

## NON-CONFIDENTIAL

### Virgin Media O2 – Statement on provision of electronic programme guides



Virgin Media O2 is committed to transforming the experience for its 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 our Horizon TV platform**

We have now launched 'Horizon 4 RDK'<sup>1</sup>, the next generation Liberty Global TV platform that is being implemented across the Liberty Global portfolio. Following the recent launch, it is intended that all new TV deployments will be on this platform. 'Horizon' has been designed to allow us to roll out updates on a regular basis, enabling Virgin Media O2 to respond to customer needs and market changes in a much more agile way.

#### **Product testing with disability groups**

In 2018, Virgin Media O2 held an independent review with the Disability Action Centre (DAC) on the development of the Horizon TV platform. The review sought to investigate whether viewers with a range of impairments and accessibility needs could use the User Interface (UI), including the EPG, on both the set top box and app devices, and ensure we were considering a broader view of accessibility in addition to the requirements set out in the EPG code. The outcome of this review has led to various improvements that Virgin Media O2 has incorporated within the Horizon TV platform. Alongside this, Virgin Media O2 intends to continue to work closely with DAC to gain their support now that the product has launched and carry out further testing to ensure that the platform remains accessible.

#### **Product development and accessibility features**

The Horizon platform began development for the UK (🇬🇧). Following Ofcom's statement of 27 June 2018, Virgin Media O2 fed the four specific accessibility requirements into the Horizon development team, located in Liberty Global's office in The Netherlands, so that they could be incorporated into the platform's design. The new platform will be adopted by Liberty companies in a number of territories, therefore Virgin Media O2 was one of a number of stakeholders that fed into its design, and we continue to agree and share a roadmap for development and evolution.

We have now delivered three of the four features set out in Ofcom's statement of 27 June 2018 on the Horizon platform and remain confident that the final feature will also be introduced soon. As such, we are not currently working to develop any alternative 'equally effective' features to those specified in the EPG Code.

#### **Product launch timeline**

Virgin Media O2 always intended to provide all four features required under the code, however, as the Horizon project commenced development (🇬🇧)– long before the publication of Ofcom's

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<sup>1</sup> Note that the Horizon platform is marketed by Virgin Media as 'TV 360' in the UK.

statement – we were unable to have the features in place for the platform’s launch, which took place in December 2020.

However, as outlined above, we have now successfully launched three of the four accessibility features set out by Ofcom. Filtering and highlighting functionality, along with magnification functionality are now available, with high contrast displays delivered across both Horizon and TiVo.

We continue to work on the development of the ‘text-to-speech’ functionality with the aim to deliver this across the Horizon platform during (2021). We intend to engage with Ofcom as we finalise the development and testing of this functionality.

**Virgin Media O2, December 2021**