

Vodacom Group Annual Results

For the year ended
31 March 2020



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IFRS 16 was adopted by the Group on 1 April 2019 with the cumulative retrospective impact reflected as an adjustment to equity on the date of adoption. As a result, information presented for the year ended 31 March 2019 is presented under the previous statement IAS 17, while the year ended 31 March 2020 is presented in accordance with IFRS 16. The reported change reflected in this document is done on this basis while normalised growth adjusts for differences in reporting of the current year and the prior year, to give the reader a like-for-like comparison of underlying performance.

This presentation also contains forward-looking statements which are subject to risks and uncertainties because they relate to future events. These forward-looking statements include, without limitation, statements in relation to the Group's projected financial results. Some of the factors which may cause actual results to differ from these forward-looking statements are discussed on slide 44 of this presentation.

Vodafone, the Vodafone logo, M-Pesa, Connected Farmer, Vodafone Supernet, Vodafone Mobile Broadband, Vodafone WebBox, Vodafone Passport, Vodafone live!, Power to You, Vodacom, Vodacom 4 Less and Vodacom Change the World are trademarks of Vodafone Group Plc (or have applications pending). Other product and company names mentioned herein may be the trademarks of their respective owners.



COVID-19 | Rapid, comprehensive and coordinated response

Essential service, ensuring vital connectivity to keep families connected, enable business to operate, students to learn, health care to be delivered and Government to provide critical services

Maintaining quality networks

- Increased capacity pro-actively in hot spots.



- Maintaining reliability and speed across all markets.



- Temporary spectrum allocated in South Africa for demand surge.



Work and live from home

- Partnership with Discovery health to provide free virtual consultations to 100 000 patients.



- Preferential payment terms of less than 14 days to qualifying SMMEs on a case by case basis.



- Zero-rating of public hospitals and clinics through the ConnectU Platform.



- Free / Reduced fees for P2P M-Pesa money transfers to reduce contact payments and provide relief for consumers.



Critical services

- Tanzania donated US\$1 million



- 20 000 devices, incl. data and voice allocations donated to Ministry of Health for field workers.



Facilitating e-learning

- Zero-rating of all portals for public education institutions.



- Zero-rated e-School platform. Significantly increased learners.



Dissemination of public information

- Zero rating multiple Government services websites across all operations.



Data insights

- Aggregated and anonymised data of people movement.
- Providing anonymised data to model the spread of the virus by epidemiologists.



Go to www.connectu.vodacom.co.za



COVID-19 | Responses and looking ahead

Phase 1:
Crisis

Phase 2:
Recovery

Phase 3:
New normal

Societal
focus

**Supporting staff,
Governments,
customers and
suppliers**

**Supporting
business and jobs**

**Economic
resilience**

Our
focus

Enabling critical
response actions

Supporting broad
societal recovery

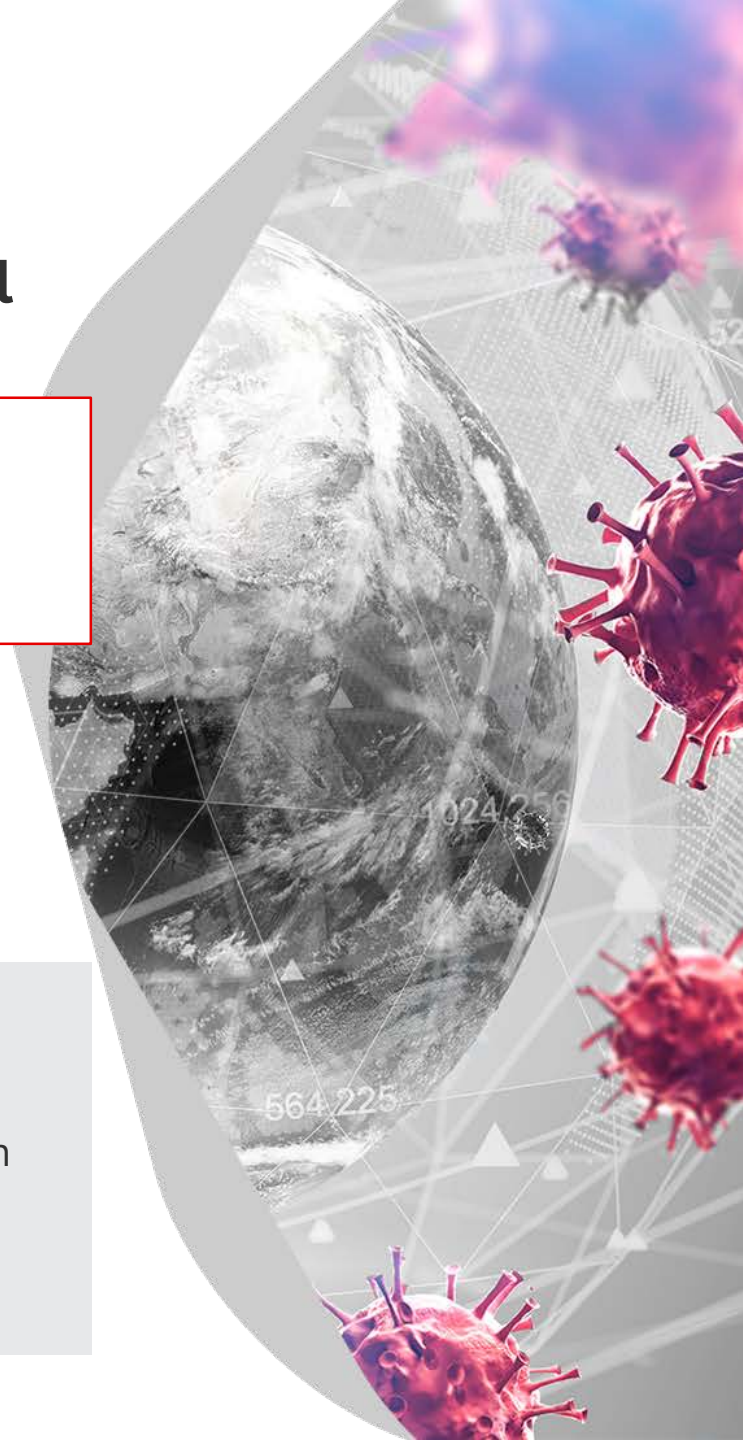
Platform for new
growth trajectory

Our
response

- Rapid, comprehensive and coordinated response
- Operating model resilience

- Deepening customer engagement through targeted personalised offers to customers, quality networks & leading customer care
- Supporting supply chain

- Channel and distribution digitisation
- Digital transformation



COVID-19 what are the trends

South Africa

Data volumes

+20%

+110% April
yoy

On average

High of 40%

Voice volumes

Flat

Consumer slightly up
Enterprise down

Recharges

Slightly up

Up initially then
evened out

Other

Roaming 80%
down

Less than 1% of
Service revenue

Gross
connections
and Churn

Down

M-Pesa

Down

International

**10-15%
up**

Up in all areas

Flat

Negative
trends in DRC
and Lesotho

Down

Tanzania in line
due to no
restriction

Growth rates are April 2020 versus March 2020.



Highlights



+4.8%
(+3.5%)*

Revenue

R90.7 billion

R13.2bn

Capex

14.6% intensity

+11.6%
(+2.3%*)

EBITDA

R37.6 billion

+13.2%
(+2.2%*)

Operating profit

R27.7 billion

115.5m

Customers¹

+5.4%

61.5m

Data customers¹

+10.9%

945cps

HEPS

+8.9%

845cps

Total DPS

+6.3%

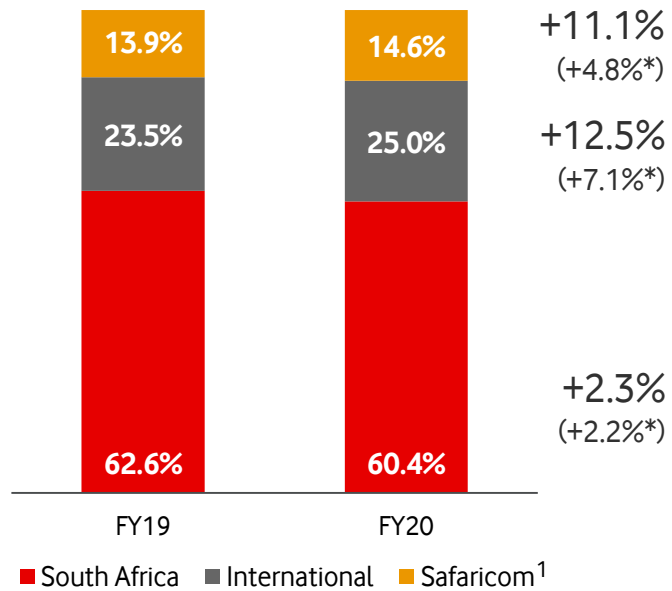
1. Including Safaricom at 100%

* Normalised growth presents performance on a comparable basis. This excludes merger, acquisition and disposal activities where applicable and adjusting for trading foreign exchange, foreign currency fluctuation on a constant currency basis (using the current period as base) and IFRS 16 related adjustments in the current year and IAS 17 related adjustments in the prior year, to show a like-for-like comparison of results.

Diversified Group | Increasing contribution from International and Safaricom

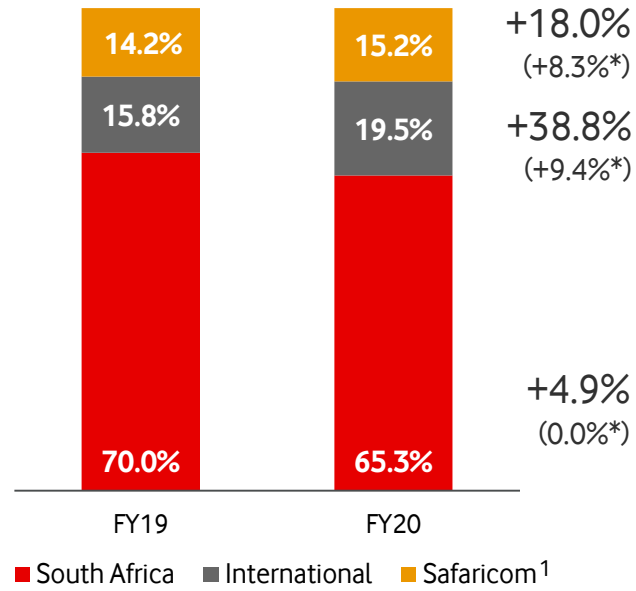
Group service revenue

+R4.9 billion

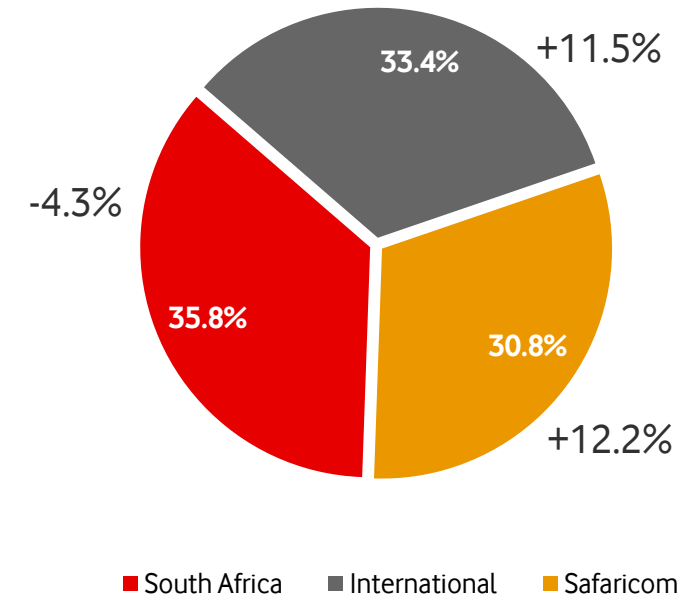


Group EBITDA

+R5.0 billion



Group customers



1. Represents Safaricom's values in proportion to our stake of 34.94%

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Highlights | South Africa – Elasticity cements recovery

Key indicator	FY20	Reported % change	Key milestones
Service revenue (Rm)	52 712	2.3	Underlying service revenue growth of 3.3% and EBITDA growth of 2.2%
EBITDA (Rm)	29 094	4.9	
Data customers ('000)	21 891	9.7	Pricing transformation successfully executed <ul style="list-style-type: none"> - +1.9 million data customers - +3.3 million 4G customers
4G customers ('000)	12 856	34.5	
Active smart devices ('000)	20 085	3.9	Regulatory progress <ul style="list-style-type: none"> - Competition Commission agreement reached - Spectrum imminent - Temporary spectrum assigned
Average GB per smart device	1.5	56.0	

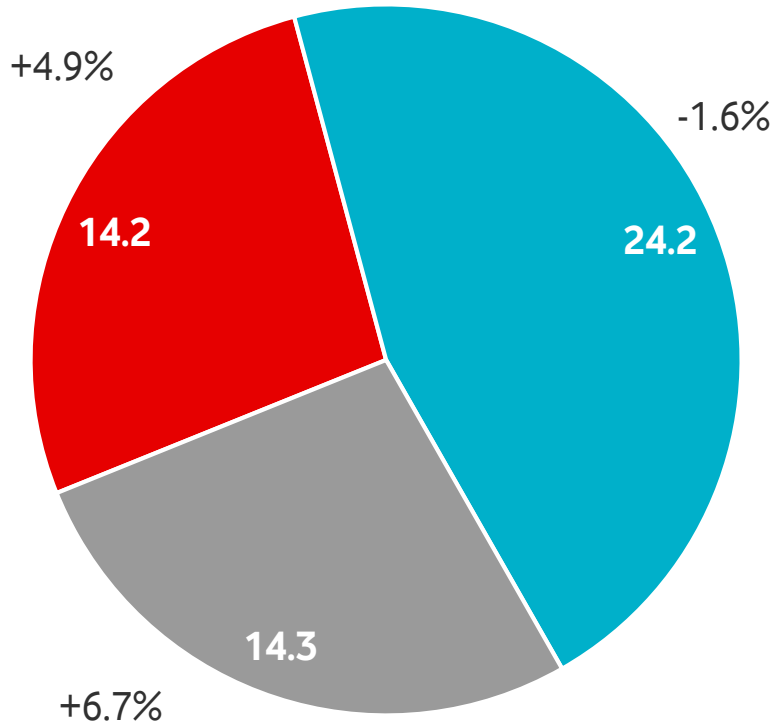
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South Africa | New services contribution gaining momentum

SA service revenue contribution

R billion



- Consumer contract service revenue
- Prepaid service revenue
- Enterprise and wholesale service revenue

New services contribution to service revenue

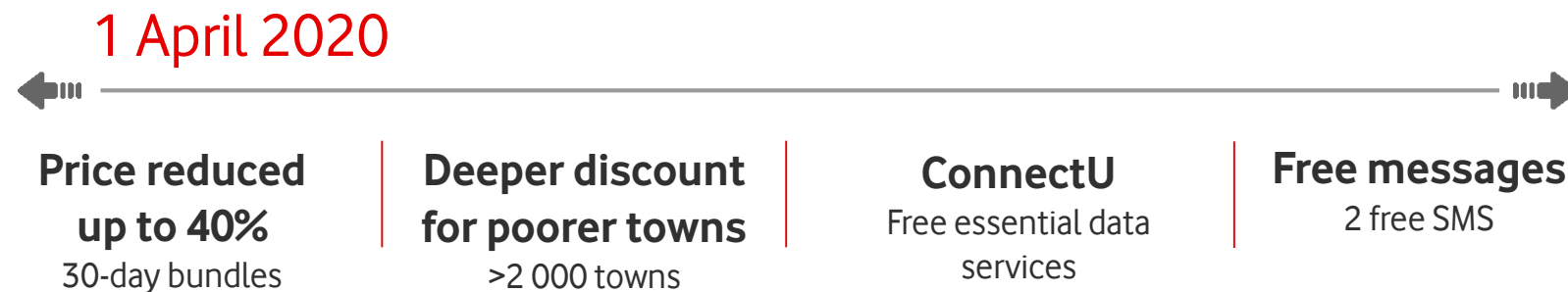
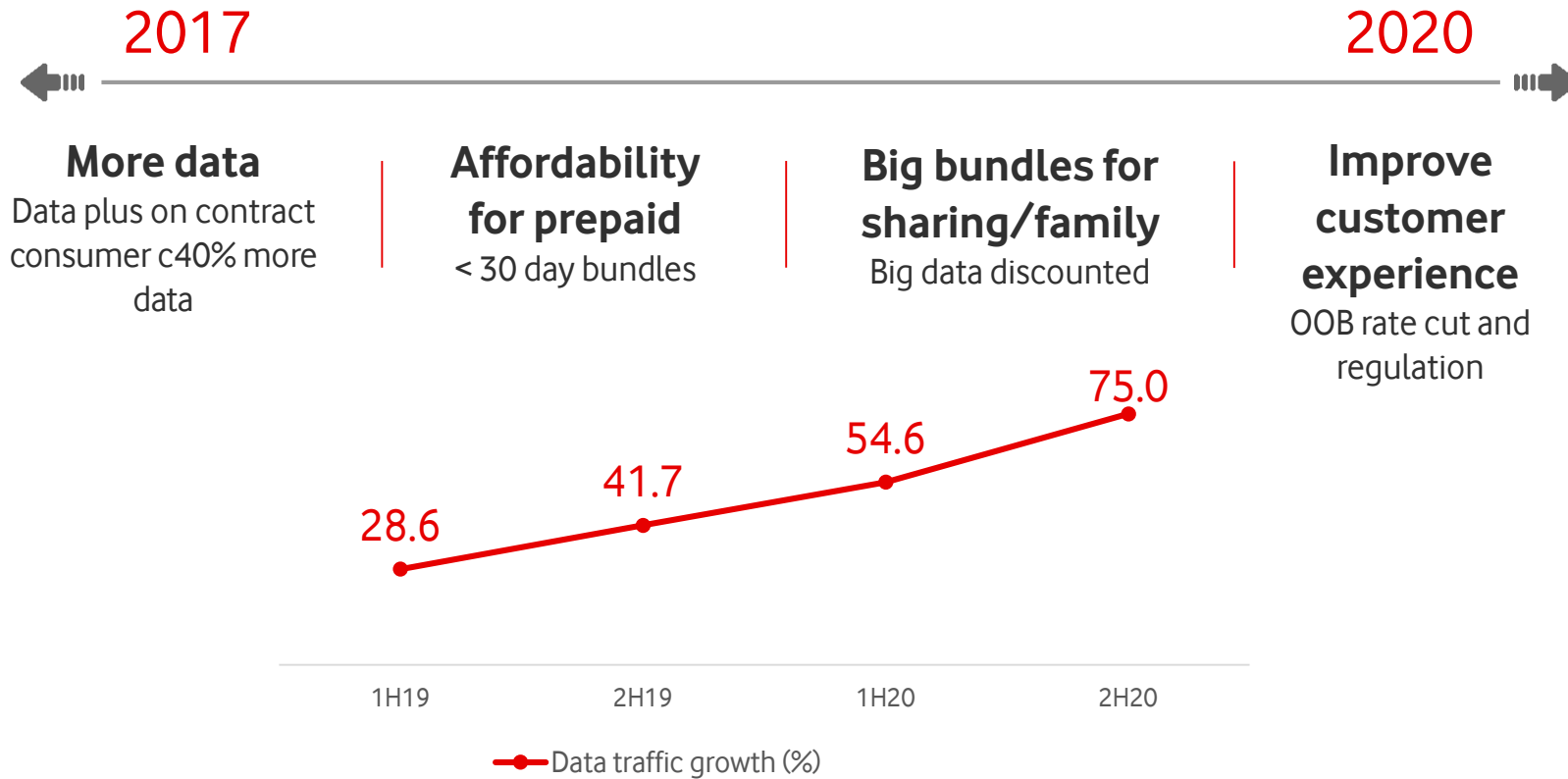


	Rm	% contribution to service revenue	YoY % change
IoT revenue	893	1.7	38.5
Fixed revenue	3 189	6.0	13.5
Digital lifestyle services	1 494	2.8	13.2
Financial services	1 971	3.7	21.5

SHAKE!UP



Pricing transformation evolution | Elasticity shaping recovery




Added **1.9 million** data customers to **21.9 million**

Average data usage per smart devices up **56.0%** to **1.5GB**

Data bundles sold, Up **15.0%** to **996 million**

1GB
Now only **R99**
30-day bundle

Shake to win your share of **R100 million** in prizes*





Highlights | International - sustained strong growth

(Key indicator)	(FY20)	Reported % change	Normalised* % change	(Key milestones)
Service revenue (Rm)	21 799	12.5	7.1	Strong M-Pesa and data growth
Data revenue ¹ (Rm)	3 720	23.2	17.3	Strong growth in DRC and Mozambique
M-Pesa revenue (Rm)	3 993	29.8	22.7	
EBITDA (Rm)	8 679	38.8	9.4	
Customers ('000)	38 595	11.5		
M-Pesa customers ('000)	14 738	9.2		

1. Excluding integrated packages

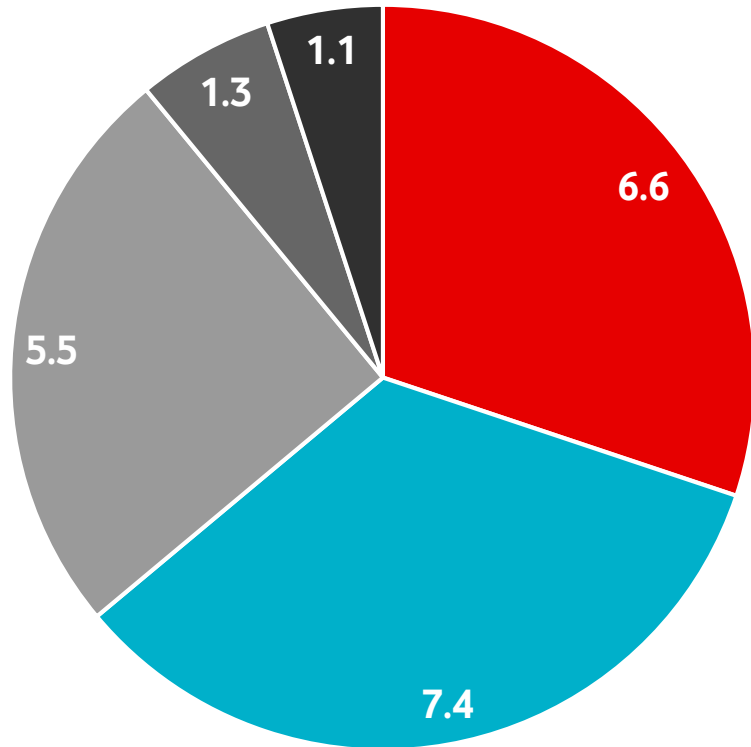
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International | Growth sustained driven by data and M-Pesa

International service revenue contribution
R billion

Service revenue
LC yoy growth



■ Tanzania ■ DRC ■ Mozambique ■ Lesotho ■ VBA/Other

Tanzania
 Impacted by customer registration; customer base **74%** biometrically registered. Outperformed competition in highly competitive market
+0.9%

DRC
 Steady and strong growth, largest revenue contribution
+8.3%

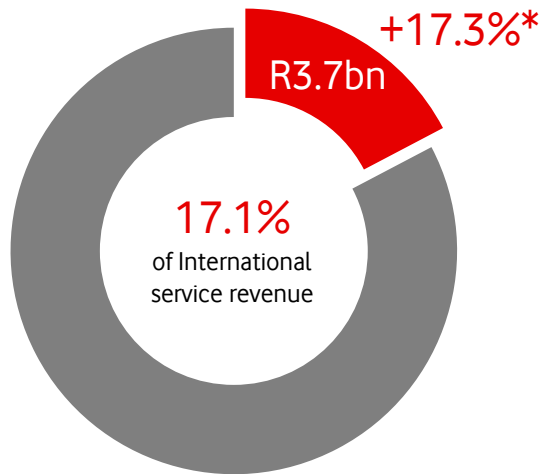
Mozambique
 Strong commercial growth despite impacts of hurricane Idai
+16.4%

Lesotho
 Strong growth despite pricing transformation
+4.7%



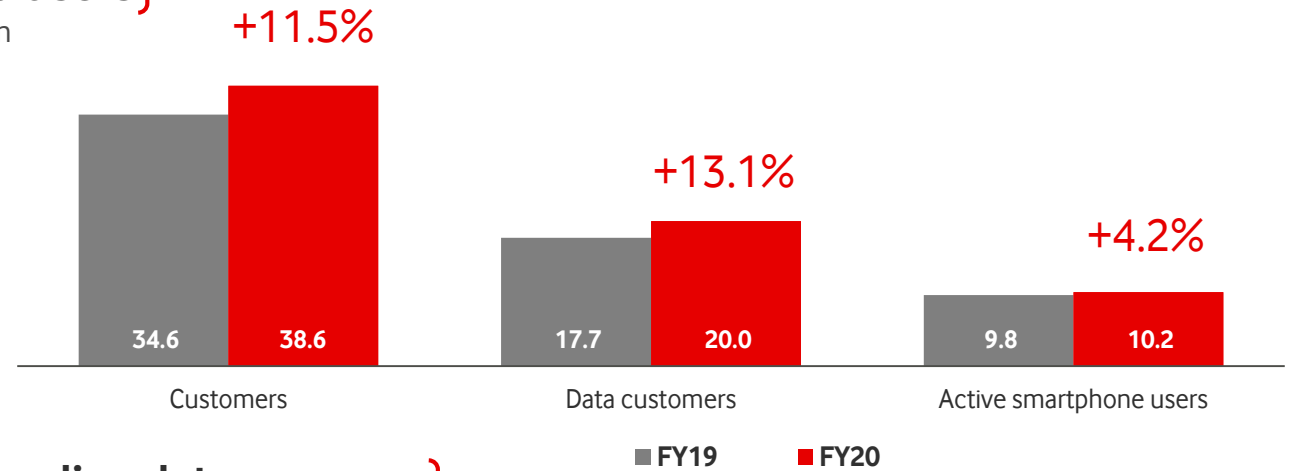
Commercial progress: International data | potential realising

[Data¹ contribution]



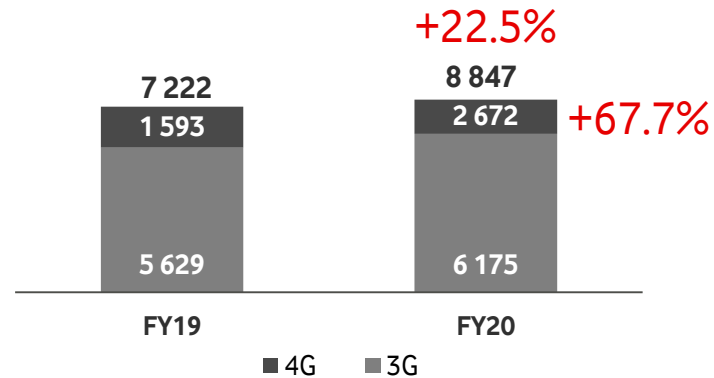
[Data users]

Million



[Expanding data coverage]

Number of sites



R3.4bn
capital investment

Data traffic up
+30.9%

52%
of customers
using data

1. Excluding integrated packages

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Highlights | Safaricom – Mobile data recovery gaining momentum

Key indicator	FY20 (KES'bn)	FY20 (Rm)	LC % change	Key milestones
Service revenue	251	36 319	4.8	New services growth in M-Pesa up 43.4%
Data revenue	41	5 869	12.1	Connected 142 000 homes, up 31.9%
M-Pesa revenue	84	12 185	12.6	Dividend proposed of Ksh56.09 billion (R9.5 billion)
EBITDA	138	19 950	8.3	
Net profit	74	10 704	19.5	
Data customers ('000)	19 622		10.2	
M-Pesa customers ('000)	24 910		10.0	



Strategy | Towards Vision 2025

1 Best customer experience

Seamless, frictionless, personalised digital experience to our customers

2 Segmented proposition

Deep insight of our customers needs, wants and behaviours and provide propositions to lead in chosen segments

3 Financial Services

We scale our financial services offerings to empower the lives of our customers through financial inclusion

4 Digital services

Grow into new verticals of digital services to better serve our customers and create value

7 Our brand and reputation

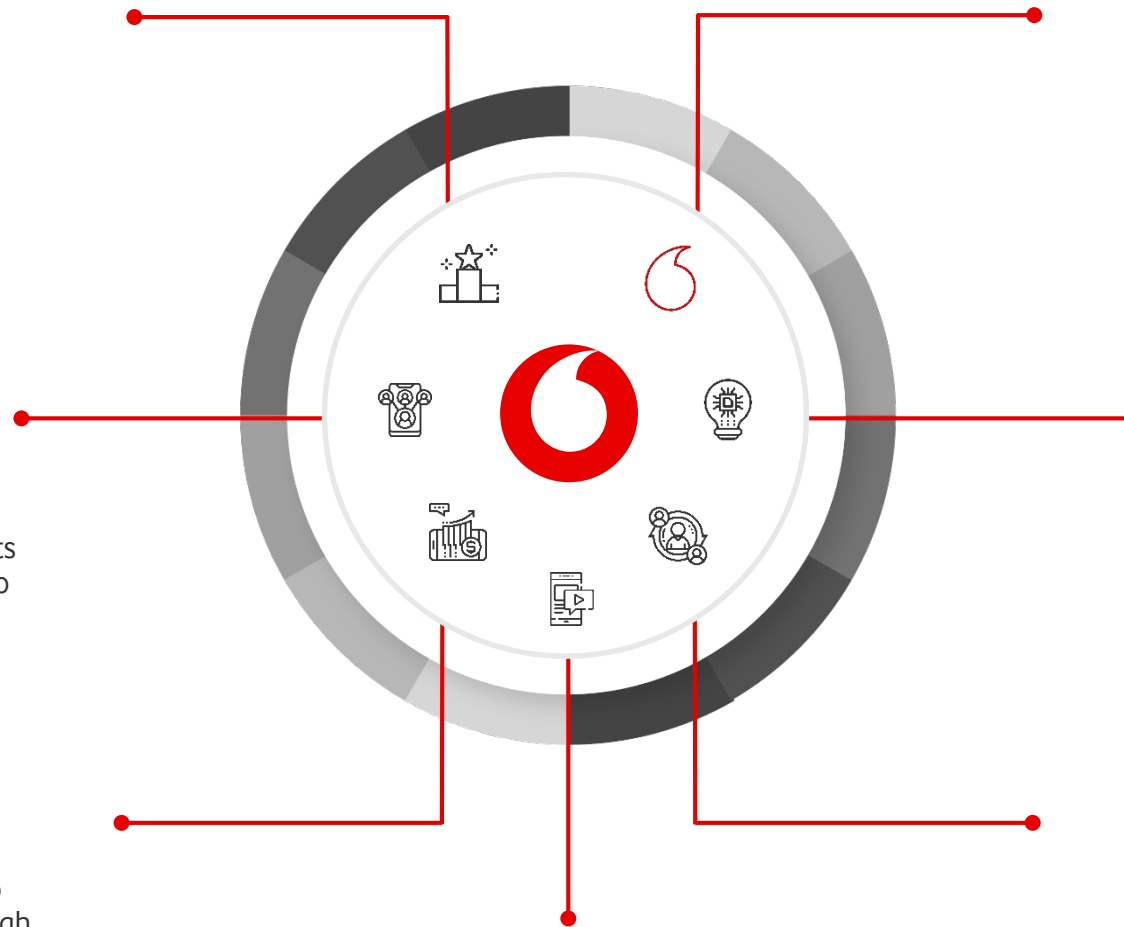
Purpose-led organization, connecting for a better future by enabling a digital society, inclusive for all with the least environmental impact

6 Digital organisation and culture

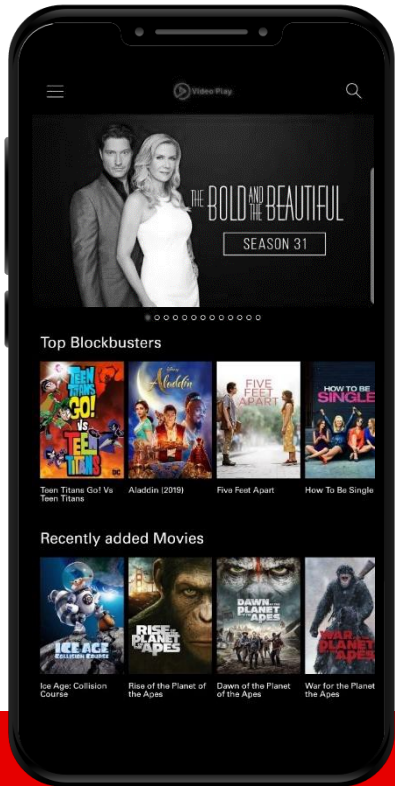
Build an organisation of the future, where digital is first for all employees, underpinned by innovation, agility and new skills

5 Best technology

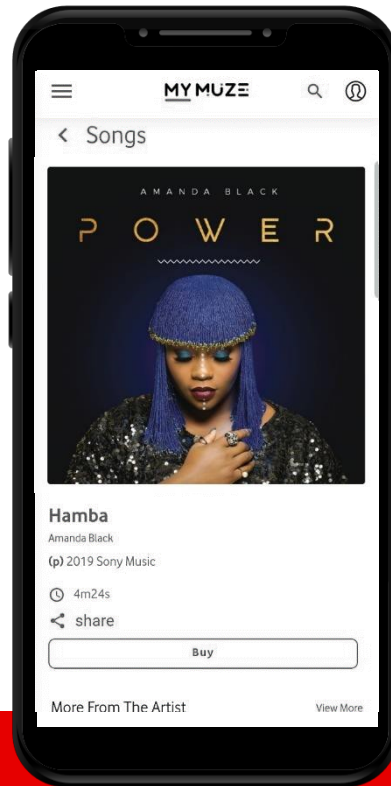
Leading telco in all markets through the best network and IT excellence, with digital at the core



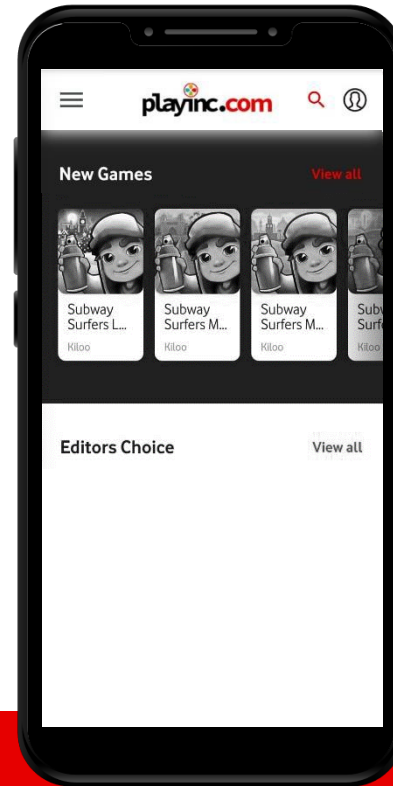
South Africa digital services | Unlocking OTT for everyone



3.5 million
VideoPlay purchases



1.9 million
App downloads



883 000
Subscribers

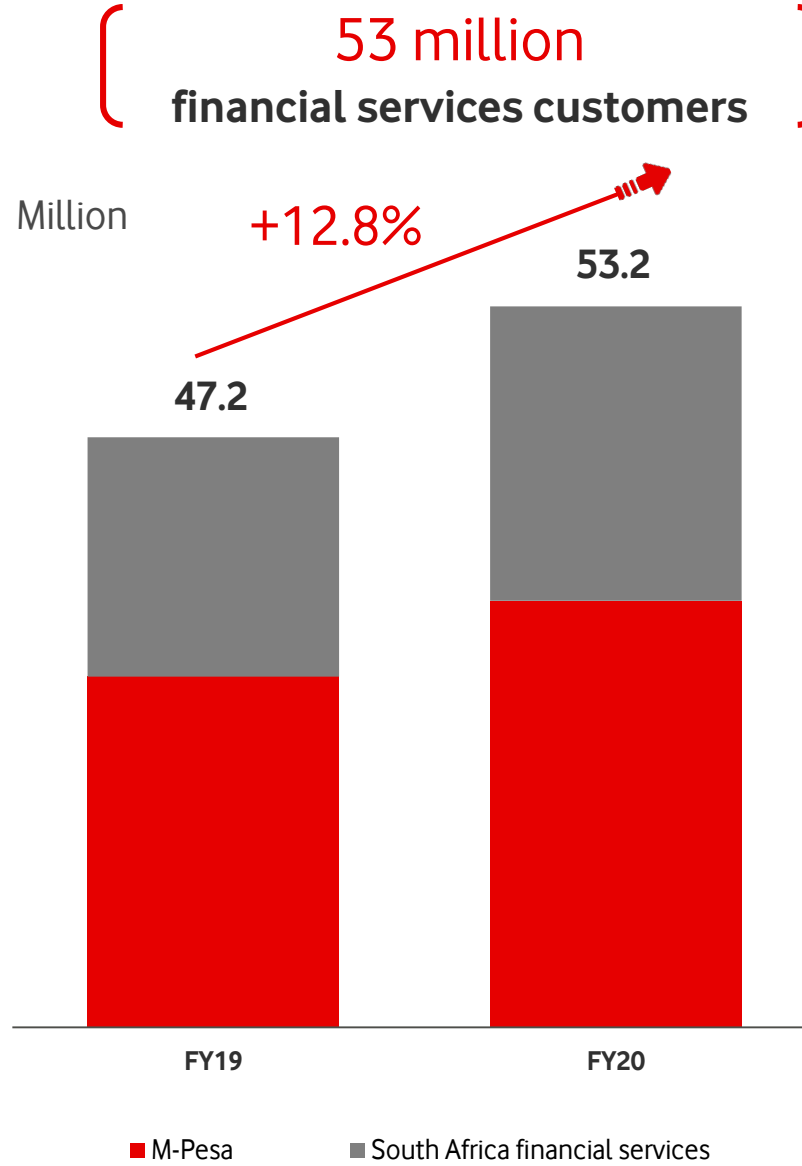
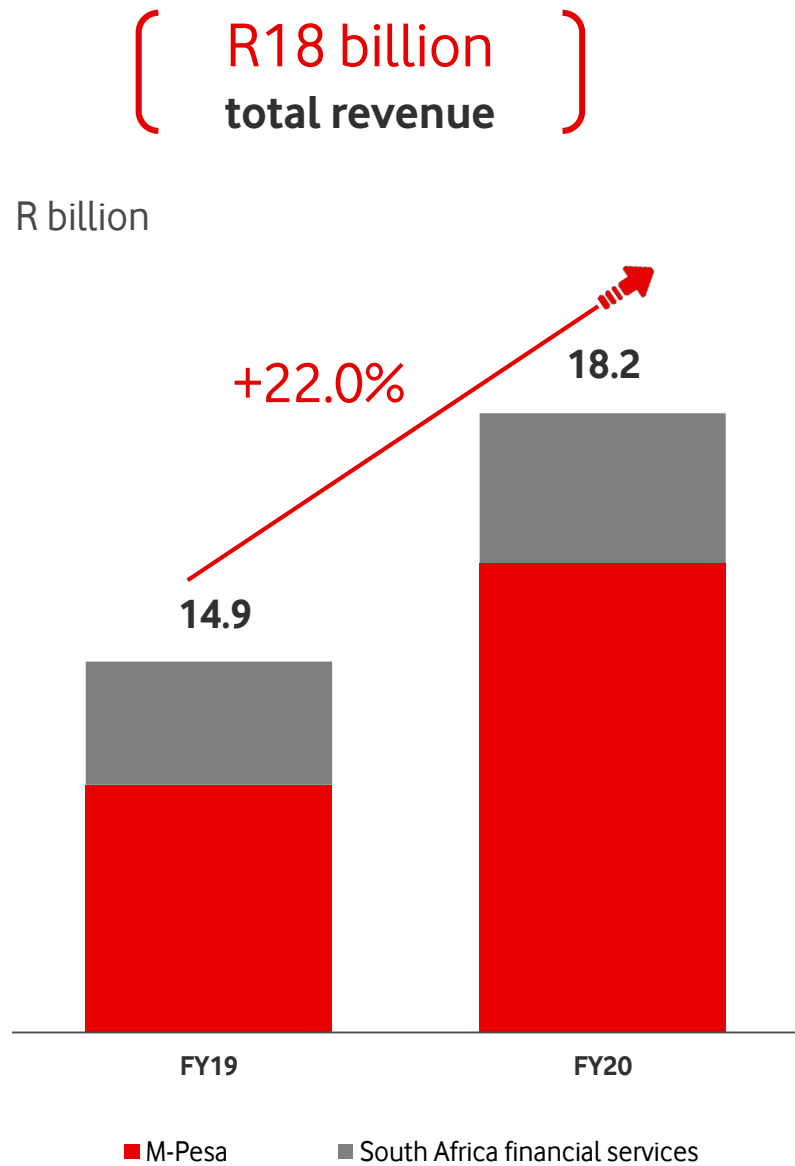
Platform expansion across our International operations

Platforms

- Direct charge to bill
- Advertising
- Education platform
- Mum & baby



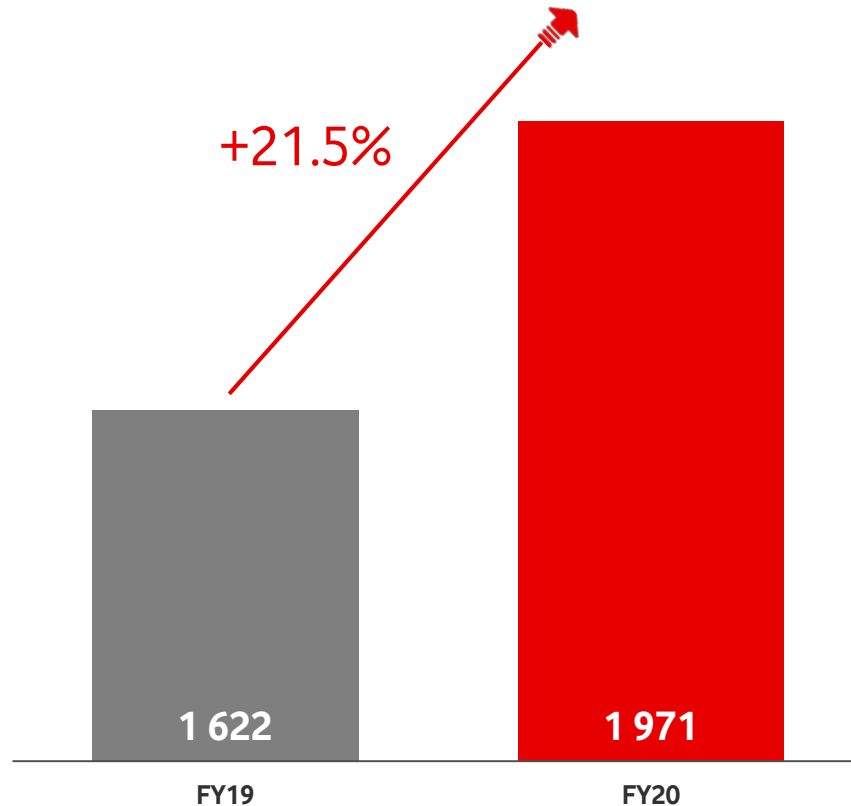
Group financial services | Overview



Commercial progress: Financial services | expanding new services

Financial services revenue in South Africa

R million



Pay

- Vodapay – direct airtime, prepaid electricity, bills
- POS devices

Insure

- Revenue +16.1%
- 1.9 million policies +45.3%
- Portfolio: Devices, funeral, Life

Lend

- R9.9 billion Airtime advanced; 9.9 million customers
- VodaLend – SME lending

Trade

- Trading bridge – Business to business e-commerce platform enabling R200 billion transactions between wholesalers and retailers



Commercial progress: M-Pesa | Securing financial inclusion

(International)

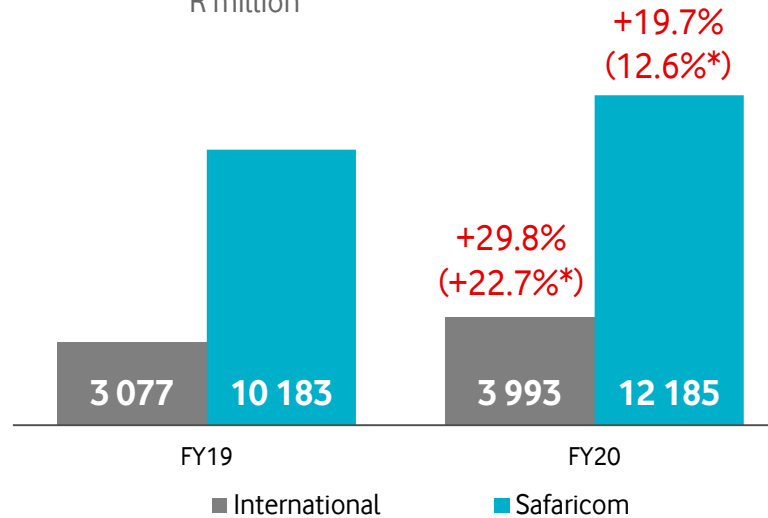
18.3% contribution to service revenue

38.2% of customers using M-Pesa

M-Pesa customers up **9.2%** to **14.7 million**

(M-Pesa Revenue)

R million



(Safaricom)

33.6% contribution to service revenue

70.0% of customers using M-Pesa

M-Pesa customers up **10.0%** to **24.9 million**

Tanzania

Songesha **5.3 million** customers

(Nano lending)

US\$2.5 billion in loans

Safaricom

Fuliza **12 million** customers

(Acquired M-Pesa brand)

- Joint venture between Safaricom and Vodacom
- Coordinated development of ecosystem
- Developing the M-Pesa system of the future

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New business update | IoT

IoT revenue R893 million, +38.5%



Local company –
going Global
(Building pipeline)

Engagements in
Americas, UK and rest of Europe,
China, Singapore, Hong Kong,
and of course Africa

Across multiple industries

Deploying smart building
& smart base station solutions

Partner of choice for IoT
deployment across multiple
Vodafone entities

Mining centre-of-excellence

Mobile Private Network IoT
solutions

**Vodafone
partner of choice**

5.3 million SIMs, +17.2%

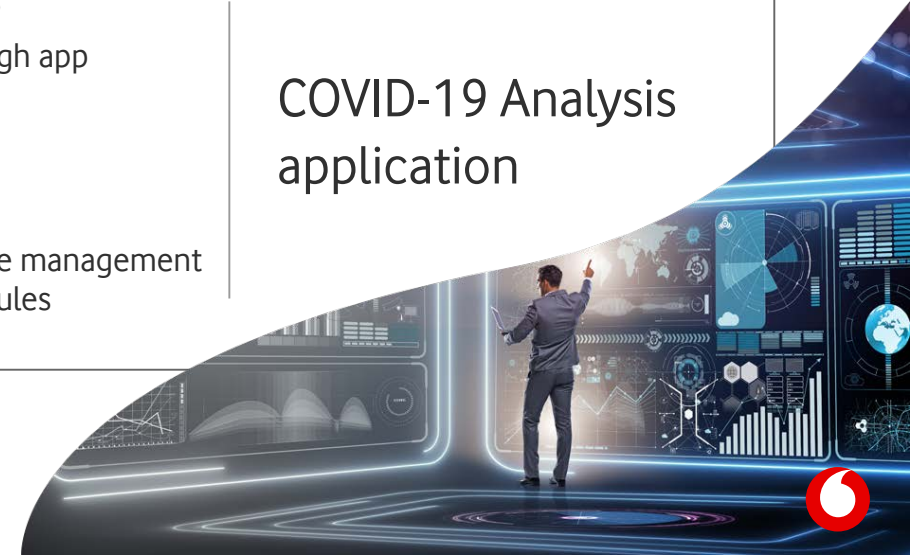


Services

- Asset tracking
- Manufacturing
- Mining
- Security
- Smart building
Telecommunications

- Developed in 2 weeks
- People counter through app
technology
- Thermal imaging
- Traffic monitoring
- AI for predictive queue management
for social distancing rules

COVID-19 Analysis application



New partnerships update | AWS and Smart Service Offerings

AWS Africa region cloud services launched in Cape Town:

- Offer services in:
 - AWS infrastructure
 - Development operations
 - Advanced services – AI and Machine learning
 - SAP and AWS
 - AWS security

Clients now get better speed & lower latency, no privacy concerns anymore - data remains in SA

Vodacom **successfully** established its **AWS Cloud Centre of Excellence**



Digital Smart Service Offering Partnerships

create industry-specific approach based on deep know how that will enhance our clients business through digital transformation

Sharpening Vodacom Business' Industry-vertical competencies for



Mining & Resources



Manufacturing



TMT



Logistics &
Transport



Retail



Healthcare



Public Sector

Adding digital capabilities such as



Cloud



Security



Analytics



Bots



SCM



AI



UX/CX



IoT



Blockchain

accenture

Deloitte.

Urbian.

LETSEMA



Financial Review



The future is exciting.
Ready?

Group income statement

(R million)

(FY20 (IFRS 16)) (FY19 (IAS 17))

Reported
% change

Normalised*
% change

	(FY20 (IFRS 16))	(FY19 (IAS 17))	Reported % change	Normalised* % change
Revenue	90 746	86 627	4.8	3.5
Service revenue	73 354	69 867	5.0	3.5
EBITDA	37 610	33 714	11.6	2.3
EBITDA-aL	33 539	-	-	
Net profit from associate and joint ventures	4 149	2 774	49.6	
Operating profit	27 711	24 490	13.2	2.2
Net loss on sale of subsidiaries	(819)	-	-	
Net finance charges	(3 834)	(2 401)	59.7	
Profit before tax	23 058	22 089	4.4	
Taxation	(6 414)	(6 557)	(2.2)	
Net profit	16 644	15 532	7.2	
Attributable to:				
Equity shareholders	15 944	14 822	7.6	
Non-controlling interests	700	710	(1.4)	
EPS (cents)	939	872	7.7	
HEPS (cents)	945	868	8.9	
Weighted average shares in issue (million)	1 697	1 699	(0.1)	

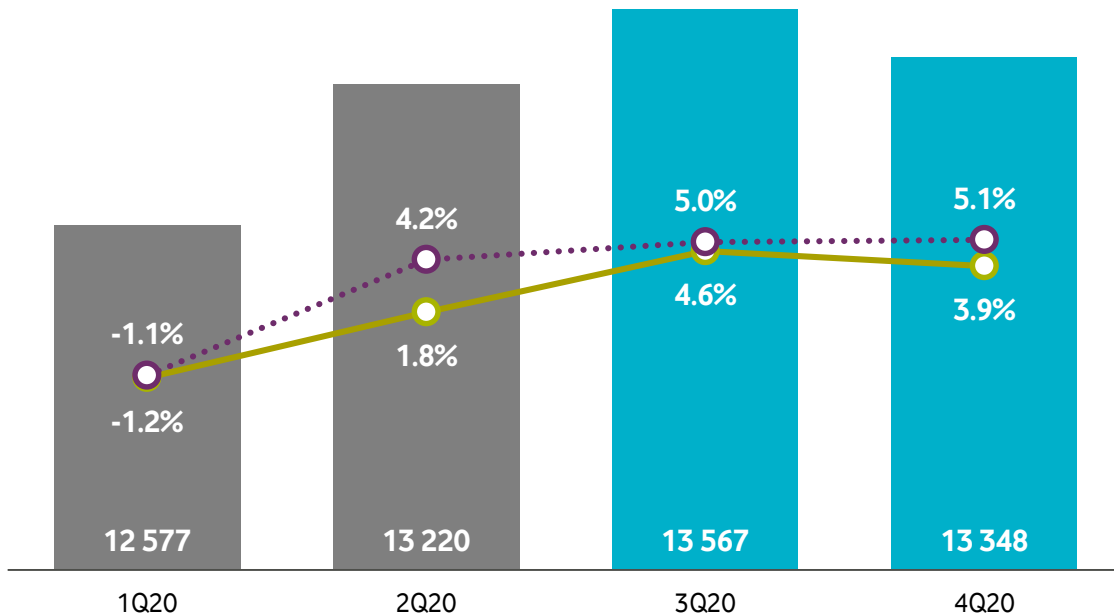
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Service revenue | SA growth recovery; International continued strong performance

South Africa

R million / %



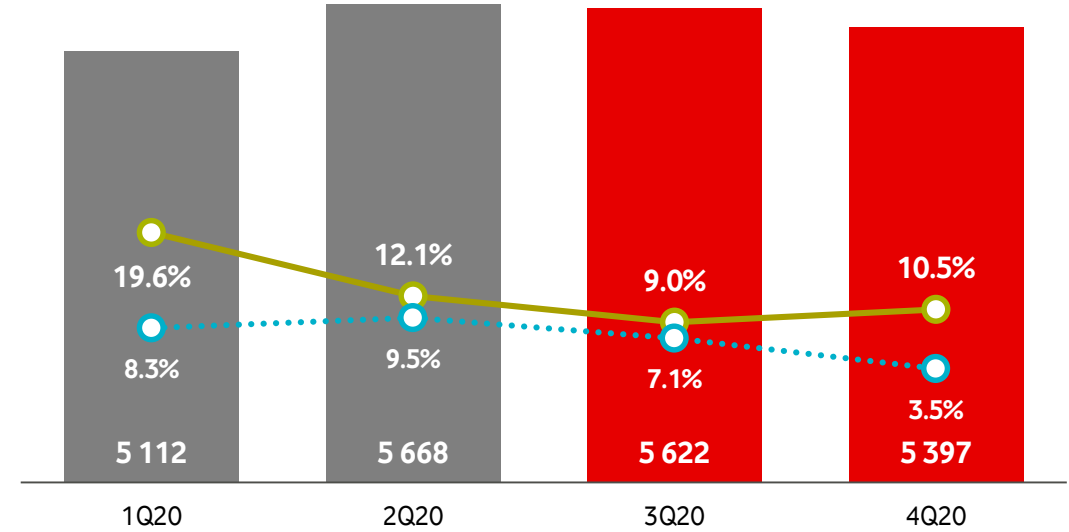
Service revenue

Reported YoY % growth

Underlying YoY % growth

International

R million / %



Service revenue

Reported YoY % growth

Normalised* YoY % growth

Underlying growth is adjusting for the deferral release of R292 million and R97 million in Q2 and Q4 in the prior year respectively and MTR impacts in all quarters.

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Group expenses | Well contained

(Group expenses¹)

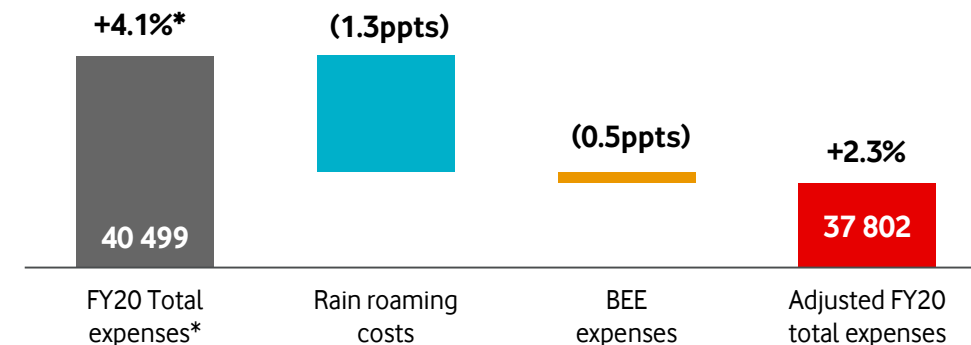
(R million)	(FY20 (IFRS 16))	(FY19 (IAS 17))	Reported % change	Normalised* % change
Total expenses	53 229	52 835	0.7	4.6
Of which:				
South Africa	40 589	40 323	0.7	4.1
International	13 818	13 473	2.6	7.5

1. Includes IAS 17 operating lease expense in the prior year.

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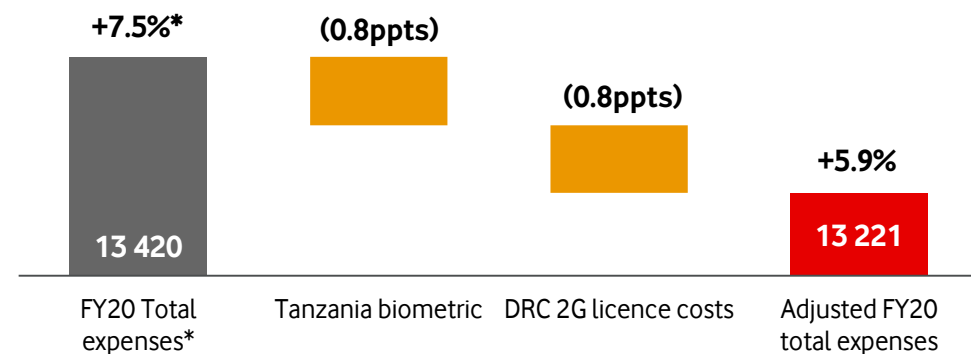
(South Africa total expenses)

R million



(International total expenses)

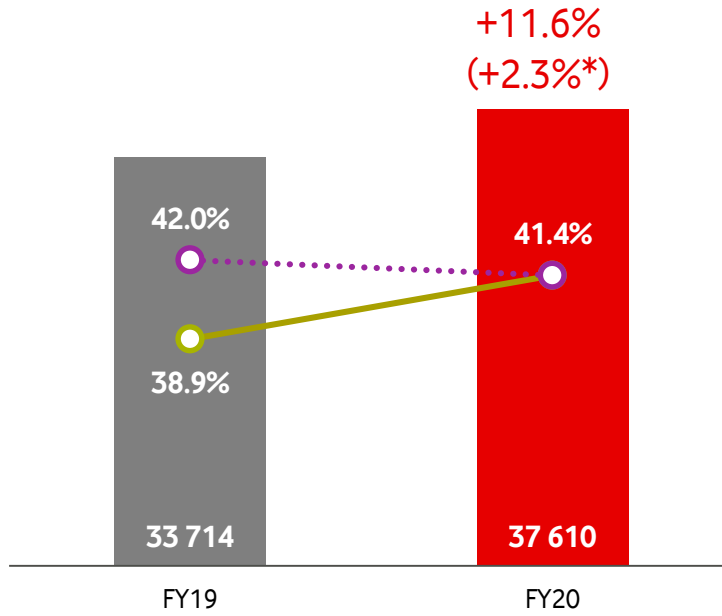
R million



Group EBITDA | International performance improving

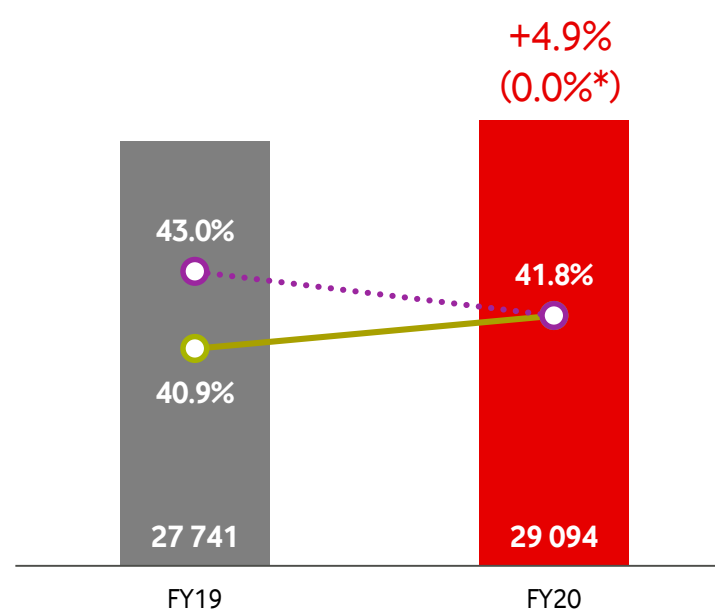
[Group]

R million / %



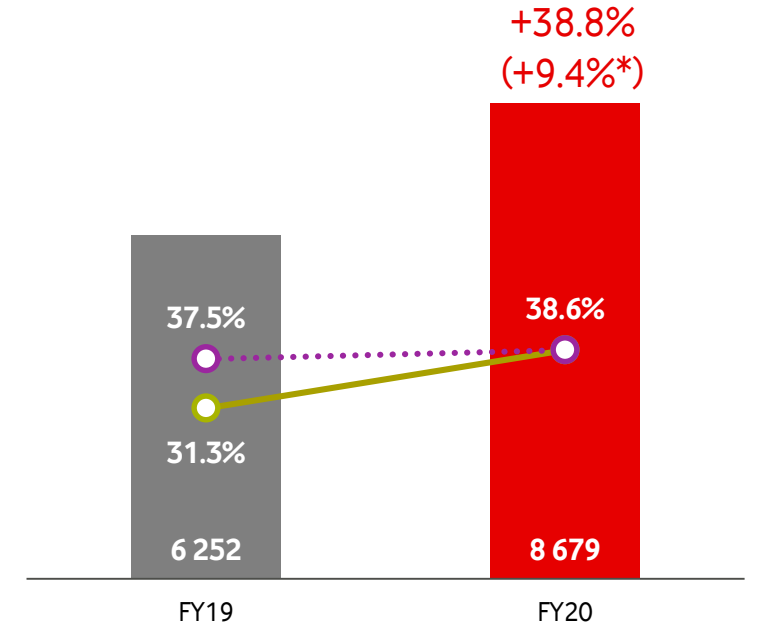
[South Africa]

R million / %



[International]

R million / %



■ EBITDA

—○ EBITDA margin (%)

····○ EBITDA margin excl. operating leases

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Finance charges and debt | Gearing impacted by IFRS 16

(Group net finance charges)

(R million)	(FY20 (IFRS 16))	(FY19 (IAS 17))	% change
Finance income	884	630	40.3
Finance cost	(3 328)	(2 884)	15.4
Interest on leases	(1 374)	(124)	n/a
Net finance costs	(3 818)	(2 378)	60.6
Net loss on remeasurement and disposal of financial instruments	(16)	(23)	(30.4)
Net finance charges	(3 834)	(2 401)	59.7
Net finance charges (excl. leases)	(2 460)	(2 277)	8.0
Average cost of debt¹ (%)	7.7	8.2	

1. Excluding IFRS 16 leases

(Group net debt)

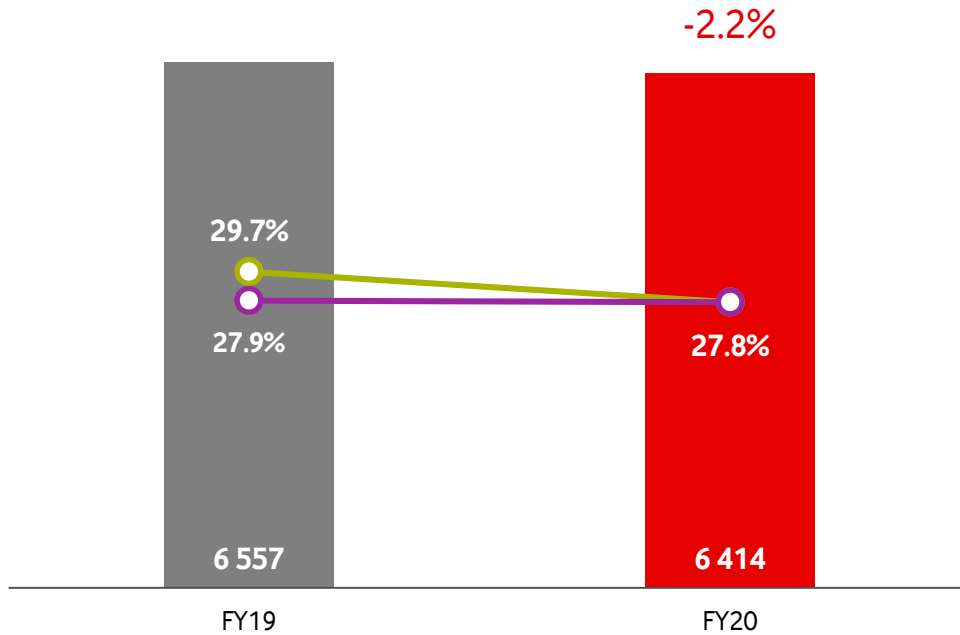
(R million)	(FY20 (IFRS 16))	(FY19 (IAS 17))
Cash balances including overdraft	16 191	11 066
Current borrowings	(3 707)	(10 603)
Current leases	(2 395)	(118)
Non-current borrowings	(47 988)	(23 641)
Non-current leases	(10 547)	(1 529)
Other financial instruments	324	(176)
Net debt	(35 180)	(23 354)
Net debt/EBITDA (times)	0.9	0.7
Net debt (excl. lease liabilities)	(22 238)	(21 703)
Net debt/EBITDA-aL (times) (excl. lease liabilities)	0.7	-



Group tax | ETR normalising

(Group effective tax)

R million / %



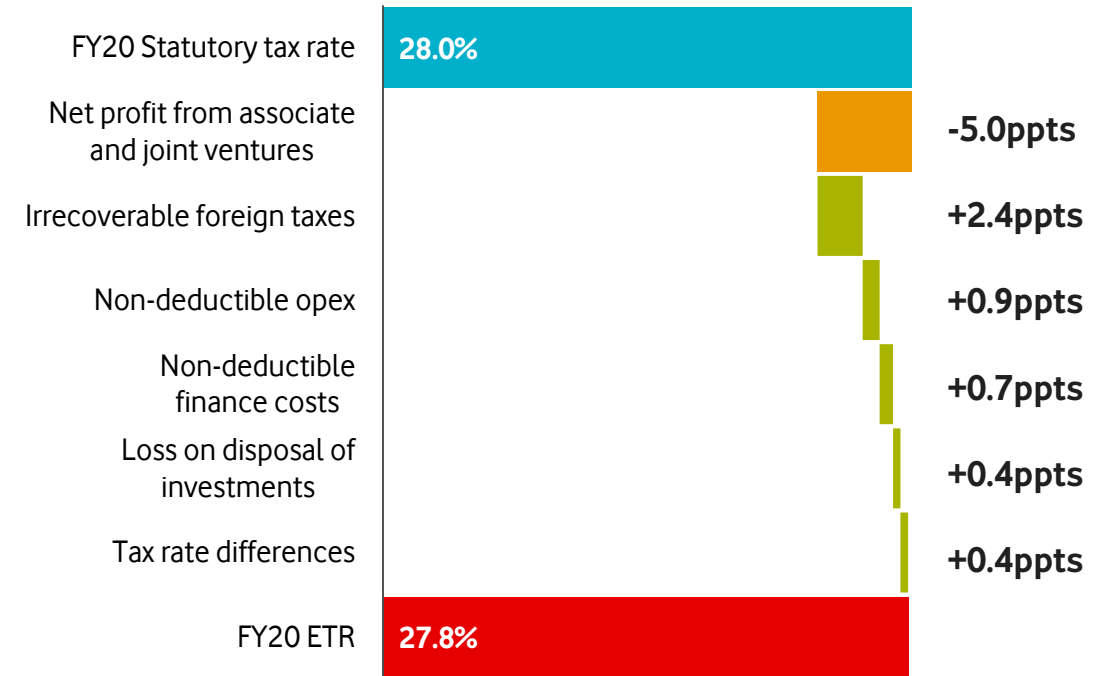
■ Taxation

○ Reported effective tax rate

○ Adjusted effective tax rate (excl. BEE)

(Reconciliation to effective tax rate)

%



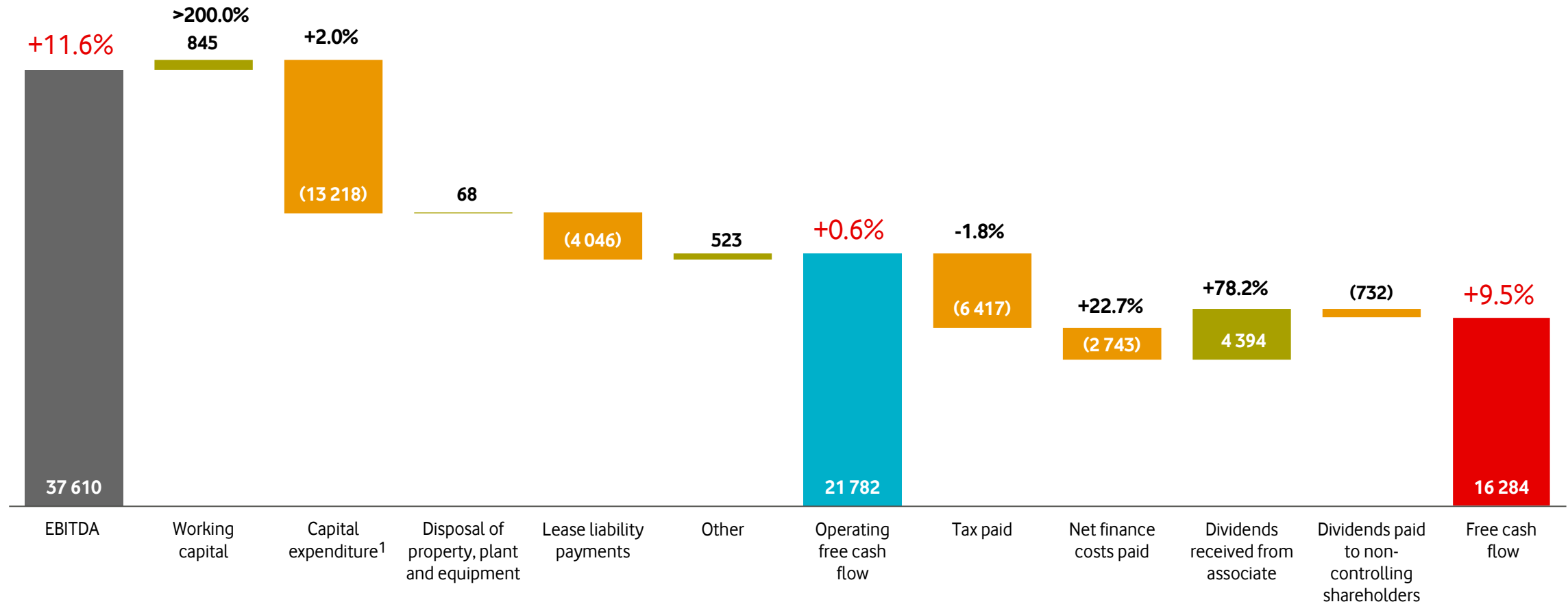
ETR benefitting from Safaricom inclusion



Cash flow | Free cash flow benefitting from special dividend received

(Group free cash flow)

R million



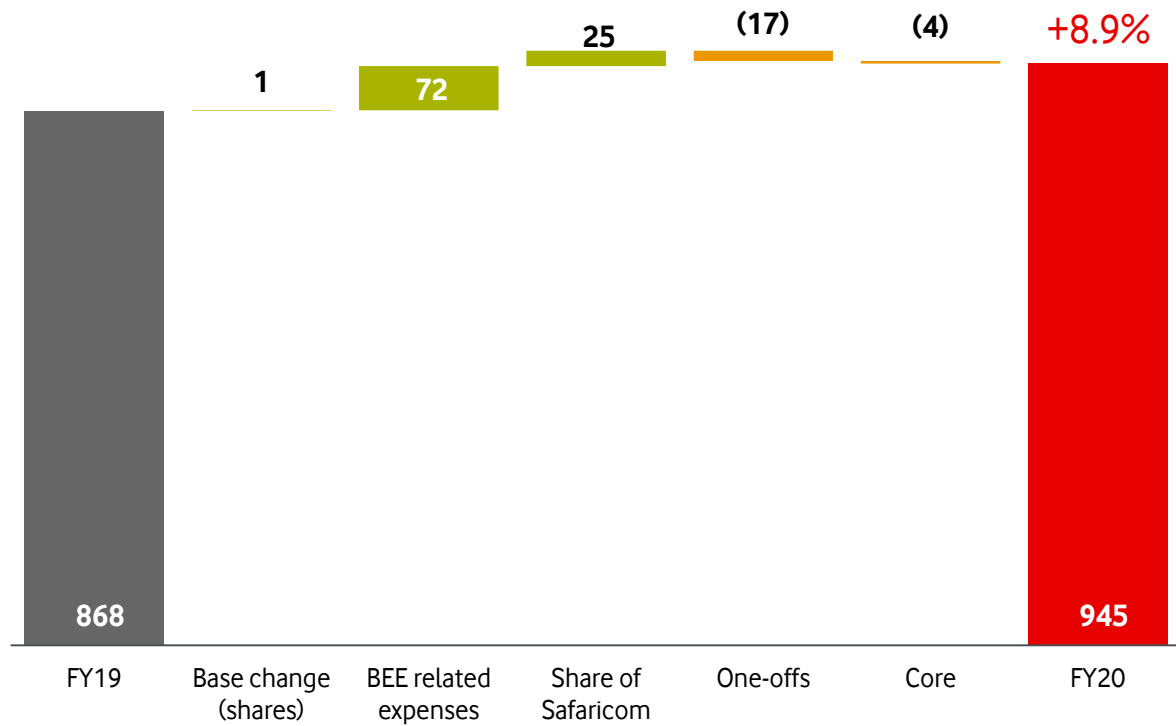
1. Capital expenditure comprises the purchase of property, plant and equipment and intangible assets, other than license and spectrum payments. Purchases of customer bases are excluded from capital expenditure.



HEPS | Affected by BEE & one-off; boosted by Safaricom

(Headlines earnings per share)

Cents



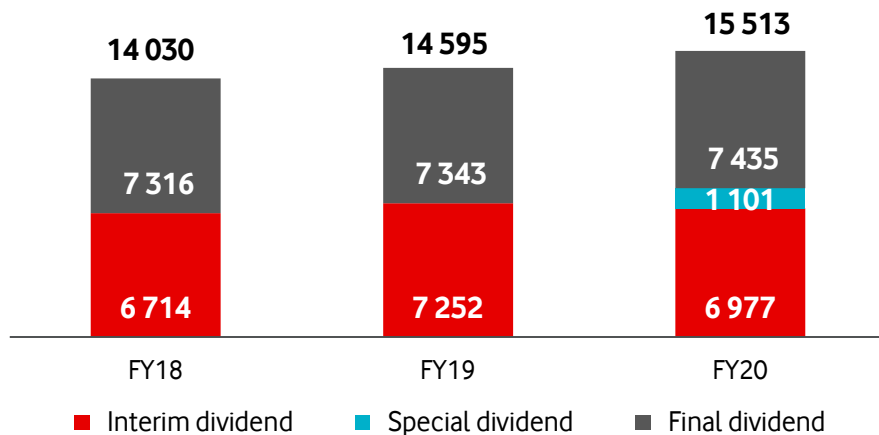
- One-off includes:
 - Prior year deferral release R389 million



Shareholder returns | Dividend boost to shareholders

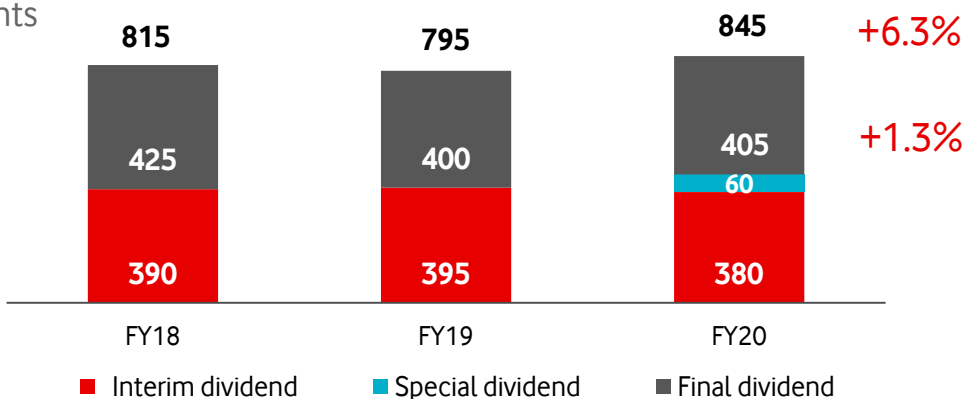
(Total dividend declared)

R million/%



(Total dividend per share declared)

Cents



(Dividend policy and final dividend calculation)

90% of pre-Safaricom headline earnings	R6 999 million @ 90%	R6 300 million
--	----------------------	----------------

Flow through of Safaricom cash dividend (net of withholding tax)	R2 276 million @ 50%	R1 138 million
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Final dividend declared	R7 438 million
-------------------------	----------------

Number of shares	1 836 million
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Final dividend per share	405cps
--------------------------	--------



COVID-19 | In our operations

15 MAR

22 Mar

29 Mar

5 Apr

12 Apr

19 Apr

26 Apr

3 May

10 May



26/3 **South Africa** lockdown



30/3 **Lesotho** lockdown



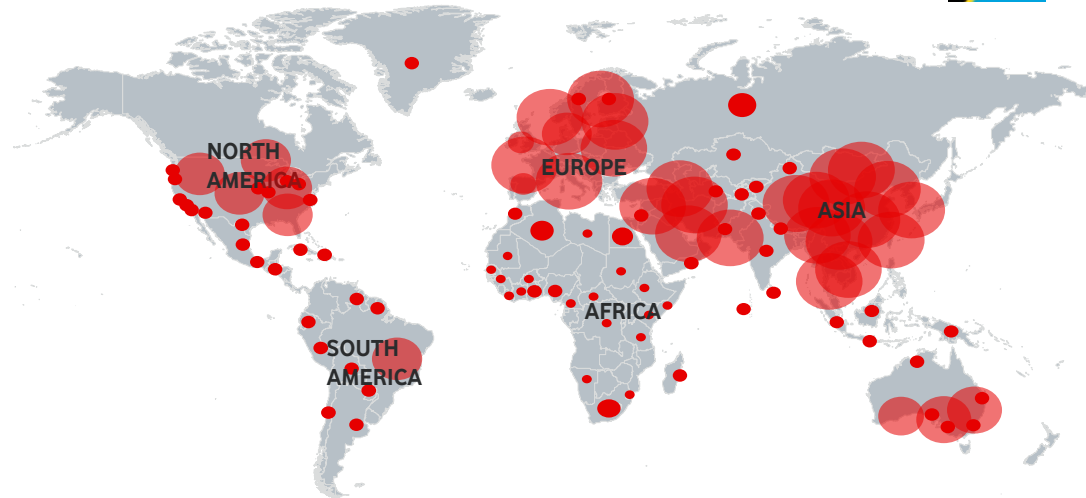
30/3 **Mozambique** state of emergency



6/4 **DRC Kinshasa** lockdown



Tanzania no restrictive measures



	Positive	Recovered	Fatalities
South Africa	8 895	3 153	178
Tanzania	509	183	21
DRC	897	36	119
Mozambique	82	27	-
Lesotho	-	-	-
Kenya	621	202	29

Source: www.worldometers.info/coronavirus/ As at 8 May 2020

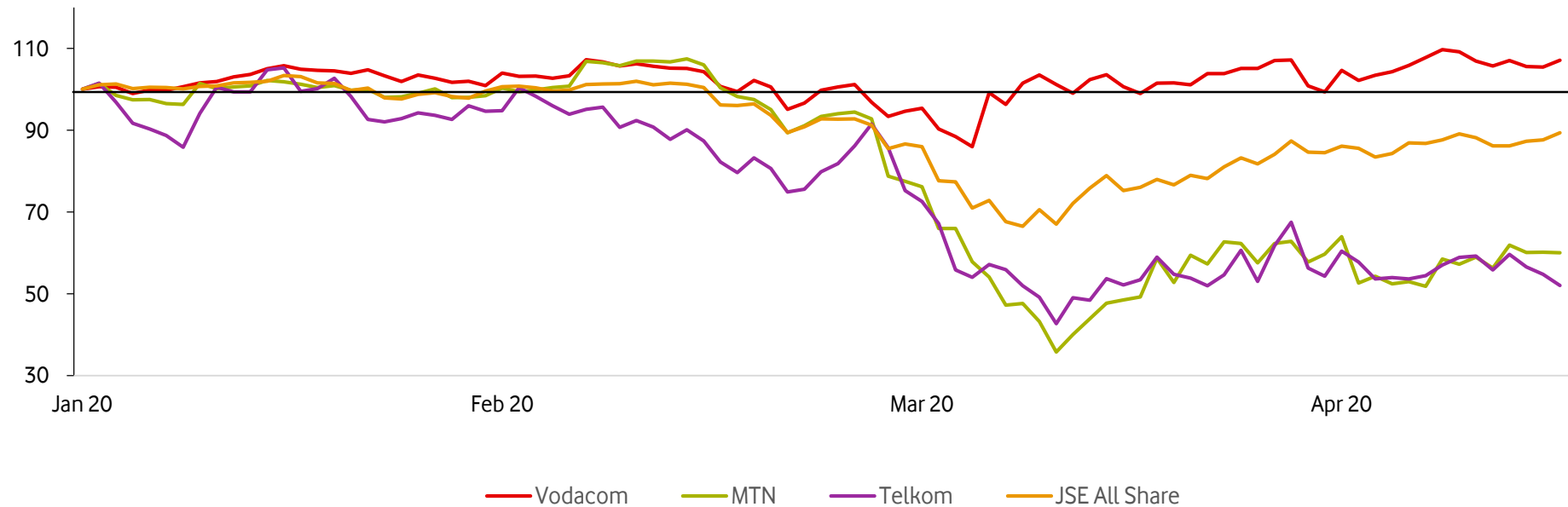
Source: WHO & Deutsche Bank, 2020 | *Emerging market economies excluding China



COVID-19 | Quality stock seen as safe haven

(Share price relative to market)
R

Share price rebased
to 100 (R)

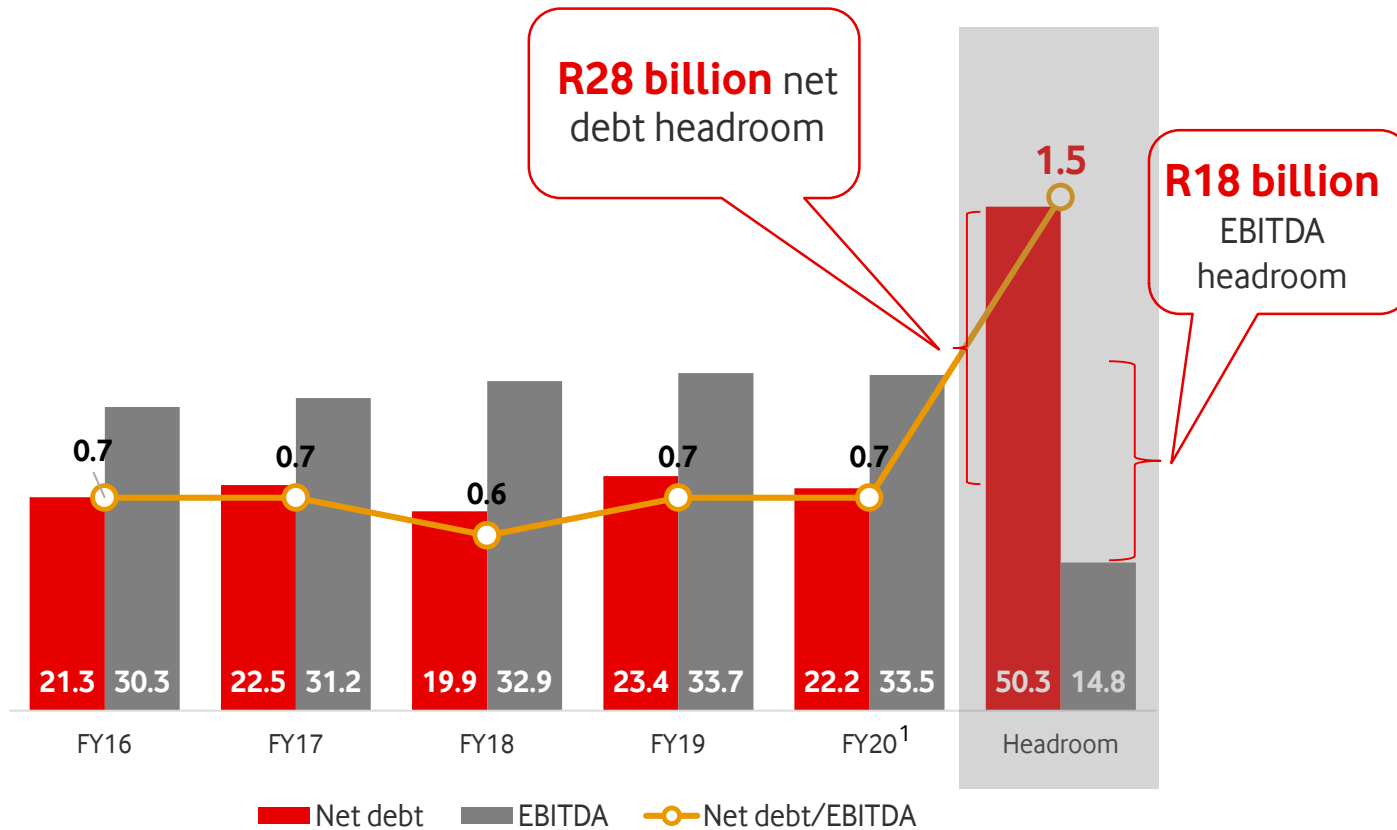


Source: Factset: Date range 1 January 2020 to 8 May 2020



COVID-19 | Balance sheet strength – Low net debt to EBITDA ratio

(Net debt/EBITDA) R billion / times



- Conservative balance sheet gearing
- Maintained Net debt / EBITDA between 0.6x and 0.7x for past 5 years

• Sensitivity:

Assuming 1.5x ratio, allows for (based on FY20 results) approximately:

- R28 billion additional debt or
- R18 billion decline in EBITDA

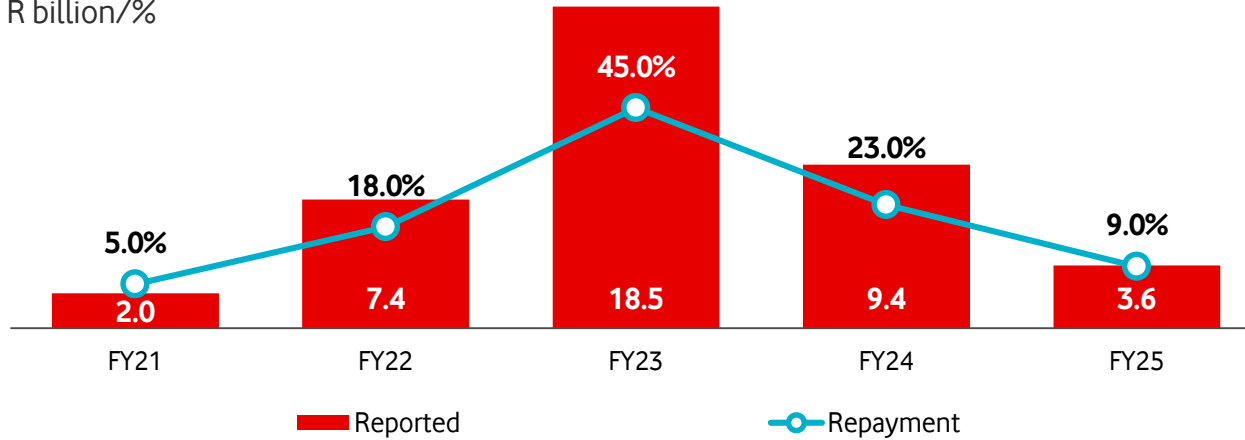
1. Excluding IFRS 16 leases



Debt | Profile excluding IFRS 16 leases

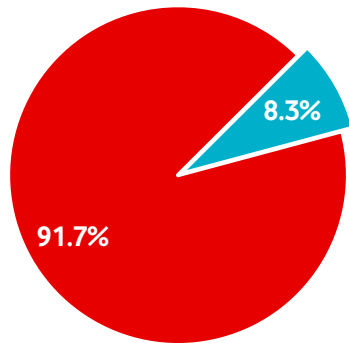
(Maturity profile)

R billion/%



(Currency)

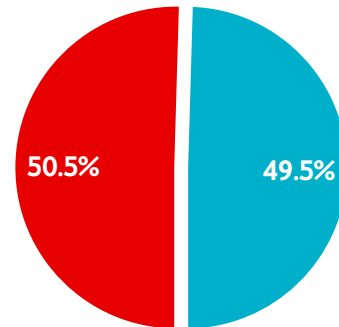
%



■ ZAR ■ Other

(Rate)

%



■ Fixed ■ Variable

- Low short-term debt repayments
- Payment profile spread over 5 years
- Low foreign denominated debt exposure – limited currency risk
- Market neutral exposure between fixed and floating debt.
- R4 billion facilities before pandemic – doubled to R8 billion



Medium-term targets postponed



(Targets postponed)

- Uncertainty
- Economic downturn affecting consumers and business
- Changing behaviour

(Targets resumed)

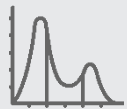
- Better visibility of economy
- Better view of impacts and opportunities
- Future more predictable

Strong balance sheet

Resilient business model



Priorities



Spectrum



COVID-19

Dealing with the effects



Platform
acceleration



Digital
Vodacom



Financial
services growth



Data
monetisation





Q&A

Please type your questions
on the webcast portal

Country data

	(South Africa)	(Tanzania)	(DRC)	(Mozambique)	(Lesotho)	(Safaricom)
Population[‡] (million)	58.6	58.0	86.8	30.4	2.1	52.6
GDP per capita[‡] (USD)	86 791 [‡]	1 109	572	511	1 230	1 805
GDP growth estimate[‡] 2020 (%)	0.2	6.7	4.4	2.2	0.9	5.4
Ownership (%)	100	75 [§]	51	85	80	34.94 [‡]
Licence expiry period	2029	2031	2021/2026/2028/ 2032/2038 ^μ	2038	2036	2022/2024/2026 [°]
Customers (thousand)	41 312	15 513	13 766	7 656	1 660	35 607
ARPU (rand/month)	86 ^Δ	36 ^Δ	46 ^Δ	59 ^Δ	69 ^Δ	89 ^β
ARPU (local currency/month)	86 ^Δ	5 616 ^Δ	3.1 ^Δ	252 ^Δ	69 ^Δ	614.58 ^β
Minutes of use per month	122	172	34	132	80	n/a

[‡] The Bureau of Economic Research for SA and Fitch Solutions for all other countries (Extraction date: 30 April 2020).

[‡] GDP per capita is in ZAR for South Africa.

[§] In September 2019 Vodacom Group finalised its acquisition of an additional 588 million shares in Vodacom Tanzania from Mirambo Limited, increasing its stake from 61.6% to 75%.

[‡] Vodacom Group Limited owns 87.5% of Vodafone Kenya Ltd, which in turn holds 39.93% of Safaricom Plc, giving Vodacom an effective holding in Safaricom of 34.94%.

^μ 2021 (VSAT licence), 2026 (wimax licence), 2028 (2G licence), 2032 (3G licence) and 2038 (4G licence).

[°] 2022 (3G licence), 2024 (2G licence), 2026 (4G licence)

^Δ Total ARPU is calculated by dividing the average monthly service revenue by the average monthly customers during the period.

^β Total ARPU is calculated by dividing the average total service revenue by the average monthly customers during the period.



Impact of foreign exchange

(Revenue)

YoY% growth

FY20	Reported	Normalised*
South Africa	2.5	2.5
International	12.6	7.1
Group	4.8	3.5

(Service Revenue)

YoY% growth

FY20	Reported	Normalised*
South Africa	2.3	2.2
International	12.5	7.1
Group	5.0	3.5

(Average YTD exchange rates)

	FY20	FY19	% change
USD/ZAR	14.79	13.76	7.5
ZAR/MZN	4.27	4.42	(3.4)
ZAR/TZS	155.93	166.81	(6.5)
EUR/ZAR	16.42	15.92	3.1
ZAR/KES	6.93	7.40	(5.8)

(EBITDA)

YoY% growth

FY20	Reported	Normalised*
South Africa	4.9	0.0
International	38.8	9.4
Group	11.6	2.3



IFRS 16 | Impacts

(R million) (FY20) (FY19)

Income statement

Operational lease expenses		
Group	-	2 670
South Africa	-	1 426
International	-	1 245
Depreciation right of use assets		
Group	2 697	-
South Africa	1 598	-
International	1 127	-
Finance costs		
Group	1 374	124
South Africa	566	-
International	843	-

(R million) (FY20) (FY19)

Balance sheet

Right of use assets		
Group	12 046	-
South Africa	5 665	-
International	6 619	-
Lease liabilities		
Group	12 942	-
South Africa	6 165	-
International	7 067	-



EBITDA-aL reconciliation

(EBITDA-aL)
R million

FY20	Group	South Africa	International
EBITDA	37 610	29 094	8 679
Depreciation – right of use assets	(2 697)	(1 598)	(1 127)
Finance costs – lease liabilities	(1 374)	(566)	(843)
EBITDA-aL	33 539	26 930	6 709

EBITDA-aL Earnings before interest, taxation, depreciation and amortisation, impairment losses, profit/loss on disposal of investments, property, plant and equipment, and intangible assets, profit/loss from associate and joint venture, restructuring cost and BEE income/charge, after depreciation on right of use assets and finance costs related to lease liabilities. The Group's definition of EBITDA-aL may not be comparable with similarly titled measures and disclosures by other companies.



Definitions

Customers	Customers are based on the total number of mobile customers using any service during the last three months. This includes customers paying a monthly fee that entitles them to use the service even if they do not actually use the service and those customers who are active whilst roaming.
Data customers	Data customers are based on the number of unique users generating billable data traffic during the month. Also included are users on integrated tariff plans, or who have access to corporate APNs, and users who have been allocated a revenue generating data bundle during the month. A user is defined as being active if they are paying a contractual monthly fee for this service or have used the service during the reported month.
M-Pesa customers	M-Pesa customers are based on the number of unique users who have generated revenue related to M-Pesa during the last month.
ARPU	Total ARPU is calculated by dividing the average monthly service revenue by the average monthly active customers during the period.
EBITDA	Earnings before interest, taxation, depreciation and amortisation, impairment losses, profit/loss on disposal of investments, property, plant and equipment, and intangible assets, profit/loss from associate and joint venture, restructuring cost and BEE income/charge.
Free cash flow	Cash generated from operations less additions to property, plant and equipment and intangible assets, proceeds on disposal of property, plant and equipment and intangible assets, tax paid, net finance charges paid and net dividends received/paid and movements in amounts due to M-Pesa account holders.
HEPS	Headline earnings per share.
International	International comprises the segment information relating to the non-South African-based cellular networks in Tanzania, the Democratic Republic of Congo, Mozambique and Lesotho as well as the operations of Vodacom International Limited (Mauritius) and Vodacom Business Africa Group (Pty) Limited and its subsidiaries.
MOU	Minutes of use per month is calculated by dividing the average monthly minutes (traffic) during the period by the average monthly active customers during the period.
Normalised growth (*)	Normalised growth presents performance on a comparable basis. This excludes merger, acquisition and disposal activities where applicable and adjusting for trading foreign exchange, foreign currency fluctuation on a constant currency basis (using the current period as base) and IFRS 16 related adjustments in the current year and IAS 17 related adjustments in the prior year, to show a like-for-like comparison of results.
Operating free cash flow	Cash generated from operations less additions to property, plant and equipment and intangible assets other than licence and spectrum payments and purchases of customer bases, net of proceeds on disposal of property, plant and equipment and intangible assets, other than license and spectrum payments and disposals of customer bases.
South Africa	Vodacom (Pty) Limited, a private limited liability company duly incorporated in accordance with the laws of South Africa and its subsidiaries, joint ventures and SPV's.



Forward-looking statements

This presentation which sets out the annual results for Vodacom Group Limited for the year ended 31 March 2020 contains 'forward-looking statements', which have not been reviewed or reported on by the Group's auditors, with respect to the Group's financial condition, results of operations and businesses and certain of the Group's plans and objectives. In particular, such forward-looking statements include statements relating to: the Group's future performance; future capital expenditures, acquisitions, divestitures, expenses, revenues, financial conditions, dividend policy, and future prospects; business and management strategies relating to the expansion and growth of the Group; the effects of regulation of the Group's businesses by governments in the countries in which it operates; the Group's expectations as to the launch and roll out dates for products, services or technologies; expectations regarding the operating environment and market conditions; growth in customers and usage; and the rate of dividend growth by the Group.

Forward-looking statements are sometimes, but not always, identified by their use of a date in the future or such words as "will", "anticipates", "aims", "could", "may", "should", "expects", "believes", "intends", "plans" or "targets" (including in their negative form). By their nature, forward-looking statements are inherently predictive, speculative and involve risk and uncertainty because they relate to events and depend on circumstances that may or may not occur in the future. There are a number of factors that could cause actual results and developments to differ materially from those expressed or implied by these forward-looking statements. These factors include, but are not limited to, the following: changes in economic or political conditions in markets served by operations of the Group; greater than anticipated competitive activity; higher than expected costs or capital expenditures; slower than expected customer growth and reduced customer retention; changes in the spending patterns of new and existing customers; the Group's ability to expand its spectrum position or renew or obtain necessary licences; the Group's ability to achieve cost savings; the Group's ability to execute its strategy in fibre deployment, network expansion, new product and service roll-outs, mobile data, Enterprise and broadband; changes in foreign exchange rates, as well as changes in interest rates; the Group's ability to realise benefits from entering into partnerships or joint ventures and entering into service franchising and brand licensing; unfavourable consequences to the Group of making and integrating acquisitions or disposals; changes to the regulatory framework in which the Group operates; the impact of legal or other proceedings; loss of suppliers or disruption of supply chains; developments in the Group's financial condition, earnings and distributable funds and other factors that the Board takes into account when determining levels of dividends; the Group's ability to satisfy working capital and other requirements; changes in statutory tax rates or profit mix; and/or changes in tax legislation or final resolution of open tax issues.

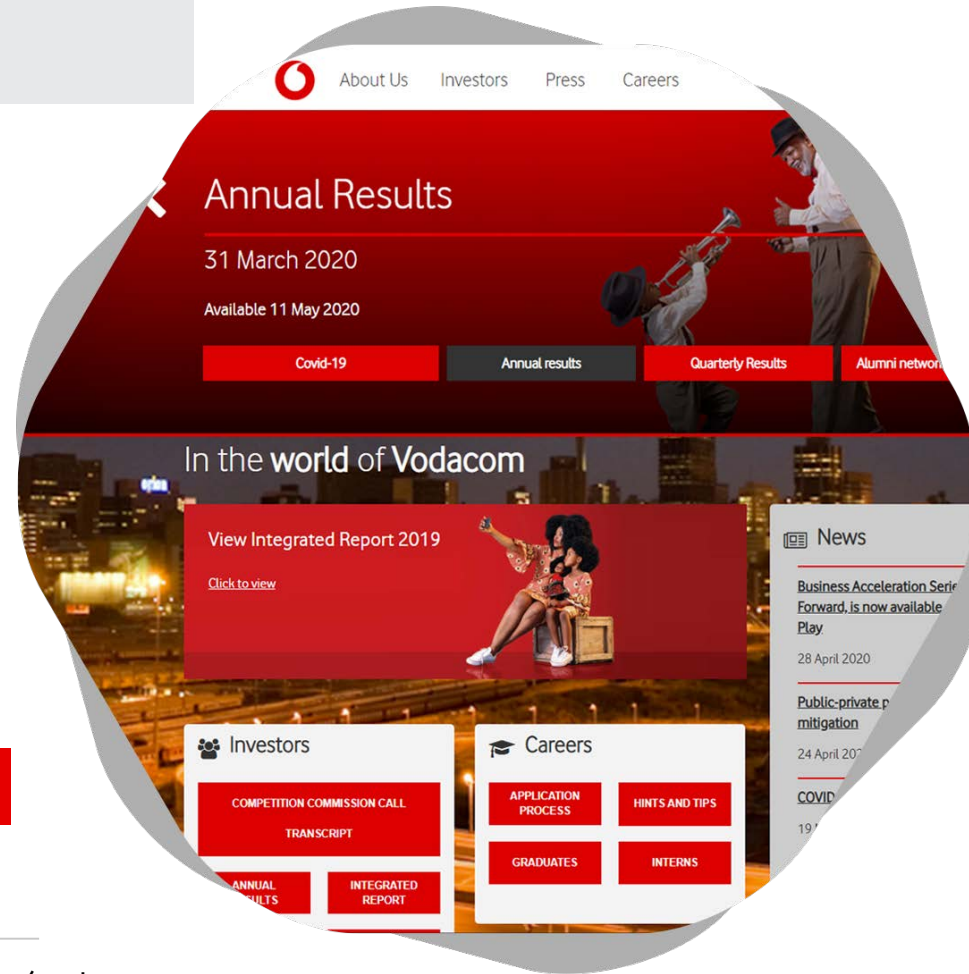
All subsequent oral or written forward-looking statements attributable to the Group or any member thereof or any persons acting on their behalf are expressly qualified in their entirety by the cautionary statements above and below. Vodacom expressly disclaims any liability in respect of the content of any forward looking statement and also expressly disclaims any obligation or undertaking to disseminate any updates or revisions to any forward-looking statements contained herein or to reflect any change in their expectations with regard thereto or any change in events, conditions or circumstances on which any such forward-looking statement is based.



More information

Visit our website for more information

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2020 upcoming dates

Integrated report online
12 June 2020

Group AGM
21 July 2020

Q1 results
23 July 2020

1H21 results
16 November 2020

