

# *An introduction*



- ❑ Joining the company
- ❑ The last nine months
- ❑ Big ambitions



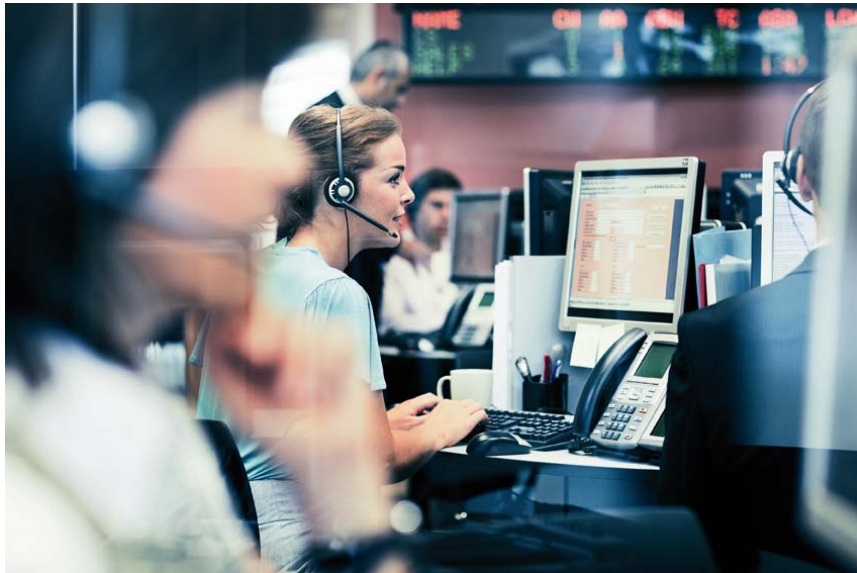
# *Taking Business to a Better Place*



- ❑ The continuation of a journey
- ❑ Investment in our resources:
  - ❑ Security
  - ❑ Network resilience
  - ❑ PSN
  - ❑ Records
  - ❑ Products
- ❑ Investment in our people
  - ❑ Values
- ❑ Investment in our customer relationships
  - ❑ Customer service
  - ❑ Customer experience (NPS)



## *In conclusion*



- We're at the core of Virgin Media's strategy
- We're making material investments in our resources and our resourcefulness
- We will listen to you and engage you in our business more than we have ever before