

Glossary

*	All amounts in this Integrated report marked with a * represent normalised growth, which presents performance on a comparable basis. This adjusts for trading foreign exchange, foreign currency fluctuation on a constant currency basis (using the current year as a base) and excludes the impact of merger, acquisition and disposal activities, at a constant currency basis where applicable, to show a like-for-like comparison of results.
^	Vodacom Group information excluding Vodafone Egypt
#	Information pertaining to Vodacom South Africa only.
2G	2G networks are operated using global system for mobile (GSM) technology which offers services such as voice, text messaging and basic data. In addition, the entire Group's controlled networks support general packet radio services (GPRS), often referred to as 2.5G. GPRS allows mobile devices to access internet protocol (IP) based data services such as the internet and email.
3G	A cellular technology based on wideband code division multiple access (CDMA) delivering voice and data services.
4G	Technology that offers even faster data transfer speeds than 3G/HSPA.
5G	Fifth-generation wireless is the latest iteration of cellular technology, engineered to greatly increase the speed and responsiveness of wireless networks.
B-BBEE	Broad-based black economic empowerment.
BEE	Black economic empowerment is a programme launched by the South African government to redress inequalities by giving previously disadvantaged groups opportunities previously not available to them. It includes measures such as employment equity, skills development, ownership, management, socioeconomic development and preferential procurement.
CDP	Carbon Disclosure Project.
Churn	Churn is calculated by dividing the annualised number of disconnections during the period by the average number of monthly customers during the period.
Consumer	A customer in their individual capacity accessing mobile and/or fixed products and services.
COP27	27th annual Conference of the Parties.
CSP	Conditional share plan.
CVM	Customer Value Management.
EBITDA	Earnings before interest; taxation; depreciation and amortisation; impairment losses; profit/loss on disposal of investments, property, plant and equipment and intangible assets; and profit/loss from associate and joint ventures, restructuring costs and BEE income/charges.
Enterprise	A customer that is a business or company accessing mobile and/or fixed products and services.
ESG	Environmental, social and governance.
EVP	Employee Value Proposition
FSP	Forfeitable share plan.
FTTx	The number of fixed-line connections in South Africa, which includes fibre to the home and fibre to the business.
GHG	Greenhouse Gas.
International business (IB)	International business comprises the segment information relating to the non-South Africa-based cellular networks in Tanzania, the Democratic Republic of Congo, Mozambique and Lesotho, as well as the operations of Vodacom International Limited and Vodacom Business Africa.
LTI	Long-term incentives.
n/a	Not applicable.
n/m	Not measured.
NPS	Net Promoter Score
NRS	National Relay Service.
OFCF	Operating Free Cash Flow.
Smart devices	Smart devices include smartphones, tablets and modems.
STI	Short-term incentives.
TCFD	Task Force on Climate-related Financial Disclosures.
tNPS	touchpoint Net Promoter Score.
TSR	Total shareholder returns consist of the aggregate share price appreciation and dividend yield.
Vodacom South Africa	Vodacom South Africa is commonly referred to as South Africa in the integrated report. It relates to Vodacom (Pty) Limited, a private limited liability company duly incorporated in accordance with the laws of South Africa and its subsidiaries, joint ventures and SPVs