

Cover Note to Liberty Global's Full Year 2009 Results

Zurich, 25 February 2010

Cablecom aims for growth through innovations:

400,000 customers watch cablecom digital television

After Liberty Global Europe's posting of the annual results for 2009, cablecom reports an increase in annual sales of CHF 7 million to CHF 1,105 million. In the strategically important segment of digital television, cablecom recorded around 400,000 customers by mid February 2010. Compared with the end of 2009 (379,000 customers), the company has seen accelerating growth over the past few weeks.

Commenting on business development in 2009, cablecom's Managing Director since May 2009, Eric Tveter, reported that «after very challenging first nine months, we managed to return to growth in the fourth quarter. Thanks to the launch of innovative products and the attractive bundle offer, we have been able to speed up growth of our digital services since autumn.» He also added that «We are especially pleased by the increase in our key product, digital television. We are breaking the barrier of 400,000 customers». Cablecom has seen significant growth in the HD segment. Around 80 percent of new digital television customers opt for an HDTV package.

Customers benefit from superior Fiber power capacity and speed

In 2009, the company managed to turn its business around as well as meet the key conditions for continuing growth. The expansion of the network has consistently been driven forward. Cablecom has continually made annual investments, amounting to nearly a quarter of sales totalling over CHF 1 billion in the past four years. Consequently, the company now has a network that offers speeds and services other providers will need years of investments to eventually match, as far as feasible. Based on this, cablecom launched a range of innovative products in the last quarter of 2009 that have made a profound contribution to the healthy direction business has taken over the past few months: Fiber Power internet with speeds of up to 100 megabits per second, video and TV on demand (in conjunction with Swiss Television), additional HD channels, as well as an ongoing offers for attractive combination deals.

Service quality still has top priority

The «Changing for you» programme, launched in autumn 2009 in order to boost customer focus throughout the company, has led to tangible improvements in service quality over the past few months. Cablecom has increased the number of service points (support and advice centres for all customer concerns) to ten locations. More service points are to be added in 2010. The company has expanded customer hotline service hours for technical support and will also extend the service hours of the customer hotline to handle administrative issues from April 2010. Invoicing has also been made simpler. The subscription fees for digital services are no longer paid in advance, but billed for the current month. This move gives customers a better overview that is easier to understand. In order to support the process of strengthening customer focus, cablecom recently formed an Operational Excellence and Customer Experience team. This team will push forward with transforming the culture of the company and the required process changes to improve customer experience.

As Eric Tveter explains, «In 2010, we want to increase our leading position in our core segments and delight customers with exciting innovations. I am convinced that we can translate our progress into further growth and a greater level of customer satisfaction. Our focus will continue to be on improving in the interests of our customers».

Quarterly Figures in detail see below

<http://www.cablecom.ch/en/about/company/figures.htm> .

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About cablecom

Cablecom, a UPC Broadband operation, is the largest cable network operator in Switzerland and provides its customers with services for cable television, broadband Internet access, and mobile and fixed network telephony. As of 31 December 2009, the company had around 1.6 million television customers, of which 379,000 made use of the digital service, 487,000 were Internet customers (hispeed) and 304,000 were telephony customers (digital phone). Cablecom also provides voice, data and value-added services for business customers. Cablecom supplies cable network operators with facility construction as well as with application and transmission services for television, telephony and Internet. The company's own network connects around 1.9 million households and supplies all the larger towns in Switzerland. At the end of December 2009 the company had around 1,400 employees and its turnover was over 1 billion Swiss francs. Cablecom is a national subsidiary of UPC Broadband, the European cable network group of Liberty Global Inc.

<http://www.cablecom.ch/en/about>

Liberty Global is the leading international cable operator offering advanced video, voice and broadband Internet services to connect its customers to the world of entertainment, communications and information. As of 24 February 2010, Liberty Global operated state-of-the-art networks across 14 countries principally located in Europe, Chile and Australia. Liberty Global's operations also include significant programming businesses such as Chellomedia in Europe.

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