

I know there is an on going consultation but I'm not quite sure how to have my voice heard so I thought I'd email instead.

As a blind person I feel I am being discriminated against by my cable provider because I can not read the tv guide, channel guide, recording menus, access on demand services or indeed access any menu or text based services on my set top box.

I have tried calling to complain but they don't have anybody that can answer my questions. I just get the stock response that that service is not available. One person actually told me to try turning on high contrast which as somebody who is totally blind i found rather insulting. That's like not having subtitles and telling a deaf person to try setting the sound to mono as far as I can tell.

I could understand if there was a problem implementing a text to speech system to read the onscreen menus and prompts, but there isn't. virgin media's boxes are made by tevo and I would like to refer you to this link to tevo's own website where they categorically state that all their boxes include audio description, closed captioning and text to speech to read onscreen text:

<https://www.tivo.com/accessibility>

the fcc have brought in laws in America that state that all cable providers, tv manufacturers and set top box manufacturers must include this feature and I think where possible that should be the case in this country as the above link demonstrates, in the case of virgin media, it certainly is possible.

At the moment tens of thousands of blind users are unable to use basic features available to everybody else. Most of which are charged for as part of the package in the case of sky and virgin.

If the capability is there already for them to use, I think it is discriminatory for them not to use it.

Thank you for reading and I hope to hear of a good outcome soon.