



Q3 Results 2023

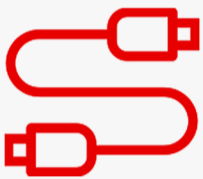
£2,771.5m

Transaction Adjusted Revenue (7.1% YoY*)

£1,046.5m

Transaction Adjusted EBITDA (5.6% YoY)

Virgin Media O2 delivers customer growth and advances network rollout



Fixed Line customers
5.8 million
(↑32,500)



Broadband connections
5.7 million
(↑40,800)



Total Mobile connections
44.6 million
(↑649,600)



Contract Mobile connections
16.1 million
(↑50,000)

Virgin Media O2 builds fibre faster than ever before, expanding our network footprint by more than half a million new premises so far this year



Homes Serviceable Footprint
16.7m



Homes Serviceable Added
250,800



Gigabit rollout
100%



>3,200 locations

“ With wider economic pressures persisting, Q3 has remained a tough environment to navigate as some consumers tighten spend, notably across mid-tier TV, home phone and on low-margin handsets. However, notwithstanding these factors, Q3 has seen positives – the implementation of price increases across the second quarter have led to service revenue growth; we’ve returned to strong customer additions across the board; and our converged fixed-mobile proposition continues to perform well, with 1.75 million people now taking a Volt bundle.

We are continuing to invest in our products, services and networks to give our customers an even better experience. This has included bringing 5G connectivity to new areas and expanding our fixed network footprint faster than ever before to reach over half a million new fibre premises so far this year. ”



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

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 and Sky Mobile, 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

Fixed-Line Customers

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

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