



# Glossary

<b>*</b>	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	<b>EVP</b>	Employee value proposition
<b>^</b>	<i>Pro forma</i> growth, presented as if the effective date of the Egypt acquisition was 1 April 2022 and on a constant currency basis	<b>FSP</b>	Forfeitable share plan
<b>2G</b>	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 based data services such as the internet and email	<b>FTTx</b>	A collective for fibre to the home, fibre to the business and fibre to the site
<b>3G</b>	A cellular technology based on wideband code division multiple access delivering voice and data services	<b>GHG</b>	Greenhouse gas
<b>4G</b>	Technology that offers even faster data transfer speeds than 3G/HSPA	<b>GSMA</b>	GSM Association
<b>5G</b>	Fifth-generation wireless is the latest iteration of cellular technology, engineered to greatly increase the speed and responsiveness of wireless networks	<b>ICT</b>	Information and communication technology
<b>AI</b>	Artificial intelligence	<b>IFRS</b>	International Financial Reporting Standards
<b>ARCC</b>	Audit, Risk and Compliance Committee	<b>International business</b>	International business comprises the segment information relating to our operations in DRC, Lesotho, Mozambique and Tanzania as well as the operations of Vodacom International Limited and Vodacom Business Africa
<b>ARPU</b>	Average revenue per user	<b>IoT</b>	Internet of Things
<b>AWS</b>	Amazon Web Services	<b>LTI</b>	Long-term incentives
<b>B-BBEE</b>	Broad-based black economic empowerment	<b>n/a</b>	Not applicable
<b>CDP</b>	Formerly known as the Carbon Disclosure Project	<b>n/m</b>	Not measured
<b>Churn</b>	Churn is calculated by dividing the annualised number of disconnections during the period by the average number of monthly customers during the period	<b>NED</b>	Non-executive director
<b>Consumer</b>	A customer in their individual capacity accessing mobile and/or fixed products and services	<b>NomCo</b>	Nomination Committee
<b>COP28</b>	28th annual Conference of the Parties	<b>NPO</b>	Non-profit organisation
<b>CSP</b>	Conditional share plan	<b>NPS</b>	Net Promoter Score
<b>CVM</b>	Customer value management	<b>NRS</b>	National relay service
<b>DRC</b>	Democratic Republic of the Congo	<b>OFCF</b>	Operating free cash flow
<b>EBITDA</b>	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 black economic empowerment income/charges	<b>PPA</b>	Power purchasing agreement
<b>Enterprise</b>	A customer that is a business or company accessing mobile and/or fixed products and services	<b>RemCo</b>	Remuneration Committee
<b>ESG</b>	Environmental, social and governance	<b>ROCE</b>	Return on capital employed
		<b>RPA</b>	Robotic process automation
		<b>SEC</b>	Social and Ethics Committee
		<b>Smart devices</b>	Smart devices include smartphones, tablets and modems
		<b>SME</b>	Small and medium enterprise
		<b>STI</b>	Short-term incentives
		<b>TCFD</b>	Task Force on Climate-related Financial Disclosures
		<b>tNPS</b>	touchpoint Net Promoter Score
		<b>TSR</b>	Total shareholder returns consist of the aggregate share price appreciation and dividend yield
		<b>UHI</b>	Universal Health Insurance
		<b>USAID</b>	United States Agency for International Development
		<b>Vodacom South Africa</b>	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
		<b>WWF</b>	World Wide Fund for Nature