

# Who we are

Vodacom is a leading and purpose-driven African connectivity, digital and fintech operator. Including Safaricom, the Group serves 129.6 million customers across consumer and enterprise segments.

Driven by our commitment to digital and financial inclusion, we offer a wide range of services, including telecommunication, IT, digital, IoT and financial services. From our roots in South Africa, we have grown our business to include operations in Tanzania, the DRC, Mozambique, Lesotho and Kenya. In FY2023, our footprint is anticipated to further expand as we acquire a controlling stake in Vodafone Egypt and launch commercial operations in Ethiopia.

Our population reach across our markets exceeds

## 300 million people

(including Safaricom at 100%)

We offer business-managed services to enterprises in

## 48 countries

through Vodacom Business Africa (VBA).

Vodafone – one of the world's largest communications companies in terms of revenue – has

## 60.5%

shareholding in Vodacom.



# Where we operate

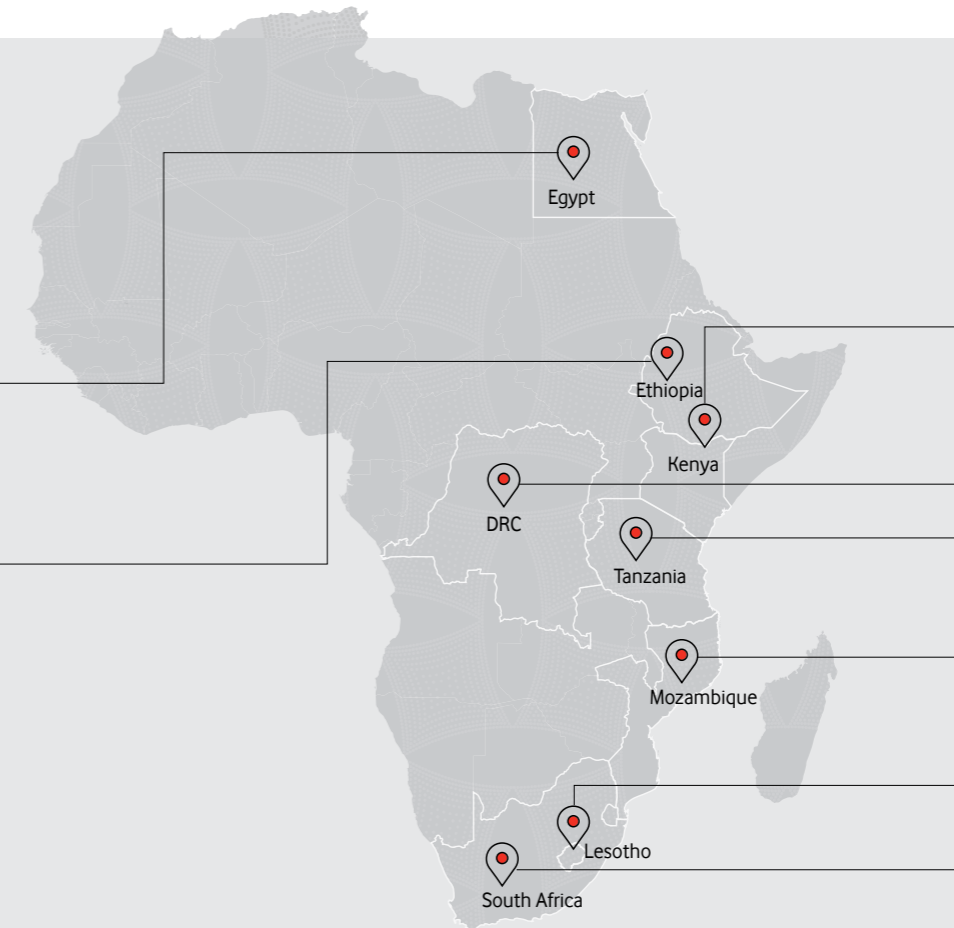
In November 2021, we announced our intention to acquire a **55% shareholding in Vodafone Egypt**. We believe this will cement Vodacom's position as Africa's leading TechCo by advancing our strategic connectivity and financial services ambitions.

Through a Safaricom-led consortium, we have the opportunity to **expand and build world-class services in Ethiopia** – Africa's second-largest country by population.

With the completion of the Vodafone Egypt acquisition and launch of commercial operations in Ethiopia in early FY2023, we anticipate increasing our population reach across the continent to over half a billion people and more than **40% of Africa's GDP**.

Net impact of M&A on capitals employed:

HC IC SRC MC FC NC



Customers

42.4 million

15.5 million

15.4 million

9.0 million

1.9 million

45.5 million

### Customers

million	FY2022	FY2021
South Africa	45.4	44.1
DRC	15.5	15.2
Tanzania	15.4	14.9
Mozambique	9.0	8.0
Lesotho	1.9	1.7
Safaricom <sup>9</sup>	42.4	39.9
<b>Total</b>	<b>129.6</b>	<b>123.8</b>

### Revenue

million	FY2022	FY2021
South Africa (R)	80 828	76 737
DRC (US\$)	561	509
Tanzania (TZS)	971 025	974 391
Mozambique (MZN)	27 992	25 462
Lesotho (LSL)	1 244	1 209
Safaricom <sup>9</sup> (KES)	298 024	264 027

### Revenue

Rm	FY2022	FY2021
South Africa	80 828	76 737
DRC	8 341	8 297
Tanzania	6 229	6 859
Mozambique	6 612	5 776
Lesotho	1 244	1 209
VBA	394	554
Corporate/eliminations	(912)	(1 130)
<b>Total</b>	<b>102 736</b>	<b>98 302</b>
Safaricom <sup>9</sup>	39 985	39 627

	South Africa	Tanzania	DRC	Mozambique	Lesotho	Kenya (Safaricom)	Ethiopia
<b>Ownership</b>	100%	75%	51%	85%	80%	34.94% <sup>1</sup>	6.2% <sup>2</sup> (direct)
<b>Population<sup>3</sup> (estimate)</b>	60.8 million	63.3 million	95.2 million	33.1 million	2.2 million	56.2 million	120.8 million
<b>GDP growth<sup>4</sup> (estimate)</b>	1.9%	5.2%	5.5%	5.0%	1.7%	4.4%	5.3%
<b>ARPU<sup>4</sup> (local currency per month)</b>	R90 (FY2021: R95)	TZS 5 132 (FY2021: TZS 5 259)	US\$2.8 (FY2021: US\$2.8)	MZN 249 (FY2021: MZN 250)	LSL 52 (FY2021: LSL 59)	KES 562 (FY2021: KES 551) <sup>5</sup>	
<b>Licence expiry period</b>	2029	2031	2039 2032/2038 <sup>6</sup>	2038	2036	2022/2024 2026 <sup>7</sup>	
<b>Coverage</b>	2G	99.9%	92.9%	56.2%	73.5%	96.0%	97.0%
	3G	99.9%	66.7%	37.5%	73.2%	97.0%	96.0%
	4G	97.9%	50.4%	29.6%	60.1%	76.7%	95.0%
	5G	13.5%	-	-	-	-	-
<b>Data customers (thousand)</b>	23 475	7 603	7 326	5 372	874	25 220	
<b>Smartphone penetration</b>	60.7%	30.3%	22.0%	54.0%	64.8%	43.5%	
<b>NPS</b>	3rd	1st	1st	3rd	2nd	2nd	
	<b>Network NPS</b>	1st	1st	1st	2nd	2nd	1st
<b>Points of presence – formal<sup>8</sup></b>	8 604	120 365	30 210	78 698	10 792	-	
<b>Points of presence – informal<sup>8</sup></b>	57 114	26 436	435 117	21 967	3 804	-	
<b>Number of employees</b>	5 583	560	575	780	261	4 422	



For more information on the countries where VBA operates, refer to our website on <http://vodacom.com/where-we-operate.php>.

- Vodacom owns 87.5% of Vodafone Kenya Limited which, in turn, holds 39.93% of Safaricom, giving Vodacom an effective holding of 34.94% in Safaricom.
- The Group, excluding its indirect interest via its shareholding in Safaricom, has an effective interest of 6.2% in Safaricom Telecommunications Ethiopia Plc STEP. In addition, the Group has indirect exposure through Safaricom's 55.7%. This implies an overall look-through stake of 25.7%.
- The Bureau for Economic Research for SA and Fitch Solutions for all other countries (extraction date: April 2022).
- Total average revenue per user (ARPU) is calculated by dividing the average monthly service revenue by the average number of monthly customers during the period.
- Total ARPU is calculated by dividing the average total service revenue by the average number of monthly customers during the period.
- 2039 (2G licence), 2032 (3G licence), 2038 (4G licence).
- 2022 (3G licence), 2024 (2G licence) and 2026 (4G licence).
- Formal points of presence include Vodacom-owned and franchised shops, service providers and private outlets, retailers who purchase directly from Vodacom, M-Pesa agents and ATMs. Informal points of presence include super dealers, territory and data dealers, street vendors/freelancers, informal resellers and virtual top-ups.
- The Group's effective interest of 34.94% in Safaricom is accounted for as an investment in associate. Results represent 100% of Safaricom and are for illustrative purposes only.
- South Africa number of employees also includes headcount for VBA, Mauritius, holding companies and Vodacom consolidated adjustments.