



Liberty Global customers to benefit from real-time updates about engineer visits

World's largest TV and broadband company working with leading location services provider Glympse to improve customer experience

Denver, Colorado and Seattle, Washington – July 19, 2018:

Liberty Global plc ("Liberty Global") (NASDAQ: LBTYA, LBTYB and LBTYK), the world's largest international TV and broadband company, is partnering with location platform leader [Glympse](#) to transform how customers receive important appointment details, including updates on the location and anticipated time of arrival of their technician. Using Glympse's location technology, Liberty Global will be providing customers with real-time updates on their smartphone, tablet or computer starting a day before their scheduled appointment and continuing right up until the moment the technician arrives.

Liberty Global invested in Glympse last year in their Series C round of financing. Virgin Media customers in selected regions of the UK will be the first to be offered the service which will be rolled out across the rest of the UK in the Autumn and in Europe this year and next. Glympse has created an engaging customer-facing experience for Virgin Media customers that provides appointment updates, real-time location and an estimated time of arrival for each phase of the appointment life cycle. As a result, customers will be better informed and more likely to be at home when their technician arrives for the appointment.

Melanie Longdon, VP of Customer Experience Operations at Liberty Global, said: "We understand that being tied to your home for any extended period of time can be frustrating, even more so now than when compared to just a few years ago. We look forward to utilising this powerful tool to help our customers plan for an in-home service appointment, and help make it as easy as possible to get on with their busy lives. The digital, interactive nature of this tool further ensures our customers can get the latest information about their appointment no matter how far off it is or where they happen to be."

Chris Ruff, CEO & President of Glympse added: "We are proud Liberty Global chose to work with us on this important initiative. Time is one thing we all want more of in today's busy world. Glympse helps innovative companies like Liberty Global give their customers simple yet powerful tools to provide constant, accurate insight into the status of service appointments and convenient, digital channels to connect customers with their technician. By creatively applying location data, which is inherent and ubiquitous in virtually every mobile activity, customers get transparency they can trust in a convenient, digital format."

About Liberty Global

Liberty Global (NASDAQ: LBTYA, LBTYB and LBTYK) is the world's largest international TV and broadband company, with operations in 11 European countries under the consumer brands Virgin Media, Unitymedia, Telenet and UPC. We invest in the infrastructure and digital platforms that empower our customers to make the most of the video, internet and communications revolution. Our substantial scale and commitment to innovation



enable us to develop market-leading products delivered through next-generation networks that connect 22 million customers subscribing to 46 million TV, broadband internet and telephony services. We also serve over 7 million mobile subscribers and offer WiFi service through 12 million access points across our footprint.

In addition, Liberty Global owns 50% of VodafoneZiggo, a joint venture in the Netherlands with 4 million customers subscribing to 10 million fixed-line and 5 million mobile services, as well as significant investments in ITV, All3Media, ITI Neovision, Casa Systems, LionsGate, the Formula E racing series and several regional sports networks.

About Glympse

Glympse is a built-for-mobility location company, offering powerful location APIs and robust SaaS applications that help Fortune 1000 companies improve their customer satisfaction by eliminating the friction and anxiety of product and service delivery experiences. The pioneer in real-time temporary location sharing technology, Glympse's powerful platform and market-tested industry solutions successfully aggregate existing service, marketing and commerce cloud capabilities into a single, easy-to-use and interactive Glympse (a multi-phase, customer-facing digital tracking hub). Glympse helps businesses improve communication and increase satisfaction when their products and services are delivered or picked up by their customers. For more information, visit glympse.com.

Forward-looking statements and disclaimer

This press release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including statements with respect to the implementation of Glympse by Liberty Global and the anticipated benefits of Glympse for Liberty Global's customers, as well as other information and statements that are not historical fact. These forward-looking statements involve certain risks and uncertainties that could cause actual results to differ materially from those expressed or implied by these statements. These risks and uncertainties include events that are outside of our control, such as the continued use by subscribers and potential subscribers of our and our affiliates' services and their willingness to upgrade to our more advanced offerings; our and our affiliates' ability to meet challenges from competition, to manage rapid technological change or to maintain or increase rates to subscribers or to pass through increased costs to subscribers; the effects of changes in laws or regulation; general economic factors; our and our affiliates' ability to obtain regulatory approval and satisfy regulatory conditions associated with acquisitions and dispositions; our and affiliates' ability to successfully acquire and integrate new businesses and realize anticipated efficiencies from acquired businesses; the availability of attractive programming for our and our affiliates' video services and the costs associated with such programming; our and our affiliates' ability to achieve forecasted financial and operating targets; the outcome of any pending or threatened litigation; the ability of our operating companies and affiliates to access cash of their respective subsidiaries; the impact of our operating companies' and affiliates' future financial performance, or market conditions generally, on the availability, terms and deployment of capital; fluctuations in currency exchange and interest rates; the ability of suppliers and vendors (including our third-party wireless network providers under our MVNO arrangements) to timely deliver quality products, equipment, software, services and access; our and our affiliates' ability to adequately forecast and plan future network requirements including the costs and benefits associated with network expansions; and other factors detailed from time to time in our filings with the Securities and Exchange Commission, including our most recently filed Form 10-K and Form 10-Q. These forward-looking statements speak only as of the date of this release. We expressly disclaim any obligation or undertaking to disseminate any updates or revisions to any forward-looking statement contained herein to reflect any change in our expectations with regard thereto or any change in events, conditions or circumstances on which any such statement is based.



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