Disclaimer

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IFRS 16 was adopted by the Group on 1 April 2019 with the cumulative retrospective impact reflected as an adjustment to equity on the date of adoption. As a result, information presented for the year ended 31 March 2019 is presented under the previous statement IAS 17, while the year ended 31 March 2020 is presented in accordance with IFRS 16. The reported change reflected in this document is done on this basis while normalised growth adjusts for differences in reporting of the current year and the prior year, to give the reader a like-for-like comparison of underlying performance.

This presentation also contains forward-looking statements which are subject to risks and uncertainties because they relate to future events. These forward-looking statements include, without limitation, statements in relation to the Group's projected financial results. Some of the factors which may cause actual results to differ from these forward-looking statements are discussed on slide 44 of this presentation.

Vodafone, the Vodafone logo, M-Pesa, Connected Farmer, Vodafone Supernet, Vodafone Mobile Broadband, Vodafone WebBox, Vodafone Passport, Vodafone live!, Power to You, Vodacom, Vodacom 4 Less and Vodacom Change the World are trademarks of Vodafone Group Plc (or have applications pending). Other product and company names mentioned herein may be the trademarks of their respective owners.
COVID-19 | Rapid, comprehensive and coordinated response

Essential service, ensuring vital connectivity to keep families connected, enable business to operate, students to learn, health care to be delivered and Government to provide critical services.

Maintaining quality networks
- Maintaining reliability and speed across all markets.
- Increased capacity pro-actively in hot spots.
- Temporary spectrum allocated in South Africa for demand surge.

Critical services
- Zero-rating of public hospitals and clinics through the ConnectU Platform.
- Free / Reduced fees for P2P M-Pesa money transfers to reduce contact payments and provide relief for consumers.
- 20 000 devices, incl. data and voice allocations donated to Ministry of Health for field workers.
- Tanzania donated US$1 million

Dissemination of public information
- Zero rating multiple Government services websites across all operations.
- Zero-rated e-School platform. Significantly increased learners.
- Data insights
  - Aggregated and anonymised data of people movement.
  - Providing anonymised data to model the spread of the virus by epidemiologists.

Facilitating e-learning
- Zero-rating of all portals for public education institutions.

Work and live from home
- Partnership with Discovery health to provide free virtual consultations to 100 000 patients.
- Preferential payment terms of less than 14 days to qualifying SMMEs on a case by case basis.

Data insights
- Aggregated and anonymised data of people movement.

Annual results | 31 March 2020
COVID-19 | Responses and looking ahead

Phase 1: Crisis

Societal focus

Supporting staff, Governments, customers and suppliers

Our focus

Enabling critical response actions

Our response

• Rapid, comprehensive and coordinated response
• Operating model resilience

Phase 2: Recovery

Supporting business and jobs

Economic resilience

Supporting broad societal recovery

• Deepening customer engagement through targeted personalised offers to customers, quality networks & leading customer care
• Supporting supply chain

Phase 3: New normal

Platform for new growth trajectory

• Channel and distribution digitisation
• Digital transformation
### COVID-19 what are the trends

#### South Africa

<table>
<thead>
<tr>
<th>Data volumes</th>
<th>Voice volumes</th>
<th>Recharges</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>+20%</td>
<td>Flat</td>
<td>Slightly up</td>
<td>Up initially then evened out</td>
</tr>
<tr>
<td>+110% April yoy</td>
<td>On average</td>
<td>Consumer slightly up Enterprise down</td>
<td></td>
</tr>
<tr>
<td>High of 40%</td>
<td>Flat</td>
<td>Flat</td>
<td></td>
</tr>
</tbody>
</table>

#### International

| 10-15% up | Flat | Down | Tanzania in line due to no restriction |
| Up in all areas | Negative trends in DRC and Lesotho | | |

Growth rates are April 2020 versus March 2020.
### Highlights

<table>
<thead>
<tr>
<th>Metric</th>
<th>Performance</th>
<th>Growth (Year-on-Year)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td>R90.7 billion</td>
<td>+4.8% (+3.5%)*</td>
</tr>
<tr>
<td><strong>Capex</strong></td>
<td>R13.2bn</td>
<td>+2.3%*</td>
</tr>
<tr>
<td><strong>EBITDA</strong></td>
<td>R37.6 billion</td>
<td>+13.2% (+2.2%)*</td>
</tr>
<tr>
<td><strong>Operating profit</strong></td>
<td>R27.7 billion</td>
<td>+13.2% (+2.2%)*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Metric</th>
<th>Performance</th>
<th>Growth (Year-on-Year)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customers¹</strong></td>
<td>115.5m</td>
<td>+5.4%</td>
</tr>
<tr>
<td><strong>Data customers¹</strong></td>
<td>61.5m</td>
<td>+10.9%</td>
</tr>
<tr>
<td><strong>HEPS</strong></td>
<td>945cps</td>
<td>+8.9%</td>
</tr>
<tr>
<td><strong>Total DPS</strong></td>
<td>845cps</td>
<td>+6.3%</td>
</tr>
</tbody>
</table>

1. Including Safaricom at 100%

* Normalised growth presents performance on a comparable basis. This excludes merger, acquisition and disposal activities where applicable and adjusting for trading foreign exchange, foreign currency fluctuation on a constant currency basis (using the current period as base) and IFRS 16 related adjustments in the current year and IAS 17 related adjustments in the prior year, to show a like-for-like comparison of results.
Diversified Group | Increasing contribution from International and Safaricom

**Group service revenue**

<table>
<thead>
<tr>
<th></th>
<th>FY19</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Africa</td>
<td>13.9%</td>
<td>23.5%</td>
</tr>
<tr>
<td>International</td>
<td>62.6%</td>
<td>60.4%</td>
</tr>
<tr>
<td>Safaricom¹</td>
<td>25.0%</td>
<td>14.6%</td>
</tr>
</tbody>
</table>

**Group EBITDA**

<table>
<thead>
<tr>
<th></th>
<th>FY19</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Africa</td>
<td>14.2%</td>
<td>15.8%</td>
</tr>
<tr>
<td>International</td>
<td>70.0%</td>
<td>65.3%</td>
</tr>
<tr>
<td>Safaricom¹</td>
<td>19.5%</td>
<td>15.2%</td>
</tr>
</tbody>
</table>

**Group customers**

<table>
<thead>
<tr>
<th></th>
<th>FY19</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Africa</td>
<td>33.4%</td>
<td>35.8%</td>
</tr>
<tr>
<td>International</td>
<td>30.8%</td>
<td>30.8%</td>
</tr>
<tr>
<td>Safaricom¹</td>
<td>+11.5%</td>
<td>+12.2%</td>
</tr>
</tbody>
</table>

1. Represents Safaricom’s values in proportion to our stake of 34.94%

* Normalised growth presents performance on a comparable basis. This excludes merger, acquisition and disposal activities where applicable and adjusting for trading foreign exchange, foreign currency fluctuation on a constant currency basis (using the current period as base) and IFRS 16 related adjustments in the current year and IAS 17 related adjustments in the prior year, to show a like-for-like comparison of results.
## Key indicator

<table>
<thead>
<tr>
<th>Key indicator</th>
<th>FY20</th>
<th>Reported % change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service revenue (Rm)</td>
<td>52 712</td>
<td>2.3</td>
</tr>
<tr>
<td>EBITDA (Rm)</td>
<td>29 094</td>
<td>4.9</td>
</tr>
<tr>
<td>Data customers (’000)</td>
<td>21 891</td>
<td>9.7</td>
</tr>
<tr>
<td>4G customers (’000)</td>
<td>12 856</td>
<td>34.5</td>
</tr>
<tr>
<td>Active smart devices (’000)</td>
<td>20 085</td>
<td>3.9</td>
</tr>
<tr>
<td>Average GB per smart device</td>
<td>1.5</td>
<td>56.0</td>
</tr>
</tbody>
</table>

## Key milestones

- Underlying service revenue growth of 3.3% and EBITDA growth of 2.2%
- Pricing transformation successfully executed
  - +1.9 million data customers
  - +3.3 million 4G customers
- Regulatory progress
  - Competition Commission agreement reached
  - Spectrum imminent
  - Temporary spectrum assigned

* Normalised growth presents performance on a comparable basis. This excludes merger, acquisition and disposal activities where applicable and adjusting for trading foreign exchange, foreign currency fluctuation on a constant currency basis (using the current period as base) and IFRS 16 related adjustments in the current year and IAS 17 related adjustments in the prior year, to show a like-for-like comparison of results.
South Africa | New services contribution gaining momentum

**SA service revenue contribution**

- **Consumer contract service revenue**
- **Prepaid service revenue**
- **Enterprise and wholesale service revenue**

**New services contribution to service revenue**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Revenue (Rm)</th>
<th>% Contribution to Service Revenue</th>
<th>YoY % Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>IoT revenue</td>
<td>893</td>
<td>1.7</td>
<td>38.5</td>
</tr>
<tr>
<td>Fixed revenue</td>
<td>3 189</td>
<td>6.0</td>
<td>13.5</td>
</tr>
<tr>
<td>Digital lifestyle services</td>
<td>1 494</td>
<td>2.8</td>
<td>13.2</td>
</tr>
<tr>
<td>Financial services</td>
<td>1 971</td>
<td>3.7</td>
<td>21.5</td>
</tr>
</tbody>
</table>
Pricing transformation evolution | Elasticity shaping recovery

2017

More data
Data plus on contract consumer c40% more data

Affordability for prepaid
< 30 day bundles

Big bundles for sharing/family
Big data discounted

2020

Added
1.9 million
data customers to
21.9 million

Improve customer experience
OOB rate cut and regulation

Average data usage per smart devices up
56.0%
to
1.5GB

Data bundles sold, Up
15.0%
to
996 million

1 April 2020

Price reduced up to 40%
30-day bundles

Deeper discount for poorer towns
>2 000 towns

ConnectU
Free essential data services

Free messages
2 free SMS

1GB
Now only
R99
30-day bundle
## Highlights | International - sustained strong growth

<table>
<thead>
<tr>
<th>Key indicator</th>
<th>FY20</th>
<th>Reported % change</th>
<th>Normalised* % change</th>
<th>Key milestones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service revenue (Rm)</td>
<td>21 799</td>
<td>12.5</td>
<td>7.1</td>
<td>Strong M-Pesa and data growth</td>
</tr>
<tr>
<td>Data revenue(^1) (Rm)</td>
<td>3 720</td>
<td>23.2</td>
<td>17.3</td>
<td>Strong growth in DRC and Mozambique</td>
</tr>
<tr>
<td>M-Pesa revenue (Rm)</td>
<td>3 993</td>
<td>29.8</td>
<td>22.7</td>
<td></td>
</tr>
<tr>
<td>EBITDA (Rm)</td>
<td>8 679</td>
<td>38.8</td>
<td>9.4</td>
<td></td>
</tr>
<tr>
<td>Customers ('000)</td>
<td>38 595</td>
<td>11.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-Pesa customers ('000)</td>
<td>14 738</td>
<td>9.2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Excluding integrated packages

* Normalised growth presents performance on a comparable basis. This excludes merger, acquisition and disposal activities where applicable and adjusting for trading foreign exchange, foreign currency fluctuation on a constant currency basis (using the current period as base) and IFRS 16 related adjustments in the current year and IAS 17 related adjustments in the prior year, to show a like-for-like comparison of results.
International | Growth sustained driven by data and M-Pesa

International service revenue contribution

- Tanzania: 1.3
- DRC: 5.5
- Mozambique: 7.4
- Lesotho: 1.1
- VBA/Other: 6.6

Service revenue LC yoy growth

- **Tanzania**
  - Impacted by customer registration; customer base 74% biometrically registered. Outperformed competition in highly competitive market
  - +0.9%

- **DRC**
  - Steady and strong growth, largest revenue contribution
  - +8.3%

- **Mozambique**
  - Strong commercial growth despite impacts of hurricane Idai
  - +16.4%

- **Lesotho**
  - Strong growth despite pricing transformation
  - +4.7%
Commercial progress: International data | potential realising

1. Excluding integrated packages

* Normalised growth presents performance on a comparable basis. This excludes merger, acquisition and disposal activities where applicable and adjusting for trading foreign exchange, foreign currency fluctuation on a constant currency basis (using the current period as base) and IFRS 16 related adjustments in the current year and IAS 17 related adjustments in the prior year, to show a like-for-like comparison of results.

[**Data**¹ contribution]

- **R3.7bn**
  - 17.1% of International service revenue

[**Data users**]

- **Customers**
  - FY19: 34.6
  - FY20: 38.6
  - +11.5%

- **Data customers**
  - FY19: 17.7
  - FY20: 20.0
  - +13.1%

- **Active smartphone users**
  - FY19: 9.8
  - FY20: 10.2
  - +4.2%

[**Expanding data coverage**]

- **Number of sites**
  - FY19: 7,222
  - FY20: 8,847
  - +22.5%

- **Data traffic up**
  - FY19: 5,629
  - FY20: 6,175
  - +67.7%

**R3.4bn**

- capital investment
- +30.9%

**52%**

- of customers using data
### Highlights | Safaricom – Mobile data recovery gaining momentum

<table>
<thead>
<tr>
<th>Key indicator</th>
<th>FY20 (KES’bn)</th>
<th>FY20 (Rm)</th>
<th>LC % change</th>
<th>Key milestones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service revenue</td>
<td>251</td>
<td>36 319</td>
<td>4.8</td>
<td>New services growth in M-Pesa up 43.4%</td>
</tr>
<tr>
<td>Data revenue</td>
<td>41</td>
<td>5 869</td>
<td>12.1</td>
<td>Connected 142 000 homes, up 31.9%</td>
</tr>
<tr>
<td>M-Pesa revenue</td>
<td>84</td>
<td>12 185</td>
<td>12.6</td>
<td>Dividend proposed of Ksh56.09 billion (R9.5 billion)</td>
</tr>
<tr>
<td>EBITDA</td>
<td>138</td>
<td>19 950</td>
<td>8.3</td>
<td></td>
</tr>
<tr>
<td>Net profit</td>
<td>74</td>
<td>10 704</td>
<td>19.5</td>
<td></td>
</tr>
<tr>
<td>Data customers ('000)</td>
<td>19 622</td>
<td></td>
<td>10.2</td>
<td></td>
</tr>
<tr>
<td>M-Pesa customers ('000)</td>
<td>24 910</td>
<td></td>
<td>10.0</td>
<td></td>
</tr>
</tbody>
</table>
Strategy | Towards Vision 2025

1. **Best customer experience**
   Seamless, frictionless, personalised digital experience to our customers

2. **Segmented proposition**
   Deep insight of our customers needs, wants and behaviours and provide propositions to lead in chosen segments

3. **Financial Services**
   We scale our financial services offerings to empower the lives of our customers through financial inclusion

4. **Digital services**
   Grow into new verticals of digital services to better serve our customers and create value

5. **Best technology**
   Leading telco in all markets through the best network and IT excellence, with digital at the core

6. **Digital organisation and culture**
   Build an organisation of the future, where digital is first for all employees, underpinned by innovation, agility and new skills

7. **Our brand and reputation**
   Purpose-led organization, connecting for a better future by enabling a digital society, inclusive for all with the least environmental impact
South Africa digital services | Unlocking OTT for everyone

Platform expansion across our International operations

- 3.5 million VideoPlay purchases
- 1.9 million App downloads
- 883,000 Subscribers

Platforms

- Direct charge to bill
- Advertising
- Education platform
- Mum & baby
Group financial services | Overview

R18 billion total revenue

R billion

FY19 FY20

+22.0%

14.9 18.2

M-Pesa South Africa financial services

53 million financial services customers

Million

FY19 FY20

+12.8%

47.2 53.2

M-Pesa South Africa financial services
Commercial progress: Financial services | expanding new services

Financial services revenue in South Africa

R million

<table>
<thead>
<tr>
<th></th>
<th>FY19</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade</td>
<td>1,622</td>
<td>1,971</td>
</tr>
</tbody>
</table>

+21.5%

Pay

- Vodapay – direct airtime, prepaid electricity, bills
- POS devices

Insure

- Revenue +16.1%
- 1.9 million policies +45.3%
- Portfolio: Devices, funeral, Life

Lend

- R9.9 billion Airtime advanced; 9.9 million customers
- VodaLend – SME lending

Trade

- Trading bridge – Business to business e-commerce platform enabling R200 billion transactions between wholesalers and retailers
Commercial progress: M-Pesa | Securing financial inclusion

**International**

- 18.3% contribution to service revenue
- 38.2% of customers using M-Pesa

M-Pesa customers up 9.2% to 14.7 million

**M-Pesa Revenue**

<table>
<thead>
<tr>
<th></th>
<th>FY19</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>International</td>
<td>3,077</td>
<td>3,993</td>
</tr>
<tr>
<td>Safaricom</td>
<td>10,183</td>
<td>12,185</td>
</tr>
</tbody>
</table>

+29.8% (+22.7%*)

**Safaricom**

- 33.6% contribution to service revenue
- 70.0% of customers using M-Pesa

M-Pesa customers up 10.0% to 24.9 million

**Tanzania**

- Songesha 5.3 million customers

**Nano lending**

- US$2.5 billion in loans

**Safaricom**

- Fuliza 12 million customers

**Acquired M-Pesa brand**

- Joint venture between Safaricom and Vodacom
- Coordinated development of ecosystem
- Developing the M-Pesa system of the future

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New business update | IoT

**IoT revenue** R893 million, +38.5%

Engagements in Americas, UK and rest of Europe, China, Singapore, Hong Kong, and of course Africa

Across multiple industries

- Deploying smart building & smart base station solutions
- Partner of choice for IoT deployment across multiple Vodafone entities
- Mining centre-of-excellence
- Mobile Private Network IoT solutions

**Vodafone partner of choice**

5.3 million SIMs, +17.2%

**Services**

- Asset tracking
- Manufacturing
- Mining
- Security
- Smart building
- Telecommunications

**COVID-19 Analysis application**

- Developed in 2 weeks
- People counter through app technology
- Thermal imaging
- Traffic monitoring
- AI for predictive queue management for social distancing rules

Local company – going Global (Building pipeline)
New partnerships update | AWS and Smart Service Offerings

AWS Africa region cloud services launched in Cape Town:

- Offer services in:
  - AWS infrastructure
  - Development operations
  - Advanced services – AI and Machine learning
  - SAP and AWS
  - AWS security

Clients now get better speed & lower latency, no privacy concerns anymore - data remains in SA

Vodacom successfully established its AWS Cloud Centre of Excellence

Digital Smart Service Offering Partnerships create industry-specific approach based on deep know how that will enhance our clients business through digital transformation

Sharpening Vodacom Business’ Industry-vertical competencies for

- Mining & Resources
- Manufacturing
- TMT
- Logistics & Transport
- Healthcare
- Public Sector

Adding digital capabilities such as

- Cloud
- Security
- Analytics
- Bots
- SCM
- AI
- UX/CX
- IoT
- Blockchain
The future is exciting.
Ready?

Financial Review
### Group income statement

<table>
<thead>
<tr>
<th></th>
<th>FY20 (IFRS 16)</th>
<th>FY19 (IAS 17)</th>
<th>Report % change</th>
<th>Normalised* % change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>90 746</td>
<td>86 627</td>
<td>4.8</td>
<td>3.5</td>
</tr>
<tr>
<td>Service revenue</td>
<td>73 354</td>
<td>69 867</td>
<td>5.0</td>
<td>3.5</td>
</tr>
<tr>
<td>EBITDA</td>
<td>37 610</td>
<td>33 714</td>
<td>11.6</td>
<td>2.3</td>
</tr>
<tr>
<td>EBITDA-aL</td>
<td>33 539</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Net profit from associate and joint ventures</td>
<td>4 149</td>
<td>2 774</td>
<td>49.6</td>
<td>2.2</td>
</tr>
<tr>
<td>Operating profit</td>
<td>27 711</td>
<td>24 490</td>
<td>13.2</td>
<td>2.2</td>
</tr>
<tr>
<td>Net loss on sale of subsidiaries</td>
<td>(819)</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Net finance charges</td>
<td>(3 834)</td>
<td>(2 401)</td>
<td>59.7</td>
<td>-</td>
</tr>
<tr>
<td>Profit before tax</td>
<td>23 058</td>
<td>22 089</td>
<td>4.4</td>
<td>-</td>
</tr>
<tr>
<td>Taxation</td>
<td>(6 414)</td>
<td>(6 557)</td>
<td>(2.2)</td>
<td>-</td>
</tr>
<tr>
<td>Net profit</td>
<td>16 644</td>
<td>15 532</td>
<td>7.2</td>
<td>-</td>
</tr>
<tr>
<td>Attributable to:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equity shareholders</td>
<td>15 944</td>
<td>14 822</td>
<td>7.6</td>
<td>-</td>
</tr>
<tr>
<td>Non-controlling interests</td>
<td>700</td>
<td>710</td>
<td>(1.4)</td>
<td>-</td>
</tr>
<tr>
<td>EPS (cents)</td>
<td>939</td>
<td>872</td>
<td>7.7</td>
<td>-</td>
</tr>
<tr>
<td>HEPS (cents)</td>
<td>945</td>
<td>868</td>
<td>8.9</td>
<td>-</td>
</tr>
<tr>
<td>Weighted average shares in issue (million)</td>
<td>1 697</td>
<td>1 699</td>
<td>(0.1)</td>
<td>-</td>
</tr>
</tbody>
</table>

*Normalised growth presents performance on a comparable basis. This excludes merger, acquisition and disposal activities where applicable and adjusting for trading foreign exchange, foreign currency fluctuation on a constant currency basis (using the current period as base) and IFRS 16 related adjustments in the current year and IAS 17 related adjustments in the prior year, to show a like-for-like comparison of results.
Service revenue | SA growth recovery; International continued strong performance

(South Africa)
R million / %

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Service revenue</th>
<th>Reported YoY % growth</th>
<th>Underlying YoY % growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>1Q20</td>
<td>12 577</td>
<td>-1.1%</td>
<td></td>
</tr>
<tr>
<td>2Q20</td>
<td>13 220</td>
<td>4.2%</td>
<td>-1.2%</td>
</tr>
<tr>
<td>3Q20</td>
<td>13 567</td>
<td>5.0%</td>
<td></td>
</tr>
<tr>
<td>4Q20</td>
<td>13 348</td>
<td>5.1%</td>
<td></td>
</tr>
</tbody>
</table>

(International)
R million / %

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Service revenue</th>
<th>Reported YoY % growth</th>
<th>Normalised* YoY % growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>1Q20</td>
<td>5 112</td>
<td>19.6%</td>
<td></td>
</tr>
<tr>
<td>2Q20</td>
<td>5 668</td>
<td>12.1%</td>
<td></td>
</tr>
<tr>
<td>3Q20</td>
<td>5 622</td>
<td>9.0%</td>
<td></td>
</tr>
<tr>
<td>4Q20</td>
<td>5 397</td>
<td>10.5%</td>
<td></td>
</tr>
</tbody>
</table>

Underlying growth is adjusting for the deferral release of R292 million and R97 million in Q2 and Q4 in the prior year respectively and MTR impacts in all quarters.

* Normalised growth presents performance on a comparable basis. This excludes merger, acquisition and disposal activities where applicable and adjusting for trading foreign exchange, foreign currency fluctuation on a constant currency basis (using the current period as base) and IFRS 16 related adjustments in the current year and IAS 17 related adjustments in the prior year, to show a like-for-like comparison of results.
Group expenses | Well contained

<table>
<thead>
<tr>
<th>Group expenses¹</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>R million</th>
<th>FY20 (IFRS 16)</th>
<th>FY19 (IAS 17)</th>
<th>Reported % change</th>
<th>Normalised* % change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total expenses</td>
<td>53 229</td>
<td>52 835</td>
<td>0.7</td>
<td>4.6</td>
</tr>
<tr>
<td>Of which:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>South Africa</td>
<td>40 589</td>
<td>40 323</td>
<td>0.7</td>
<td>4.1</td>
</tr>
<tr>
<td>International</td>
<td>13 818</td>
<td>13 473</td>
<td>2.6</td>
<td>7.5</td>
</tr>
</tbody>
</table>

1. Includes IAS 17 operating lease expense in the prior year.

* Normalised growth presents performance on a comparable basis. This excludes merger, acquisition and disposal activities where applicable and adjusting for trading foreign exchange, foreign currency fluctuation on a constant currency basis (using the current period as base) and IFRS 16 related adjustments in the current year and IAS 17 related adjustments in the prior year, to show a like-for-like comparison of results.

South Africa total expenses

<table>
<thead>
<tr>
<th>R million</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>FY20 Total expenses*</td>
<td>40 499</td>
<td>+4.1%*</td>
</tr>
<tr>
<td>Rain roaming costs</td>
<td></td>
<td>(1.3ppts)</td>
</tr>
<tr>
<td>BEE expenses</td>
<td></td>
<td>(0.5ppts)</td>
</tr>
<tr>
<td>Adjusted FY20 total expenses</td>
<td>37 802</td>
<td>+2.3%</td>
</tr>
</tbody>
</table>

International total expenses

<table>
<thead>
<tr>
<th>R million</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>FY20 Total expenses*</td>
<td>13 420</td>
<td>+7.5%*</td>
</tr>
<tr>
<td>Tanzania biometric</td>
<td></td>
<td>(0.8ppts)</td>
</tr>
<tr>
<td>DRC 2G licence costs</td>
<td></td>
<td>(0.8ppts)</td>
</tr>
<tr>
<td>Adjusted FY20 total expenses</td>
<td>13 221</td>
<td>+5.9%</td>
</tr>
</tbody>
</table>
Annual results | 31 March 2020

Group EBITDA | International performance improving

<table>
<thead>
<tr>
<th>Group</th>
<th>South Africa</th>
<th>International</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY19</td>
<td>R million / %</td>
<td>R million / %</td>
</tr>
<tr>
<td>33 714</td>
<td>42.0%</td>
<td>27 741</td>
</tr>
<tr>
<td>FY20</td>
<td>37 610</td>
<td>29 094</td>
</tr>
</tbody>
</table>

EBITDA

38.9% 43.0% 31.3%

EBITDA margin (%)

41.4% 41.8% 38.6%

EBITDA margin excl. operating leases

+11.6% (+2.3%*) +4.9% (0.0%*) +38.8% (+9.4%*)

* Normalised growth presents performance on a comparable basis. This excludes merger, acquisition and disposal activities where applicable and adjusting for trading foreign exchange, foreign currency fluctuation on a constant currency basis (using the current period as base) and IFRS 16 related adjustments in the current year and IAS 17 related adjustments in the prior year, to show a like-for-like comparison of results.
## Finance charges and debt | Gearing impacted by IFRS 16

### Group net finance charges

<table>
<thead>
<tr>
<th>R million</th>
<th>FY20 (IFRS 16)</th>
<th>FY19 (IAS 17)</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance income</td>
<td>884</td>
<td>630</td>
<td>40.3</td>
</tr>
<tr>
<td>Finance cost</td>
<td>(3 328)</td>
<td>(2 884)</td>
<td>15.4</td>
</tr>
<tr>
<td>Interest on leases</td>
<td>(1 374)</td>
<td>(124)</td>
<td>n/a</td>
</tr>
<tr>
<td>Net finance costs</td>
<td>(3 818)</td>
<td>(2 378)</td>
<td>60.6</td>
</tr>
<tr>
<td>Net loss on remeasurement and disposal of financial instruments</td>
<td>(16)</td>
<td>(23)</td>
<td>(30.4)</td>
</tr>
<tr>
<td>Net finance charges</td>
<td>(3 834)</td>
<td>(2 401)</td>
<td>59.7</td>
</tr>
<tr>
<td>Net finance charges (excl. leases)</td>
<td>(2 460)</td>
<td>(2 277)</td>
<td>8.0</td>
</tr>
<tr>
<td>Average cost of debt(^1) (%)</td>
<td>7.7</td>
<td>8.2</td>
<td></td>
</tr>
</tbody>
</table>

1. Excluding IFRS 16 leases

### Group net debt

<table>
<thead>
<tr>
<th>R million</th>
<th>FY20 (IFRS 16)</th>
<th>FY19 (IAS 17)</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash balances including overdraft</td>
<td>16 191</td>
<td>11 066</td>
<td></td>
</tr>
<tr>
<td>Current borrowings</td>
<td>(3 707)</td>
<td>(10 603)</td>
<td></td>
</tr>
<tr>
<td>Current leases</td>
<td>(2 395)</td>
<td>(118)</td>
<td></td>
</tr>
<tr>
<td>Non-current borrowings</td>
<td>(47 988)</td>
<td>(23 641)</td>
<td></td>
</tr>
<tr>
<td>Non-current leases</td>
<td>(10 547)</td>
<td>(1 529)</td>
<td></td>
</tr>
<tr>
<td>Other financial instruments</td>
<td>324</td>
<td>(176)</td>
<td></td>
</tr>
<tr>
<td>Net debt</td>
<td>(35 180)</td>
<td>(23 354)</td>
<td></td>
</tr>
<tr>
<td>Net debt/EBITDA (times)</td>
<td>0.9</td>
<td>0.7</td>
<td></td>
</tr>
<tr>
<td>Net debt (excl. lease liabilities)</td>
<td>(22 238)</td>
<td>(21 703)</td>
<td></td>
</tr>
<tr>
<td>Net debt/EBITDA-aL (times) (excl. lease liabilities)</td>
<td>0.7</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>
Group tax | ETR normalising

**Group effective tax**

R million / %

<table>
<thead>
<tr>
<th></th>
<th>FY19</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6 557</td>
<td>6 414</td>
</tr>
<tr>
<td></td>
<td>29.7%</td>
<td>27.9%</td>
</tr>
<tr>
<td></td>
<td>27.9%</td>
<td>27.8%</td>
</tr>
</tbody>
</table>

FY19 FY20

- Taxation
- Reported effective tax rate
- Adjusted effective tax rate (excl. BEE)

**Reconciliation to effective tax rate**

%  

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY20 Statutory tax rate</td>
<td>28.0%</td>
</tr>
<tr>
<td>Net profit from associate and joint ventures</td>
<td>-5.0ppts</td>
</tr>
<tr>
<td>Irrecoverable foreign taxes</td>
<td>+2.4ppts</td>
</tr>
<tr>
<td>Non-deductible opex</td>
<td>+0.9ppts</td>
</tr>
<tr>
<td>Non-deductible finance costs</td>
<td>+0.7ppts</td>
</tr>
<tr>
<td>Loss on disposal of investments</td>
<td>+0.4ppts</td>
</tr>
<tr>
<td>Tax rate differences</td>
<td>+0.4ppts</td>
</tr>
<tr>
<td>FY20 ETR</td>
<td>27.8%</td>
</tr>
</tbody>
</table>

ETR benefitting from Safaricom inclusion

Annual results | 31 March 2020
### Group free cash flow

<table>
<thead>
<tr>
<th>Component</th>
<th>R million</th>
</tr>
</thead>
<tbody>
<tr>
<td>EBITDA</td>
<td>37 610</td>
</tr>
<tr>
<td>Working capital</td>
<td></td>
</tr>
<tr>
<td>Capital expenditure¹</td>
<td></td>
</tr>
<tr>
<td>Disposal of property, plant and equipment</td>
<td>(13 218)</td>
</tr>
<tr>
<td>Lease liability payments</td>
<td>68</td>
</tr>
<tr>
<td>Other</td>
<td>523</td>
</tr>
<tr>
<td>Operating free cash flow</td>
<td>21 782</td>
</tr>
<tr>
<td>Tax paid</td>
<td></td>
</tr>
<tr>
<td>Net finance costs paid</td>
<td>(6 417)</td>
</tr>
<tr>
<td>Dividends received from associate</td>
<td>(4 046)</td>
</tr>
<tr>
<td>Dividends paid to non-controlling shareholders</td>
<td>(2 743)</td>
</tr>
<tr>
<td>Dividends paid to non-controlling shareholders</td>
<td>(732)</td>
</tr>
<tr>
<td>Free cash flow</td>
<td>16 284</td>
</tr>
</tbody>
</table>

1. Capital expenditure comprises the purchase of property, plant and equipment and intangible assets, other than license and spectrum payments. Purchases of customer bases are excluded from capital expenditure.

Free cash flow benefitting from special dividend received:

- 845
- 68
- 523
- 4 394
- 732

EBITDA Working capital

- +11.6%
- +2.0%
- +11.6%
- +2.0%
- +11.6%
- +2.0%
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- +11.6%
- +2.0%
HEPS | Affected by BEE & one-off; boosted by Safaricom

(Headlines earnings per share)

Cents

- One-off includes:
  - Prior year deferral release R389 million
**Shareholder returns | Dividend boost to shareholders**

### Total dividend declared

<table>
<thead>
<tr>
<th></th>
<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>R million</td>
<td>14 030</td>
<td>14 595</td>
<td>15 513</td>
</tr>
<tr>
<td>%</td>
<td>7 316</td>
<td>7 343</td>
<td>7 435</td>
</tr>
<tr>
<td>Interim dividend</td>
<td>6 714</td>
<td>7 252</td>
<td>6 977</td>
</tr>
</tbody>
</table>

### Dividend policy and final dividend calculation

- **90% of pre-Safaricom headline earnings**: R6 999 million @ 90% = R6 300 million
- **Flow through of Safaricom cash dividend (net of withholding tax)**: R2 276 million @ 50% = R1 138 million
- **Final dividend declared**: R7 438 million
- **Number of shares**: 1 836 million

### Total dividend per share declared

<table>
<thead>
<tr>
<th></th>
<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cents</td>
<td>815</td>
<td>795</td>
<td>845</td>
</tr>
</tbody>
</table>
| %        | 425   | 400   | 405   | +6.3%
| Interim dividend | 390   | 395   | 380   |

- **Final dividend per share**: 405cps
COVID-19 | In our operations

<table>
<thead>
<tr>
<th>Date</th>
<th>South Africa</th>
<th>Lesotho</th>
<th>Mozambique</th>
<th>DRC Kinshasa</th>
<th>Tanzania</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 Mar</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22 Mar</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>29 Mar</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 Apr</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 Apr</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19 Apr</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26 Apr</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 May</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 May</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Source:** www.worldometers.info/coronavirus/

As at 8 May 2020

<table>
<thead>
<tr>
<th>Country</th>
<th>Positive</th>
<th>Recovered</th>
<th>Fatalities</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Africa</td>
<td>8,895</td>
<td>3,153</td>
<td>178</td>
</tr>
<tr>
<td>Tanzania</td>
<td>509</td>
<td>183</td>
<td>21</td>
</tr>
<tr>
<td>DRC</td>
<td>897</td>
<td>36</td>
<td>119</td>
</tr>
<tr>
<td>Mozambique</td>
<td>82</td>
<td>27</td>
<td>-</td>
</tr>
<tr>
<td>Lesotho</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Kenya</td>
<td>621</td>
<td>202</td>
<td>29</td>
</tr>
</tbody>
</table>

**Source:** WHO & Deutscbe Bank, 2020 | *Emerging market economies excluding China
COVID-19 | Quality stock seen as safe haven

(Share price relative to market)

Share price rebased to 100 (R)

Source: Factset: Date range 1 January 2020 to 8 May 2020
COVID-19 | Balance sheet strength – Low net debt to EBITDA ratio

- Conservative balance sheet gearing
- Maintained Net debt / EBITDA between 0.6x and 0.7x for past 5 years
- Sensitivity:
  Assuming 1.5x ratio, allows for (based on FY20 results) approximately:
  - R28 billion additional debt or
  - R18 billion decline in EBITDA
Debt | Profile excluding IFRS 16 leases

**Maturity profile**

<table>
<thead>
<tr>
<th>FY21</th>
<th>FY22</th>
<th>FY23</th>
<th>FY24</th>
<th>FY25</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0</td>
<td>7.4</td>
<td>18.5</td>
<td>9.4</td>
<td>3.6</td>
</tr>
<tr>
<td>5.0%</td>
<td>18.0%</td>
<td>45.0%</td>
<td>23.0%</td>
<td>9.0%</td>
</tr>
</tbody>
</table>

- Low short-term debt repayments
- Payment profile spread over 5 years
- Low foreign denominated debt exposure – limited currency risk
- Market neutral exposure between fixed and floating debt.
- R4 billion facilities before pandemic – doubled to R8 billion

**Currency**

- 91.7% ZAR
- 0.3% Other

**Rate**

- 50.5% Fixed
- 49.5% Variable
Medium-term targets postponed

Period of the crisis

- Uncertainty
- Economic downturn affecting consumers and business
- Changing behaviour

Post the crisis

- Better visibility of economy
- Better view of impacts and opportunities
- Future more predictable

Strong balance sheet

Resilient business model

Annual results | 31 March 2020
Priorities

- Spectrum
- Platform acceleration
- Financial services growth
- COVID-19
  Dealing with the effects
- Digital Vodacom
- Data monetisation
Q&A

Please type your questions on the webcast portal
## Country data

<table>
<thead>
<tr>
<th></th>
<th>South Africa</th>
<th>Tanzania</th>
<th>DRC</th>
<th>Mozambique</th>
<th>Lesotho</th>
<th>Safaricom</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Population</strong> † (million)</td>
<td>58.6</td>
<td>58.0</td>
<td>86.8</td>
<td>30.4</td>
<td>2.1</td>
<td>52.6</td>
</tr>
<tr>
<td><strong>GDP per capita</strong> ‡ (USD)</td>
<td>86 791‡</td>
<td>1 109</td>
<td>572</td>
<td>511</td>
<td>1 230</td>
<td>1 805</td>
</tr>
<tr>
<td><strong>GDP growth estimate</strong> † 2020 (%)</td>
<td>0.2</td>
<td>6.7</td>
<td>4.4</td>
<td>2.2</td>
<td>0.9</td>
<td>5.4</td>
</tr>
<tr>
<td><strong>Ownership (%)</strong></td>
<td>100</td>
<td>75§</td>
<td>51</td>
<td>85</td>
<td>80</td>
<td>34.94‡</td>
</tr>
<tr>
<td><strong>Licence expiry period</strong></td>
<td>2029</td>
<td>2031</td>
<td>2021/2026/2028/2032/2038µ</td>
<td>2038</td>
<td>2036</td>
<td>2022/2024/2026∞</td>
</tr>
<tr>
<td><strong>Customers (thousand)</strong></td>
<td>41 312</td>
<td>15 513</td>
<td>13 766</td>
<td>7 656</td>
<td>1 660</td>
<td>35 607</td>
</tr>
<tr>
<td><strong>ARPU (rand/month)</strong></td>
<td>86Δ</td>
<td>36Δ</td>
<td>46Δ</td>
<td>59Δ</td>
<td>69Δ</td>
<td>89β</td>
</tr>
<tr>
<td><strong>ARPU (local currency/month)</strong></td>
<td>86Δ</td>
<td>5 616Δ</td>
<td>3.1Δ</td>
<td>252Δ</td>
<td>69Δ</td>
<td>614.58β</td>
</tr>
<tr>
<td><strong>Minutes of use per month</strong></td>
<td>122</td>
<td>172</td>
<td>34</td>
<td>132</td>
<td>80</td>
<td>n/a</td>
</tr>
</tbody>
</table>

‡ The Bureau of Economic Research for SA and Fitch Solutions for all other countries (Extraction date: 30 April 2020).

§ In September 2019 Vodacom Group finalised its acquisition of an additional 588 million shares in Vodacom Tanzania from Mirambo Limited, increasing its stake from 61.6% to 75%.

¶ Vodacom Group Limited owns 87.5% of Vodafone Kenya Ltd, which in turn holds 39.93% of Safaricom Plc, giving Vodacom an effective holding in Safaricom of 34.94%.

µ 2021 (VSAT licence), 2026 (wikmax licence), 2028 (2G licence), 2032 (3G licence) and 2038 (4G licence).

∞ 2022 (3G licence), 2024 (2G licence), 2026 (4G licence)

Δ Total ARPU is calculated by dividing the average monthly service revenue by the average monthly customers during the period.

β Total ARPU is calculated by dividing the average total service revenue by the average monthly customers during the period.
## Impact of foreign exchange

### Revenue

<table>
<thead>
<tr>
<th></th>
<th>FY20 Reported</th>
<th>Normalised*</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Africa</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>International</td>
<td>12.6</td>
<td>7.1</td>
</tr>
<tr>
<td>Group</td>
<td>4.8</td>
<td>3.5</td>
</tr>
</tbody>
</table>

### Average YTD exchange rates

<table>
<thead>
<tr>
<th></th>
<th>FY20</th>
<th>FY19</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>USD/ZAR</td>
<td>14.79</td>
<td>13.76</td>
<td>7.5</td>
</tr>
<tr>
<td>ZAR/MZN</td>
<td>4.27</td>
<td>4.42</td>
<td>(3.4)</td>
</tr>
<tr>
<td>ZAR/TZS</td>
<td>155.93</td>
<td>166.81</td>
<td>(6.5)</td>
</tr>
<tr>
<td>EUR/ZAR</td>
<td>16.42</td>
<td>15.92</td>
<td>3.1</td>
</tr>
<tr>
<td>ZAR/KES</td>
<td>6.93</td>
<td>7.40</td>
<td>(5.8)</td>
</tr>
</tbody>
</table>

### Service Revenue

<table>
<thead>
<tr>
<th></th>
<th>FY20 Reported</th>
<th>Normalised*</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Africa</td>
<td>2.3</td>
<td>2.2</td>
</tr>
<tr>
<td>International</td>
<td>12.5</td>
<td>7.1</td>
</tr>
<tr>
<td>Group</td>
<td>5.0</td>
<td>3.5</td>
</tr>
</tbody>
</table>

### EBITDA

<table>
<thead>
<tr>
<th></th>
<th>FY20 Reported</th>
<th>Normalised*</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Africa</td>
<td>4.9</td>
<td>0.0</td>
</tr>
<tr>
<td>International</td>
<td>38.8</td>
<td>9.4</td>
</tr>
<tr>
<td>Group</td>
<td>11.6</td>
<td>2.3</td>
</tr>
</tbody>
</table>
### Income statement

<table>
<thead>
<tr>
<th></th>
<th>FY20</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational lease expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group</td>
<td>-</td>
<td>2,670</td>
</tr>
<tr>
<td>South Africa</td>
<td>-</td>
<td>1,426</td>
</tr>
<tr>
<td>International</td>
<td>-</td>
<td>1,245</td>
</tr>
</tbody>
</table>

### Depreciation right of use assets

<table>
<thead>
<tr>
<th></th>
<th>FY20</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group</td>
<td>2,697</td>
<td>-</td>
</tr>
<tr>
<td>South Africa</td>
<td>1,598</td>
<td>-</td>
</tr>
<tr>
<td>International</td>
<td>1,127</td>
<td>-</td>
</tr>
</tbody>
</table>

### Finance costs

<table>
<thead>
<tr>
<th></th>
<th>FY20</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group</td>
<td>1,374</td>
<td>124</td>
</tr>
<tr>
<td>South Africa</td>
<td>566</td>
<td>-</td>
</tr>
<tr>
<td>International</td>
<td>843</td>
<td>-</td>
</tr>
</tbody>
</table>

### Balance sheet

<table>
<thead>
<tr>
<th></th>
<th>FY20</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Right of use assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group</td>
<td>12,046</td>
<td>-</td>
</tr>
<tr>
<td>South Africa</td>
<td>5,665</td>
<td>-</td>
</tr>
<tr>
<td>International</td>
<td>6,619</td>
<td>-</td>
</tr>
</tbody>
</table>

| Lease liabilities    |        |        |
| Group                | 12,942 | -      |
| South Africa         | 6,165  | -      |
| International        | 7,067  | -      |
EBITDA-aL reconciliation

<table>
<thead>
<tr>
<th>FY20</th>
<th>Group</th>
<th>South Africa</th>
<th>International</th>
</tr>
</thead>
<tbody>
<tr>
<td>EBITDA</td>
<td>37 610</td>
<td>29 094</td>
<td>8 679</td>
</tr>
<tr>
<td>Depreciation – right of use assets</td>
<td>(2 697)</td>
<td>(1 598)</td>
<td>(1 127)</td>
</tr>
<tr>
<td>Finance costs – lease liabilities</td>
<td>(1 374)</td>
<td>(566)</td>
<td>(843)</td>
</tr>
<tr>
<td>EBITDA-aL</td>
<td>33 539</td>
<td>26 930</td>
<td>6 709</td>
</tr>
</tbody>
</table>

**EBITDA-aL** Earnings before interest, taxation, depreciation and amortisation, impairment losses, profit/loss on disposal of investments, property, plant and equipment, and intangible assets, profit/loss from associate and joint venture, restructuring cost and BEE income/charge, after depreciation on right of use assets and finance costs related to lease liabilities. The Group’s definition of EBITDA-aL may not be comparable with similarly titled measures and disclosures by other companies.
### Definitions

**Customers**

Customers are based on the total number of mobile customers using any service during the last three months. This includes customers paying a monthly fee that entitles them to use the service even if they do not actually use the service and those customers who are active whilst roaming.

**Data customers**

Data customers are based on the number of unique users generating billable data traffic during the month. Also included are users on integrated tariff plans, or who have access to corporate APNs, and users who have been allocated a revenue generating data bundle during the month. A user is defined as being active if they are paying a contractual monthly fee for this service or have used the service during the reported month.

**M-Pesa customers**

M-Pesa customers are based on the number of unique users who have generated revenue related to M-Pesa during the last month.

**ARPU**

Total ARPU is calculated by dividing the average monthly service revenue by the average monthly active customers during the period.

**EBITDA**

Earnings before interest, taxation, depreciation and amortisation, impairment losses, profit/loss on disposal of investments, property, plant and equipment, and intangible assets, profit/loss from associate and joint venture, restructuring cost and BEE income/charge.

**Free cash flow**

Cash generated from operations less additions to property, plant and equipment and intangible assets, proceeds on disposal of property, plant and equipment and intangible assets, tax paid, net finance charges paid and net dividends received/paid and movements in amounts due to M-Pesa account holders.

**HEPS**

Headline earnings per share.

**International**

International comprises the segment information relating to the non-South African-based cellular networks in Tanzania, the Democratic Republic of Congo, Mozambique and Lesotho as well as the operations of Vodacom International Limited (Mauritius) and Vodacom Business Africa Group (Pty) Limited and its subsidiaries.

**MOU**

Minutes of use per month is calculated by dividing the average monthly minutes (traffic) during the period by the average monthly active customers during the period.

**Normalised growth (*)**

Normalised growth presents performance on a comparable basis. This excludes merger, acquisition and disposal activities where applicable and adjusting for trading foreign exchange, foreign currency fluctuation on a constant currency basis (using the current period as base) and IFRS 16 related adjustments in the current year and IAS 17 related adjustments in the prior year, to show a like-for-like comparison of results.

**Operating free cash flow**

Cash generated from operations less additions to property, plant and equipment and intangible assets other than licence and spectrum payments and purchases of customer bases, net of proceeds on disposal of property, plant and equipment and intangible assets, other than licence and spectrum payments and disposals of customer bases.

**South Africa**

Vodacom (Pty) Limited, a private limited liability company duly incorporated in accordance with the laws of South Africa and its subsidiaries, joint ventures and SPV's.
Forward-looking statements

This presentation which sets out the annual results for Vodacom Group Limited for the year ended 31 March 2020 contains ‘forward-looking statements’, which have not been reviewed or reported on by the Group's auditors, with respect to the Group's financial condition, results of operations and businesses and certain of the Group's plans and objectives. In particular, such forward-looking statements include statements relating to: the Group's future performance; future capital expenditures, acquisitions, divestitures, expenses, revenues, financial conditions, dividend policy, and future prospects; business and management strategies relating to the expansion and growth of the Group; the effects of regulation of the Group's businesses by governments in the countries in which it operates; the Group's expectations as to the launch and roll out dates for products, services or technologies; expectations regarding the operating environment and market conditions; growth in customers and usage; and the rate of dividend growth by the Group.

Forward-looking statements are sometimes, but not always, identified by their use of a date in the future or such words as “will”, “anticipates”, “aims”, “could”, “may”, “should”, “expects”, “believes”, “intends”, “plans” or “targets” (including in their negative form). By their nature, forward-looking statements are inherently predictive, speculative and involve risk and uncertainty because they relate to events and depend on circumstances that may or may not occur in the future. There are a number of factors that could cause actual results and developments to differ materially from those expressed or implied by these forward-looking statements. These factors include, but are not limited to, the following: changes in economic or political conditions in markets served by operations of the Group; greater than anticipated competitive activity; higher than expected costs or capital expenditures; slower than expected customer growth and reduced customer retention; changes in the spending patterns of new and existing customers; the Group's ability to expand its spectrum position or renew or obtain necessary licences; the Group's ability to achieve cost savings; the Group's ability to execute its strategy in fibre deployment, network expansion, new product and service roll-outs, mobile data, Enterprise and broadband; changes in foreign exchange rates, as well as changes in interest rates; the Group's ability to realise benefits from entering into partnerships or joint ventures and entering into service franchising and brand licensing; unfavourable consequences to the Group of making and integrating acquisitions or disposals; changes to the regulatory framework in which the Group operates; the impact of legal or other proceedings; loss of suppliers or disruption of supply chains; developments in the Group's financial condition, earnings and distributable funds and other factors that the Board takes into account when determining levels of dividends; the Group’s ability to satisfy working capital and other requirements; changes in statutory tax rates or profit mix; and/or changes in tax legislation or final resolution of open tax issues.

All subsequent oral or written forward-looking statements attributable to the Group or any member thereof or any persons acting on their behalf are expressly qualified in their entirety by the cautionary statements above and below. Vodacom expressly disclaims any liability in respect of the content of any forward looking statement and also expressly disclaims any obligation or undertaking to disseminate any updates or revisions to any forward-looking statements contained herein or to reflect any change in their expectations with regard thereto or any change in events, conditions or circumstances on which any such forward-looking statement is based.