

Who we are

Vodacom is a leading and purpose-driven African connectivity, digital and FinTech operator. Including Safaricom, the Group serves 185.8 million customers across consumer and enterprise segments.

Driven by our commitment to digital and financial inclusion, we offer a wide range of services, including telecommunications, IT, digital, Internet of Things (IoT) and financial services. From our South African roots, we have grown our business to include operations in Tanzania, the DRC, Mozambique, Lesotho and Kenya. In FY2023, our operations expanded as we acquired a 55% controlling stake in Vodafone Egypt and launched commercial operations in Ethiopia through a Safaricom-led consortium.

We are listed on the JSE.

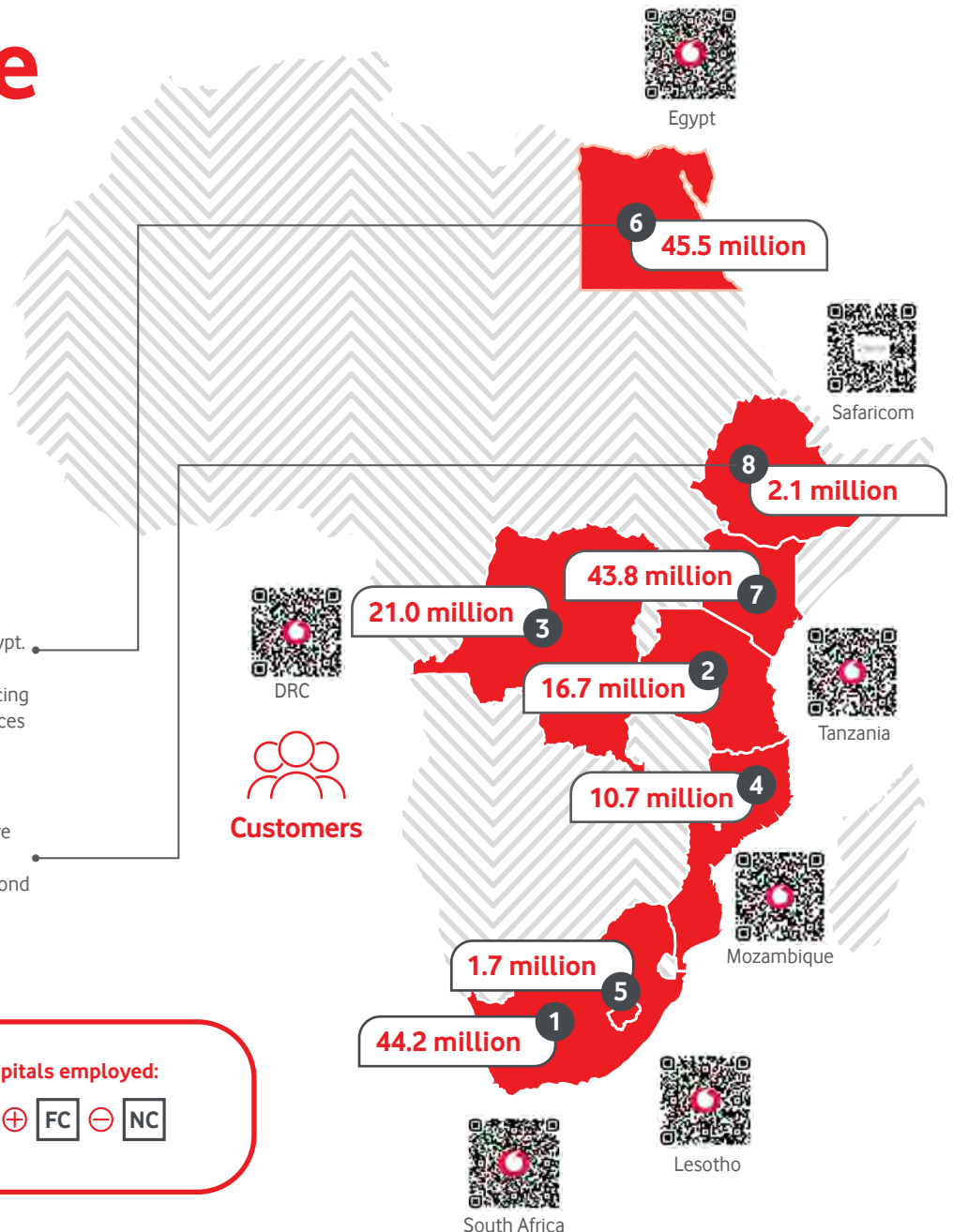
Our population reach across our markets exceeds **500 million people** (including Safaricom at 100%).

Where we operate

The completion of Vodafone Egypt's acquisition and launch of commercial operations in Ethiopia increased our population reach across the continent to over half a billion people and more than 40% of Africa's gross domestic product (GDP).

In December 2022, we completed the acquisition of a 55% interest in Vodafone Egypt. This transaction further cements Vodacom's position as Africa's leading TechCo by advancing our strategic connectivity and financial services ambitions on the continent.

Through a Safaricom-led consortium, we have taken the opportunity to expand and build world-class services in Ethiopia – Africa's second largest country by population. Safaricom Ethiopia launched commercial operations in October 2022.



Net impact of finalised M&A on capitals employed:

HC ⊕ IC ⊕ SRC ⊕ MC ⊕ FC ⊖ NC

Our market value is

R253.6 billion

as at 31 March 2023.

We offer business-managed services to enterprises in

47 countries

in Africa through Vodacom Business Africa.

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

65.1%

shareholding

in Vodacom.

Customers			Revenue (entity local currency)			Revenue (rand equivalent)		
million	FY2023	FY2022	million	FY2023	FY2022	Rm	FY2023	FY2022
South Africa	44.2	45.4	South Africa (R)	84 715	80 828	South Africa	84 715	80 828
Tanzania	16.7	15.4	Tanzania (TZS)	1 073 018	971 025	Tanzania	7 838	6 229
DRC	21.0	15.5	DRC (US\$)	619	561	DRC	10 531	8 341
Mozambique	10.7	9.0	Mozambique (MZN)	26 368	27 992	Mozambique	7 012	6 612
Lesotho	1.7	1.9	Lesotho (LSL)	1 204	1 244	Lesotho	1 204	1 244
Egypt*	45.5	–	Egypt* (EGP)	13 463	–	Egypt*	8 252	–
Safaricom ¹	43.8	42.4	Safaricom ¹ (KES)	310 685	298 024	Other	(382)	(518)
Ethiopia ⁹	2.1	–				Total	119 170	102 736
Total	185.8	129.6				Safaricom ¹	43 607	39 985

	1	2	3	4	5	6	7	8
	South Africa	Tanzania	DRC	Mozambique	Lesotho	Egypt	Kenya (Safaricom)	Ethiopia ⁹ (Safaricom)
Ownership	100%	75%	51%	85%	80%	55%	34.94% ¹	6.2% ² (direct)
Population³ (estimate)	60.4 million	67.4 million	102.3 million	33.9 million	2.3 million	112.7 million	55.1 million	126.5 million
GDP growth³ (estimate)	0.5%	5.7%	5.7%	6.5%	2.1%	3.2%	5.1%	6.4%
ARPU⁴ (local currency per month)	R93 (FY2022: R90)	TZS5 328 (FY2022: TZS5 132)	US\$2.8 (FY2022: US\$2.8)	MZN199 (FY2022: MZN249)	LSL51 (FY2022: LSL52)	EGP68 (FY2022: EGP57)	KES572 (FY2022: KES562) ⁵	
ARPU US\$	5.2	2.2	2.8	3.0	2.9	2.2	4.3	
Licence expiry period	2029	2031	2039 2032/2038 ⁶	2038	2036	2031	2032/2024 2026 ⁷	2036
Coverage	2G	99.8%	93.0%	57.8%	77.8%	96.7%	99.3%	97.0%
	3G	99.4%	85.0%	41.2%	78.7%	98.0%	98.8%	96.0%
	4G	98.5%	56.2%	33.7%	80.0%	94.0%	97.5%	95.0%
	5G	17.9%	–	–	–	–	–	–
Data customers (thousand)	25 519	8 748	7 209	5 696	832	26 264	25 220	920
Total sites	15 297	3 448	2 771	2 286	398	10 825	6 325	1 300
Smartphone penetration	64.5%	35.3%	19.4%	51.6%	66.3%	67.9%	43.5%	
Net Promoter Score (NPS)	2nd	1st	1st	2nd	1st	1st	2nd	
Network NPS	1st	1st	1st	1st	Co-lead	1st	1st	
Number of employees⁸	5 401	581	534	785	280	5 659	5 361	909

* Consolidated from 8 December 2022.

- 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.
- The Group, excluding its indirect interest via its shareholding in Safaricom, has an effective interest of 6.2% in Safaricom Telecommunications Ethiopia Plc. 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 and Fitch Solutions for all other countries (extraction date: April 2023).

- 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 converting rand value ARPU to USD ARPU based on forex as at 31 March 2023.
- 2039 (2G licence), 2032 (3G licence), 2038 (4G licence).
- 2032 (3G licence), 2024 (2G licence) and 2026 (4G licence).
- South Africa's number of employees also includes headcount for other holding companies and Vodacom consolidated adjustments.
- Safaricom Ethiopia is a start up that obtained a licence in May 2021, and began operations in 2022.