the volume of subtitled programming available on 4oD. The intention is to supply*

subtitles for 100% of catch-up content, where there is technical capability to support them, in line with the voluntary commitments made by Channel 4 to make 100% of the content on its linear channels available with subtitles". As in 2011, Channel 4's response referred to subtitle provision being subject to 'platform capability' but this year did not specifically refer to its services as available via YouTube and set top box / games consoles. Channel 5's subtitling on Demand 5 online had also increased, from 10% of programming hours in 2011 to 20% of programming hours (30% of programmes) in 2012. Channel 5 commented that, "[s]ubtitles across Demand 5 are only provided on channel5.com and not on other platforms carrying the Demand 5 service (such as BT Vision, YouTube, etc). We hope to have made subtitles available on all these platforms by the end of 2012. In addition, we intend to increase the proportion of programmes with subtitles in the Demand 5 catalogue as the service develops".

Other service providers maintained similar levels of subtitling to the previous year, for example on Sky Anytime (now called Sky On Demand) where 23.74% of programming hours were subtitled.

Turning to new respondents, UTV offered subtitling on 52.7% of programming hours (75.6% of programmes). Fox provides subtitling on its FX / National Geographic & Wild service on the Sky Anytime platform, but did not provide figures relating to proportion of output subtitled. Viasat provided subtitling on all of its platforms – the highest percentage of programming hours and programmes (75%) was present on Viasat 4 Play (this represents 3-4 programmes in a small service). In terms of programming hours, other Viasat services ranged from 50% subtitled (Viaplay) through 35% (TV6 Play) and 25% (TV3Play Norway) to 20% (TV3Play Sweden, TV8Play). Viasat said it is "committed to providing programming with subtitles in the future".

Of the respondents who did not provide subtitles, two expressed plans to do so. STV, which provides access services on its television channels, "will provide similar services on-demand as soon as acceptable technical solutions are readily available" (see 'Barriers to provision' below). Sky "continues to explore options for subtitles and plans to gradually introduce programmes with subtitles across [Sky Go and Sky Anytime+] platforms when a solution is identified."

<b>SERVICE</b>	<b>2011 PROVISION (% programme hrs)</b>	<b>2012 PROVISION (% programme hrs)</b>
<b>Sky Anytime</b>	<b>29.7%</b>	<b>23.74%</b>
<b>4OD online</b>	<b>50%</b>	<b>86%</b>
<b>Demand 5</b>	<b>10%</b>	<b>20%</b>
<b>FX/Nat Geo on Sky Anytime</b>	<b>n/a</b>	<b>% not given</b>
<b>ITV Player</b>	<b>10%</b>	<b>64%</b>
<b>UTV Player</b>	<b>n/a</b>	<b>52.7%</b>
<b>Viaplay</b>	<b>n/a</b>	<b>50%</b>
<b>Viasat 4 Play</b>	<b>n/a</b>	<b>75%</b>

TV3 Play Norway	n/a	25%
TV3 Play Sweden	n/a	20%
TV6 Play	n/a	35%
TV8 Play	n/a	20%

Table 1: Comparison of subtitle provision in 2011 and 2012 for those providing subtitles

## Signing

Signing remained significantly less widely available than subtitling. Only STV provided regular signing on its On Demand services, via weekly signed news programmes on its service at video.stv.tv (up to 40 minutes available at any one time). STV stated that “[p]rogrammes with signing will be made available as soon as an appropriate technical solution is available and of course subject to necessary Rights. In the meantime, STV will continue to make its weekly signed News Review available to viewers”.

ITV provided occasional signed programmes (for example ‘Signed Stories’ and ‘Sherlock Holmes’) while they ‘address issues of rights availability and public awareness’. ITV said it was “in a trial phase with signing on ITV Player, hoping to ramp up the number of hours as the ODPS develops capability”.

Of those not providing signing, respondents identifying four services where options for providing signing are being explored. UTV stated that they “do not currently include signing on our ODPS, but are looking to provide signing, which will be tested first on our ITV content, but will require further investigation at this time to realise what can be achieved technically as the service develops”. TalkTalk said that signing on their services ‘Movies Now’ and ‘Scamp’ “is on our product roadmap, but no dates are set”. Sky continues to look at how signing could be incorporated into Sky Anytime+ at a future date, and plans to gradually introduce programmes with signing on Sky Go platforms when a technical solution is identified.

Both Channel 4 and Channel 5 stated that they had no current plans to provide signed programmes on their on demand services. In relation to Sky Anytime, Sky commented that given that the number of programmes where signing is available is proportionately low, it does not in the foreseeable future intend to introduce signed content via Sky Anytime – however it noted that it will continue to make “a contribution to the making of sign presented programmes that are available on the British Sign Language Broadcasting Trust’s BSL Zone on the Community Channel”.

## Services for people with disabilities relating to sight

### Audio Description

As in 2011, only two services detailed use of audio description on some of the programmes available. Channel 4 had expanded its provision from 2011, when it provided audio description for only Paralympics related programming. In 2012 Channel 4 made 6.4% of programming hours available on the 4oD service with audio description (5.6% of programmes), providing audio description where it has been provided on TV – at present this includes popular titles such as ‘Thelma’s Gypsy Girls’, ‘The Churchills’ and ‘Beaver Falls’, and all episodes from three series of ‘That Paralympic Show’. Channel 4 is *“committed to increasing the volume of audio-described programming available on 4oD [...and] will gradually be going back and adding AD to archive content and where possible across other platforms”*

Sky provided audio description for Sky on demand content available via Sky Anytime, *“if the audio description is embedded into the content at the time it is included in the Anytime Service”*. This made up 9.5% of programming hours, a decrease on 2011’s figure of 14.3%.

Of services not currently providing audio description, six had plans to do so in the future. Both Channel 5 and ITV gave a specific time frame for the introduction of audio description. Channel 5 stated that *“our current plans are to offer AD on all programmes on Demand 5 that were audio described on their linear transmission, by the first quarter of next year. It is possible that we will be able to achieve this objective sooner and get AD up on the service before the end of 2012”*. ITV said that *“Audio Description is very much on the agenda for the ITV Player roadmap team. ITV intends to address the technical challenges and complexities of providing Audio Description on the ITV Player in the next 12 months”*. UTV *“will be looking in the future to address plans for audio description, but will require further investigations to determine how financially and technically this can be achieved as our ODPS develops”* and for TalkTalk *“[t]his is on our product roadmap, but no dates are set”*. Sky *“continues to explore the range of options available and plans to gradually introduce programmes with audio description [to the Sky Go and Sky Anytime+ platforms] when a solution is identified”*.

SERVICE	2011 PROVISION (% programme hrs)	2012 PROVISION (% programme hrs)
Sky Anytime	14.3%	9.5%
4OD online	n/a	6.4%

Table 2: Comparison of audio description (AD) provision in 2011 and 2012 for those providing AD

## Platform capabilities

For services provided through a platform (such as a set-top-box) operated by a third party platform operator, the ability to provide access services depends significantly on the extent to which the platform supports access services. Respondents included major platform operators who operate their own VOD service and also carry third party VOD services on their platforms. Such respondents were asked to complete specific questions about the extent to which the platform supports the provision of access services on VOD services provided by third parties.

Responses were received in relation to five platforms (TalkTalk, BT Vision, Sky Anytime, Sky Anytime+ and Sky Go).

As in 2011, Sky Anytime enables third party ODPS providers to provide access services in the form of subtitles, signing and audio description. However, it is at the discretion of the third party to provide content with the access services included, and they must be embedded in the tape provided to Sky. Sky Go and Sky Anytime+ continue to support signing and audio description, where the third party has embedded this content into the tape they provide to Sky. It is at the third parties' discretion to make available such access services. However, to date Sky has not received content from third parties where signing has been included. Sky commented that when it first introduced Sky Go (or Sky Player as it was previously known), *"the technology to add access services was not available. However, as an emerging market, ODPS technology is constantly developing to provide better and easier access to VOD content"*. Sky is not currently able to provide subtitling on content made available via Sky Go or Sky Anytime+ (see 'Barriers to provision' below) but *"continues to evaluate the range of options and how subtitling can be introduced"*.

Both TalkTalk and BT referred to their involvement in YouView and the effect of this on their plans relating to access services. The TalkTalk player on YouView does not currently enable access services. However, provision of such services is on TalkTalk's product roadmap, with the aim to adopt YouView platform accessibility and *"discuss what can be made available and supplied from content partners"*. In the case of subtitles TalkTalk *"would probably use the YouView specified TTML standard"*. With audio description *"this would be a second audio track which could either be a broadcast mix (audio-description + main audio) or just the audio-description. We would transcode this second audio during our content ingest workflow"*.

BT in its reply to the 2011 survey said it would be providing subtitles and audio description, where available and commercially viable, following the launch of the next generation of the BT Vision service in 2012. However, in this year's response BT stated that its *"move to YouView has meant that we have not delivered this for on demand content. Therefore, at the moment, we do not supply subtitled or audio described on demand content on the BT Vision platform with the exception of catch-up programmes supplied through the BBC iPlayer. On YouView, subtitles, audio description and signing are available on catchup-TV from the BBC iPlayer and C5"*. BT continues to *"engage with the major accessibility organisations such as the Accessibility Group of the DTG. Current candidate output reports from this group include a set of functional requirements for an accessibility API [...] The second current deliverable*

from this group is an updated chapter for the DTG U-Book incorporating guidelines and recommendation on the provision of subtitles.” BT also points to the fact that it has “invested significant amounts of resource and money in the provision of audio description and subtitling for the new linear multicast channels we will be providing on BT Vision. This includes reformatting existing content provider linear channel feeds which otherwise would be unable to show audio description or subtitling on multicast”.

## Barriers to provision of access services

Respondents identified a range of issues which hindered the provision of access services on video on demand services.

- Transference of access services on linear services to on demand services

Several service providers (STV, Sky, BT) drew attention to the provision of access services on their linear services. STV said that it, along with other broadcasters “uses a third party video streaming platform to provide video-on-demand services. However, this platform does not currently support UK sub-titling files. STV, together with its video publishing partner, are currently working on the development of technical solutions which will provide access services across its on-demand services”.

As in its 2011 submission, Channel 4 drew attention to other issues with transferring subtitles from linear broadcast: “[i]f a programme transmits live 4oD cannot currently provide accompanying subtitles as they are not linked to the hard copy of the programme. Again, Channel 4 is responding to this problem and has recently begun the process of subtitling live programmes that repeat on 4oD”. Channel 4 also referred to the occasional need to create separate versions of linear programmes for 4oD platforms for compliance, rights or editorial reasons: “These files have not traditionally carried subtitles. These exceptions are flagged up by the 4oD team and the infrastructure is being developed to capture them and begin the process of subtitling these 4oD only files, but it is still early in this process.”

In relation to signing several other respondents (STV, ITV) also mentioned rights issues (although these were not described in detail).

- Absence of available access services

Channel 4 again pointed out that much of its archive content did not carry access services when originally transmitted: “Channel 4 is currently working through a process of adding subtitles to archive programming, based on the most viewed and popular programmes. If a member of the public requests that a particular archive programme is made available with subtitles, we will prioritise subtitling that title.”

- Operational limitations

Sky pointed to the increased operational complexity that results from creating and handling two versions of a programme – one with access services, one without. On platforms with limited capacity this would result in less variety of content being made available for all viewers. Sky commented that “[i]n order to provide programmes with subtitles on its VOD content available via [Sky Go / Sky Anytime+], Sky would need to develop a software framework so that the subtitles sit within the programme and users can change the settings to switch subtitling on or off. Furthermore, two versions of the same programme, one with subtitles, and one without would need to be made available which would result in less variety of content being available”. In relation to Sky Anytime+, Sky also commented that currently, “the inclusion of subtitled content on the set top box platform would result in a substantial increase in the time it takes to download a programme which would materially reduce the overall quality of the users’ experience”.

## Next steps

ATVOD will continue to take the steps outlined in the Plan. In particular, it will:

- Continue to engage with service providers and other relevant stakeholders, for example by means of the ATVOD Industry Forum working party on access services and associated technical roundtable events
- Work with stakeholders as above to explore possibilities for technical standardisation to aid the delivery of access services on video on demand platforms. ATVOD has developed its work with the Industry Forum working party to form three workstreams tackling the key areas of difficulty in relation to access service provision: a technical standard for content suppliers; translation of one standard to another; and delivery of content to varying devices and platforms. These workstreams will begin work in January 2013.
- Consider, in consultation with the Industry Forum, whether to make responses to future surveys compulsory by using a demand for information under s368O of the Communications Act.
- Consider with service providers, disability groups and others whether there are opportunities to highlight best practice, in order to encourage other service providers to improve their performance.

# Annex 1

## Access Services- Public Information Questionnaire

As part of ATVOD's duty to encourage service providers to ensure that their services are made progressively more accessible to people with disabilities relating to their sight or hearing or both, and in accordance with ATVOD's Access Services plan published on 18 February 2011, we are again inviting all providers of On Demand Programme Services ("ODPS") to provide details of the current level of provision of such access services on their ODPS.

**The information provided (with exceptions as indicated) will be published on the ATVOD website** in order to enable stakeholders, including people with relevant disabilities, to identify which specific access services were being offered on which services, and to indicate in each case the scale of provision of each type of access service. As with the 2011 report it is expected that the 2012 report will identify all those service providers who were invited to respond.

For the avoidance of doubt, this is not a demand for information under section 368O of the Communications Act 2003, but an invitation to provide information to assist ATVOD in the performance of its duties with regards to Access Services.

If you provide more than one ODPS, please complete a separate questionnaire for each one.

## Respondent details

Name of ODPS:

ODPS reference number:

Contact name: [Not for publication]

Contact email: [Not for publication]

Contact phone number: [Not for publication]

## Part A

### Services for users with disabilities relating to hearing

Q A1. Do you provide access services for users with disabilities relating to hearing on this ODPS?

Q A2. Do these access services take the form of:

Subtitles?

Signing?

Other (please specify)?

- Q A3. What is the total number of hours of programming made available on this ODPS with subtitles?
- Q A4. What is the proportion of total hours of programming made available on this ODPS with subtitles?
- Q A5. What is the total number of programmes made available on this ODPS with subtitles?
- Q A6. What is the proportion of the total number of programmes made available on this ODPS with subtitles?
- Q A7. What are your plans for providing programmes with subtitles in the future (eg date on which you intend to begin provision, or timetable for increasing current scale of provision)?
- Q A8. What is the total number of hours of programming made available on this ODPS with signing?
- Q A9. What is the proportion of total hours of programming made available on this ODPS with signing?
- Q A10. What is the total number of programmes made available on this ODPS with signing?
- Q A11. What is the proportion of the total number of programmes made available on this ODPS with signing?
- Q A12. What are your plans for providing programmes with signing in the future (eg date on which you intend to begin provision, or timetable for increasing current scale of provision)?

## Part B

## Services for users with disabilities relating to sight

Q B1. Do you provide access services for users with disabilities relating to sight on this ODPS?

Q B2. Do these access services take the form of:

Audio description?

Other (please specify)?

Q B3. What is the total number of hours of programming made available on this ODPS with audio description?

Q B4. What is the proportion of total hours of programming made available on this ODPS with audio description?

Q B5. What is the number of programmes made available on this ODPS with audio description?

Q B6. What is the proportion of the total number of programmes made available with audio description?

Q B7. What are your plans for providing programmes with audio description in the future (eg date on which you intend to begin provision, or timetable for increasing current scale of provision)?

## Part C

### Platforms providing access to third party ODPS

***This section should only be completed if you operate a platform which provides access to one or more ODPS provided by a third party.***

Although such platforms do not fall under ATVOD's regulatory remit, their role in enabling access services on ODPS is of great importance and we therefore invite responses to the following questions:

Q C1. Does the platform you operate currently enable third party ODPS providers to provide access services for users with disabilities relating to hearing?

Q C2. Do the access services for users with disabilities relating to hearing supported by your platform take the form of:

Subtitles?

Signing?

Other (please specify)?

Q C3. What are your plans for enabling third party ODPS providers to provide access services for users with disabilities relating to hearing in future (eg date on which you intend to begin enabling provision, or timetable for improving the current capability)?

Q C4. Does the platform you operate currently enable third party ODPS providers to provide access services for users with disabilities relating to sight?

Q C5. Do the access services for users with disabilities relating to sight supported by your platform take the form of:

Audio description?

Other (please specify)?

Q C6. What are your plans for enabling third party ODPS providers to provide access services for users with disabilities relating to sight in future (eg date on which you intend to begin enabling provision, or timetable for improving the current capability)?

Q C7. If you currently enable, or have plans to enable access services in relation to the ODPS available on your platform, please give a brief description of the technical means by which these services are or will be enabled.

## Part D

### Feedback

***Please note that the answers to this section are not for publication***

Q D1 How many complaints have you received relating to access services?

Q D2 What are the major issues to resolve which arise from any complaints / feedback?

**NB. By returning this form you accept that ATVOD may publish on its website the information provided (with exceptions as indicated).**

Please return completed questionnaire by soft copy to: [contact@atvod.co.uk](mailto:contact@atvod.co.uk)

or by hard copy to

Public Information Questionnaire (Access Services), ATVOD, 27 Sheet Street, Windsor, SL4 1BN

**Closing date for responses: 21 September 2012**

Thank you for responding to this questionnaire. The information you have provided will assist us performing our duty to encourage service providers to ensure that their services are made progressively more accessible to people with disabilities relating to their sight or hearing or both.

## Annex 2

### List of providers asked to respond

The Access Services Public Information Questionnaire was sent to the following providers (those who responded are indicated in bold). Please note that not all of them remain providers of an ODPS at the date of publication of this report.

3VTV (University of Wales, Newport)	Lovefilm UK Ltd
Adam Blake (Rosecabs)	Manchester United Interactive Ltd
All3media	Marjan Television Network Ltd
All England Lawn Tennis Club	Mercury Media International Ltd
All Night Media	<b>MTV Networks Europe</b>
Aphrodite Photography	Nickelodeon UK Ltd
AETN UK	<b>Northern Visions</b>
Arts Council England	Ocean Finance
Bay TV Liverpool	On Demand Group
BBC Worldwide	OT Publishing
BiBC Ltd	The Paramount UK Partnership
Blinkbox Entertainment Ltd	Paul Raymond Media Ltd
<b>British Sky Broadcasting Ltd</b>	RGB Associates
<b>British Telecommunications PLC</b>	Playboy TV UK / Benelux Ltd
<b>Broadcasting (Gaia) Ltd</b>	Poker Channel Europe
<b>Channel 4 Television Corporation &amp; 4Ventures Ltd</b>	<b>Portland Broadcasting Ltd</b>
<b>Channel 5 Broadcasting Ltd</b>	Rosewood
<b>Chellozone</b>	S4C
Chelsea TV Online	Saffron Digital Ltd (for T-Mobile)
<b>Classical TV Ltd</b>	SBS Broadcasting Networks Ltd
Community Channel	Sci Fi Channel Europe LLC
Curzon on Demand	Screen Library Ltd
Digital Theatre	S J L Consultants
Discovery Communications Europe Ltd	Sony Entertainment Television
The Walt Disney Company Ltd	St Mackenzies
Dixons Retail Plc	Strictly Broadband
Elite TV Online	<b>STV Central Ltd</b>
English Milf	<b>TalkTalk</b>
ESPN	Top Up TV Europe Ltd
Everton FC	Travel Channel International
<b>FilmFlex Movies Ltd</b>	Turner Broadcasting UK Ltd
Filmon.com	UKTV Network
Food Network	<b>Universal Pictures Subscription Television Ltd</b>
Formula One Management	URTV Limited
<b>Fox International Channels UK Ltd</b>	<b>UTV Television</b>
Horse and Country TV	<b>Viasat Broadcasting UK Ltd</b>
<b>ITV Consumer</b>	Virgin Media Ltd
Islam Channel	VX Media
Journeyman Pictures	Warner Bros International Branded Services
Liverpool FC and Athletic Grounds Ltd	Warner Bros International Television Distribution
	WMIT Ltd