

Dear Sir

I wish to express my dismay and disappointment in the lack of provision Sky makes towards helping blind and visually impaired people enjoy their programmes. As a blind person, and a customer of yours for many years, I am further disappointed that I am given no technological assistance to access ECGs and have to rely entirely on help from other people in doing this, which is not always available. In this day and age I believe that the technology should be there for audio help and the magnification of the print.

I face further problems when trying to access Audio Description, which I entirely rely on. I find it nearly impossible to locate an Audio Described programme and, of course this service this is never provided on 'catch-up' TV, which is always a mystery to me. The only thing I find of benefit is the 'beep' that I have set to come on when changing to a programme which has Audio Description.

In conclusion, I am unhappy that although I pay the same level of subscription for your services as everybody else I receive considerably less of the benefits. I do believe that Sky should make greater effort to redress the balance.

I look forward to your response.