

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
2G	2G networks are operated using global system for mobile (GSM) technology which offers services such as voice, text messaging and basic data
3G	A cellular technology based on wideband code division multiple access 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
AGM	Annual general meeting
AI	Artificial intelligence
ARCC	Audit, Risk and Compliance Committee
ARPU	Average revenue per user
ASOC	Africa Shared Operations Centre
AWS	Amazon Web Services
B-BBEE	Broad-based black economic empowerment
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
cps	Cents per share
CSP	Conditional share plan
CVM	Customer value management
DRC	Democratic Republic of the Congo
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 black economic empowerment 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
ExCo	Executive Committee
FSP	Forfeitable share plan
FTTx	A collective for fibre to the home, fibre to the business and fibre to the site
FWA	Fixed wireless access
GDP	Gross domestic product
GenAI	Generative Artificial Intelligence
GHG	Greenhouse gas

GP	Guaranteed pay
HEPS	Headline earnings per share
HR	Human resources
ICT	Information and communication technology
IFRS	International Financial Reporting Standards
International business	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
INS	International network services
InvestCo	Investment Committee
IoT	Internet of Things
IT	Information technology
LTI	Long-term incentives
M&A	Mergers and acquisitions
N/A	Not applicable
NED	Non-executive director
NomCo	Nomination Committee
nNPS	Network Net Promoter Score
NPS	Net Promoter Score
NTN	Non-terrestrial networks
OFCF	Operating free cash flow
PPA	Power purchase agreement
RECs	Renewable energy certificates
RemCo	Remuneration Committee
ROCE	Return on capital employed
RPA	Robotic process automation
SASL	South African Sign Language
SEC	Social and Ethics Committee
Smart devices	Smart devices include smartphones, tablets and modems
Smartphone penetration	Active smartphone users/active customer base
SME	Small and medium enterprise
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
STI	Short-term incentives
TSR	Total shareholder returns consist of the aggregate share price appreciation and dividend yield
UNGC	United Nations Global Compact
USAID	United States Agency for International Development
WWF	World Wide Fund for Nature

Introduction
Our governance
Our business
Our capitals performance
Additional financial information
Administration
Disclaimer
Glossary
Corporate information

