

NON CONFIDENTIAL

Virgin Media O2 – Statement on provision of electronic programme guides



Virgin Media O2 is committed to transforming the experience for its customers who have accessibility needs, 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'¹, the next generation Liberty Global TV platform that is being implemented across the Liberty Global portfolio. 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.

In early 2022, Virgin Media O2 once again engaged with DAC in order to support in the testing of our 'text to speech' functionality. DAC carried out testing of the new functionality, along with other existing features, with a number of users with a variety of accessibility needs, including those who were blind, had impaired vision, colour blindness and dyslexia. Following testing, and the launch of the 'text to speech' functionality, Virgin Media O2 continues to incorporate feedback within our functionality.

In 2024, Virgin Media O2 engaged with DAC again to provide feedback on several proposed TV experience changes, and amendments to the enlarged Guide. Once again DAC carried out testing of several journeys through the TV service with several users with a variety of accessibility needs. This feedback has informed our roadmap for product development in 2025.

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 is being adopted by Liberty Global companies in a number

¹ Note that the Horizon platform is marketed by Virgin Media O2 as 'Virgin TV 360' and Stream in the UK.

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.

In November 2022, Virgin Media O2 launched our first ever accessibility campaign. This involved emailing our entire base showcasing the accessibility features we have available. In order to raise awareness, posts attempting to educate customers on the new features were launched on our Community forum and a number of videos were posted on our YouTube channel. We also updated the accessibility landing page on our website to include all features and relevant instructions in both text and video format.

Product launch timeline

Virgin Media O2 always intended to provide all four features required under the code, however, as the Horizon project commenced development (2018) – long before the publication of Ofcom’s statement – we were unable to have the features in place for the platform’s launch, which took place in December 2020.

However, we have now successfully launched all four of the accessibility features set out by Ofcom. Our TiVo platform supports both high contrast display and highlighting with all four accessibility features available across our Horizon platform, Virgin TV 360 and Stream.

Virgin Media O2, December 2024