

Accessibility Statement November 2016

Our objective

Digital UK aims to help viewers with disabilities access our website, Freeview TV services and the Freeview advice line as easily as possible. We work closely with manufacturers, charities and other organisations to stay abreast of developments in this area and welcome any feedback from viewers.

Website accessibility

Digital UK is committed to ensuring website accessibility and our website conforms, at a minimum, to Level A compliance as specified by the [Web Content Accessibility Guidelines \(WCAG 2.0\)](#).

We provide features such as colour contrast and changeable text size. These options can be found in the top right hand corner of our web site. We also provide a link to the text to speech 'Browsealoud' service which enables users with visual impairments to use the website.

More information on accessibility of the Digital UK website can be found [here](#).

Accessibility support on your Freeview equipment

There are a range of services available which can improve Freeview viewing for those with disabilities such as audio description, subtitles and signing. We provide information on these services and how viewers can use these features. There are also useful links to the RNIB, TV Help and Action On Hearing Loss websites.

We also provide details about our talking channel list and Freeview provide a downloadable large print channel guide.

More information on accessibility features provided by Freeview equipment can be found [here](#).

Contacting the Freeview Advice line

When dealing with calls to our advice line, questions submitted via our website www.digitaluk.co.uk, or via web-chat, our agents are trained to be sensitive to all needs.

We will endeavour to give as much time as is needed for the call and aim to make communication as easy as possible for the caller, for example speaking slowly for hard of hearing callers, and will provide information requested in a variety of formats (via telephone, email, web-chat or post).

Our [accessibility contact page](#) sets out the different ways viewers can get in touch.