



## Tip Sheet

# Presto

### What is Presto?

[Presto](#) is a subscription video on demand service provider that allows consumers to watch video entertainment online. Subscription options consist of just TV shows, just movies or both TV shows and movies. Key information about this provider includes:

- Presto is operated as a joint venture between [Foxtel and Seven West Media](#).
- Presto features some streaming content from Foxtel as well as content from other sources.
- Subscriptions are monthly and can be cancelled at any time.
- Movie-only and TV show-only subscriptions are available for a cheaper price than a subscription to both movies and TV shows.

### How can I join and play videos using Presto?

To join Presto, you will need a credit or debit card.

1. Go to the [Presto website](#)
2. Select the 'Start the one month free trial now' button
3. Follow the on-screen prompts

**Note:** If you do not want to be charged for using Presto, you will need to cancel before the end of your one-month free trial.

To watch Presto, you will need a device that is:

- Connected to the internet
- Capable of running a web browser or a Presto app

Devices can include:

- Smart TV
- Game console
- Smartphone or tablet
- Desktop or laptop computer

Specific information can be found on the [Presto Devices page](#)

### What accessibility features are common to playing videos online?

There are two main features that support the playback of online videos in an accessible way:

Australian Communications Consumer Action Network (ACCAN)  
*Australia's peak body representing communications consumers*

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- [Captions](#): this is the text version of speech and other sound that can be provided on videos. Captions can be either open (which means the captions are always on) or closed (which allows the consumer to turn the captions on or off).
- [Audio description](#): this is when spoken narration is used to describe visual content. Narration is usually included between bits of dialogue and can be used to describe visual elements such as scenes, settings, actions and costumes.

In addition, the World Wide Web Consortium (W3C) has produced the Web Content Accessibility Guidelines (WCAG) 2.0 to make sure that creators of web and app content can include accessibility features such as captions, audio description and an accessible interface for assistive technology users. A [simplified version of this standard](#) is also available.

### **How accessible is Presto?**

According to research conducted by Curtin University, Perth:

- Closed captions are currently not available on Presto.
- Audio described content is currently not available on Presto.
- The website and apps on devices such as tablets are not entirely WCAG 2.0 compliant, meaning that some users are likely to experience difficulties in finding and playing video content with their assistive technologies.

### **What tips and tricks can I use to overcome the accessibility barriers on Presto?**

Here are some tips and tricks provided by consumers that have used Presto to maximise your accessibility:

- Try a different device: consumers have indicated that some platforms may be easier to use with assistive technologies than others. For example, if you are having difficulty with the website, the app on an Android-based tablet or an iOS device such as an iPad may work better with the device's built-in accessibility features
- Participate in Presto discussion forums to request closed captions: there are some [discussions taking place by consumers requesting closed captions](#).

### **Are there more accessible video on demand services available?**

There are a number of different subscription video on demand services available to consumers, and these services offer different accessible content. With most services offering some form of free trial, it may be worth testing a service to determine which one works best for you. In addition to this tip sheet, Curtin University has also created tip sheets for Netflix Australia, Stan, Quickflix and Foxtel Play.

### **The video I want to play is not accessible. What can I do?**

If you are unable to find or play a video due to accessibility issues, there are a number of steps you can take to voice your concerns. Please refer to the *Video on Demand Subscription Services: Accessibility*

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and *Your Consumer Rights* tip sheet created by Curtin University as part of this series or follow the links in the help section below.

**Where can I get additional help and information?**

For additional help regarding Presto, you can go to the [Presto Frequently Asked Questions \(FAQ\) and contact information](#) page at.

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