



NON-CONFIDENTIAL RESPONSE

Virgin Media – Statement on provision of electronic programme guides

Virgin Media is committed to transforming the experience for our disabled customers, across all of their interactions with us. Our TV service is a central part of that.

Pursuant to the requirements of the Ofcom Code on Electronic Programme Guides (EPGs) we provide the following information.

About the Horizon platform

'Horizon 4 RDK' is the next generation Liberty Global TV platform being implemented for Virgin Media and across other Liberty territories. Once in place, it is intended that all new TV deployments will be on this platform. 'Horizon' is being designed to allow us to roll out updates on a regular basis, enabling Virgin Media to respond to customer needs and market changes in a much more agile way.

Product testing with disability groups

✂ Virgin Media has commenced an independent review with the Digital Action Centre (DAC) on the development of the Horizon TV platform. The review seeks to investigate whether viewers with a range of impairments and accessibility needs can use the User Interface (UI), including the EPG, on both the set top box and app devices, and ensures we are considering a broader view of accessibility in addition to the requirements set out in the EPG code. ✂.

Product development and accessibility features

The Horizon platform began development for the UK ✂. Following Ofcom's statement on the 27 June 2018, Virgin Media has fed the four specific accessibility requirements to the Horizon development team – who are located in Liberty Global's office in Netherlands. The new platform will be adopted by Liberty companies in a number of territories, therefore Virgin Media is one of a number of stakeholders feeding into this international product.

We are confident we will be able to deliver all four features set out in Ofcom's 27 June statement on the Horizon platform ✂.

Product launch timeline

While it is our intention to provide all four features required under the code, as the Horizon project has been in track since 2017 – long before the publication of Ofcom's statement – it is unlikely we will have the features in place for launch.

In order to test the efficacy of the new platform, Virgin Media plans to undertake a trial 'controlled launch' of the Horizon platform in the second half of 2019. This means the Horizon platform will be available to a limited number of customers. In our current product roadmap, Virgin Media will aim to deliver all of the four features on the platform in the second half of 2020.

At this present point in the development of the Horizon platform we are currently unable to provide any further detail on how we will implement each of the four items. However, we are keen to continue to engage with Ofcom on this very important matter in advance of our next statement.

Virgin Media, November 2018