



Full Year

Results 2021

Upgrading the UK

£10,383m

Transaction Adjusted
Revenue (-1.2% YoY)

£3,673m

Transaction Adjusted
EBITDA (+1.9%)

Customer and connections growth across the business



Fixed Line
customers
5.8 million
(↑ 141,600)



Broadband
connections
5.6 million
(↑ 176,700)



Total Mobile
connections
42.2 million
(↑ 2,696,000)



Contract Mobile
Connections
15.9 million
(↑ 343,800)

Strong demand for faster broadband speeds and growth in fixed and mobile data consumption



Fixed-line premises passed
15.6m



Gigabit rollout
100%



Total UK Lightning build
2.7m



300+
locations



The only major network that isn't bringing back EU roaming charges for anyone. Up to 25GB

Jargon Buster

Transaction Adjusted

Refers to figures that have been normalised for certain accounting adjustments to more accurately represent the performance of our underlying operations

EBITDA

A measure of profitability, calculated as earnings less interest, tax, depreciation, amortisation, non-operating income and expenses, and certain other items such as share-based compensation

Fixed-line customers

The number of customers who receive at least one of our broadband, TV or home phone services (does not include mobile)

Total Mobile Connections

The total number of active SIM cards, including Virgin Mobile and O2 retail and business customers, customers who use O2 network through giffgaff, Tesco Mobile, Sky Mobile and Lycamobile, and IOT connections

Mobile Contract

Total contract mobile connections (not prepaid) across Virgin Media O2's consumer and B2B operations, excluding wholesale and IOT connections

*These numbers include the actual results for Virgin Media O2 full year 2021, as well as pro forma results for the company as though the joint venture was created on 1 January 2020. All numbers are year on year unless otherwise stated.