

## Vodacom annual results

for the year ended  
31 March 2018

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## Highlights

**+10.5%**

Customers

73.8 million

**+6.3%**

Revenue

R86.4 billion

**26.8%**

EBIT margin

R23.1 billion

**+18.6%**

Net profit

R15.6 billion

**+13.4%**

Data customers

36.9 million

**R11.6bn**

Capital  
expenditure

13.4% of revenue

**923 cps**

HEPS

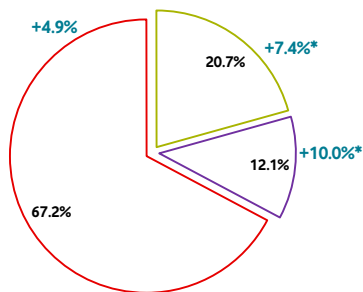
**815 cps**

Total dividend  
per share



## Group performance | A diversified portfolio

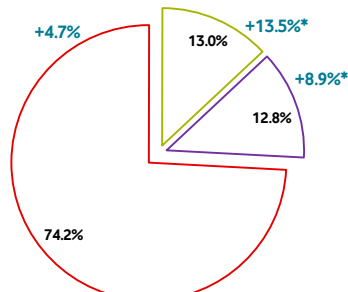
### Group service revenue



■ South Africa  
■ International  
■ Safaricom<sup>1</sup>

1. Represents Safaricom's annualised values in proportion to our stake

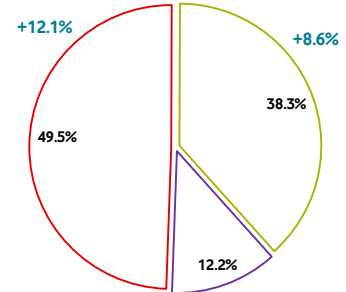
### Group EBITDA



■ South Africa  
■ International  
■ Safaricom<sup>1</sup>

1. Represents Safaricom's annualised values in proportion to our stake

### Group customers



■ South Africa  
■ International  
■ Safaricom<sup>1</sup>

1. Represents Safaricom's customers in proportion to our stake

\* Normalised growth which presents performance on a comparable basis. This excludes merger and acquisition activity and adjusting for foreign currency fluctuation on a constant currency basis (using the current period as base).



## South Africa | Higher contribution from data



Key indicators	FY18	% change
Revenue (Rm)	69 967	8.1
Service revenue (Rm)	54 622	4.9
Data revenue (Rm)	23 355	12.8
EBITDA (Rm)	28 088	4.7
EBIT (Rm)	21 124	2.6
Customers ('000)	41 635	12.1
Active smart devices ('000)	18 454	9.9

**+8.1%**

Revenue growth

**+4.9%**

Service revenue growth

**+4.5 million**

Customer net adds



## International | Focus on data and M-Pesa



Key indicators	FY18	% change	Normalised*
Revenue (Rm)	17 460	0.6	7.9
Service revenue (Rm)	16 828	0.3	7.4
Data revenue (Rm)	2 429	12.0	18.7
M-Pesa revenue (Rm)	2 327	19.6	30.4
EBITDA (Rm)	4 930	8.5	
EBIT (Rm)	2 096	27.2	26.5
M-Pesa customers <sup>1</sup> ('000)	11 757	18.0	

**+7.4%\***

Service revenue growth

**+2.5 million**

Customer net adds

**+30.4%\***

M-Pesa revenue growth

1. 30-day active customers

\* Normalised growth which presents performance on a comparable basis. This excludes merger and acquisition activity and adjusting for foreign currency fluctuation on a constant currency basis (using the current period as base).

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## Safaricom | Continued strong performance, double digit growth



Key indicators	FY18	% change
Revenue (KES'bn)	234	9.8
Service revenue (KES'bn)	225	10.0
Data revenue (KES'bn)	36	24.0
M-Pesa revenue (KES'bn)	63	14.2
EBITDA (KES'bn)	113	8.9
EBIT (KES'bn)	79	12.6
M-Pesa customers <sup>1</sup> ('000)	20 547	8.0

**+10.0%**

Service revenue growth

**+1.4 million**

Customer net adds

**+14.2%**

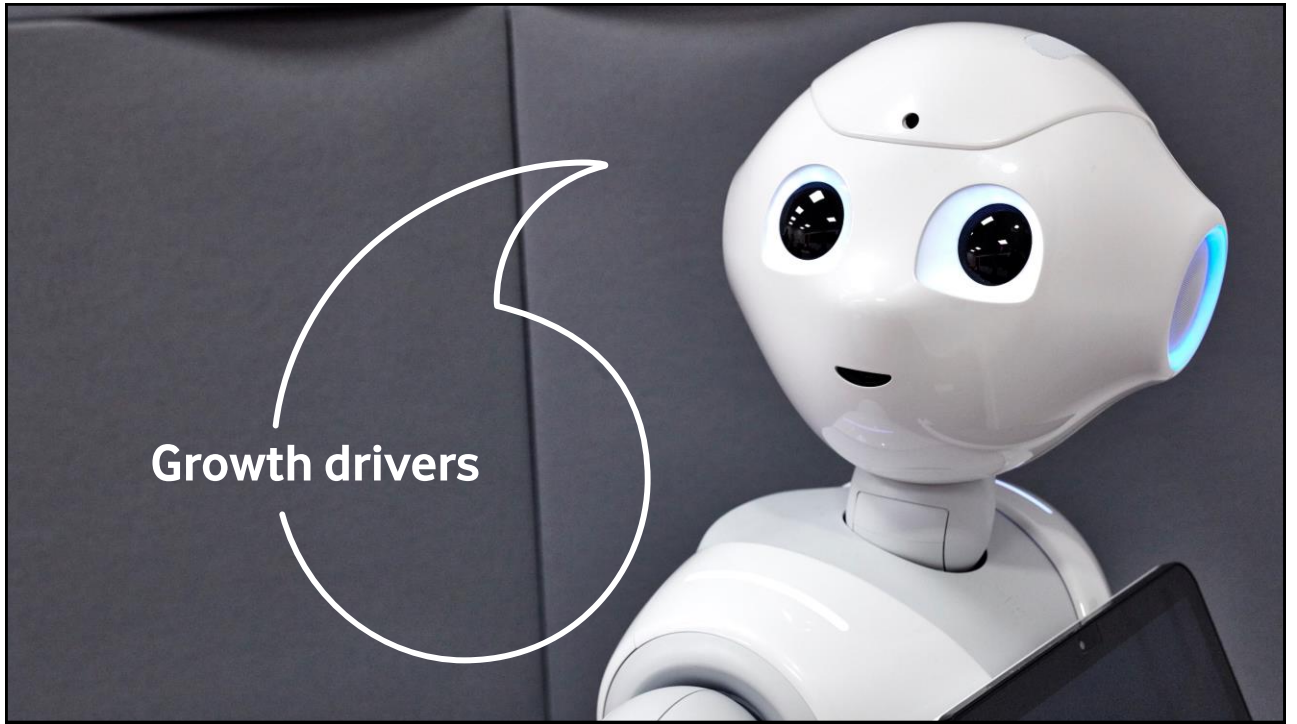
M-Pesa revenue growth

1. 30-day active customers

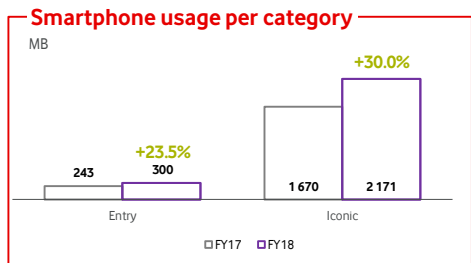
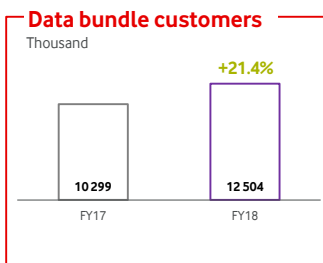
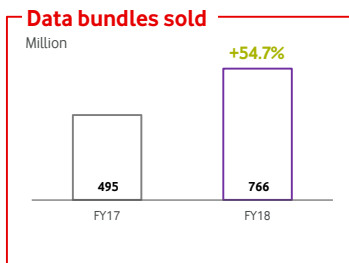
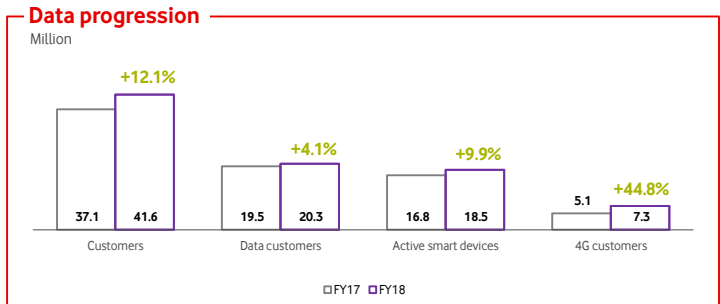
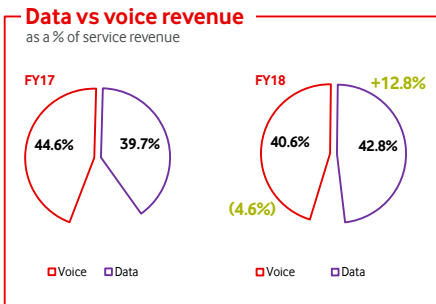
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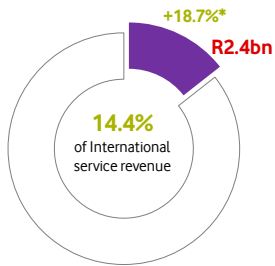


## South Africa data | Device, pricing and network supporting demand



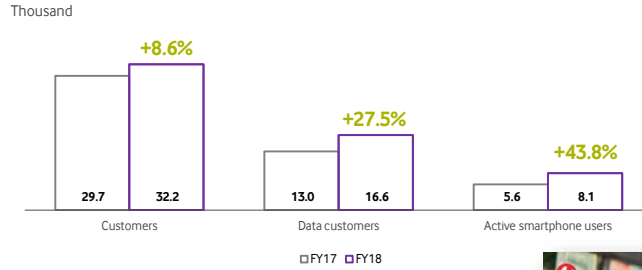
# International | Data gaining momentum

## Data contribution

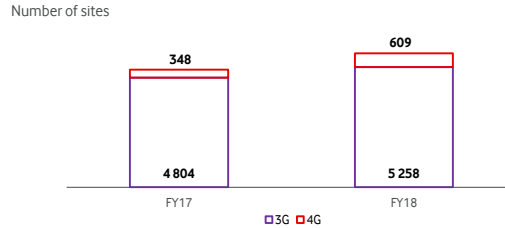


- **R2.7bn** capital investment
- Data traffic up **+65.2%**

## Data customers



## Expanding data coverage

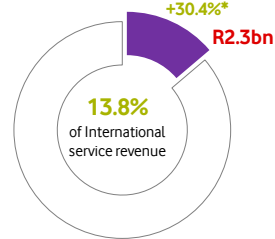


\* Normalised growth which presents performance on a comparable basis. This excludes merger and acquisition activity and adjusting for foreign currency fluctuation on a constant currency basis (using the current period as base).

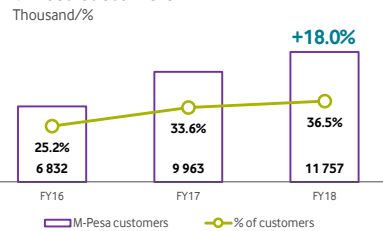


# M-Pesa | Adoption improving

## International



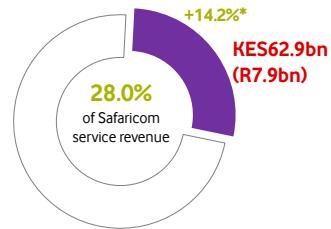
## M-Pesa customers<sup>1</sup>



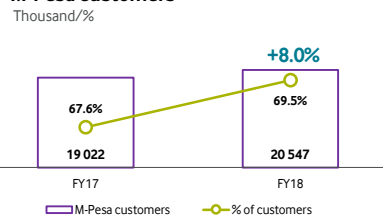
## Africa's biggest mobile money platform

- **32 million** customers across Africa
- **R25 billion** transacted monthly in International
- **R85 billion** transacted monthly in Safaricom

## Safaricom



## M-Pesa customers<sup>1</sup>



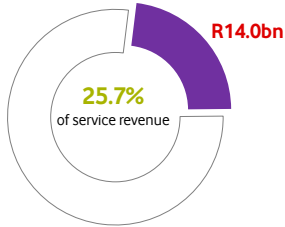
1. 30-day active customers

\* Normalised growth which presents performance on a comparable basis. This excludes merger and acquisition activity and adjusting for foreign currency fluctuation on a constant currency basis (using the current period as base).



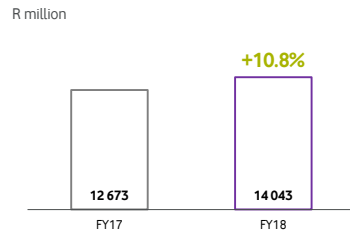
# Enterprise | Improving service revenue contribution

## SA Enterprise service revenue contribution

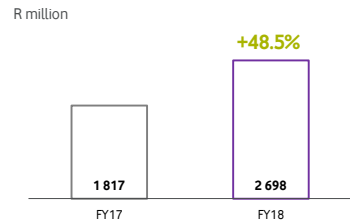


- Customers **+6.9%**
- Enterprise churn **5.6%**
- Government contract migration progressing

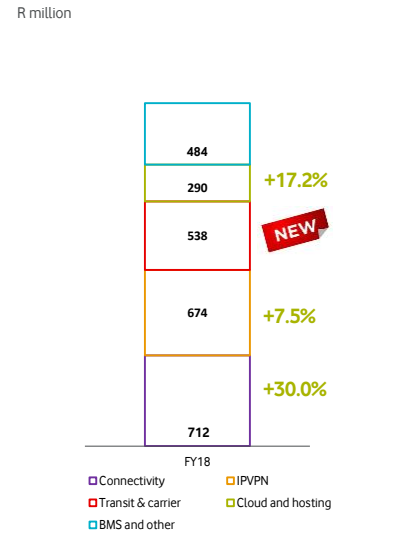
## SA Enterprise revenue



## of which SA fixed-line and BMS revenue



## SA fixed-line revenue per category



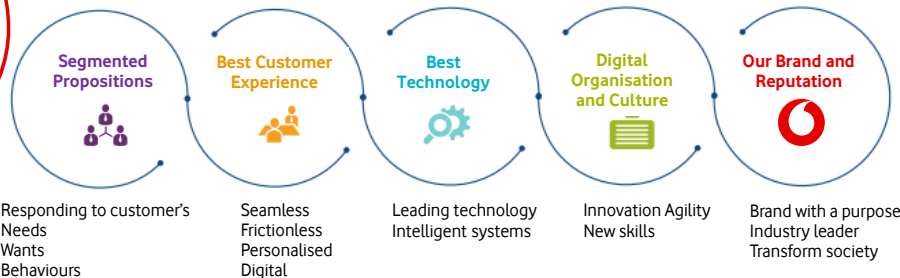
# Strategy | Towards Vision 2020 – Digital first

## Vision 2020

## Our Purpose

To connect everybody to live a better today and build a better tomorrow

## Our Strategies



## Segmentation | Bundle adoption through personalisation

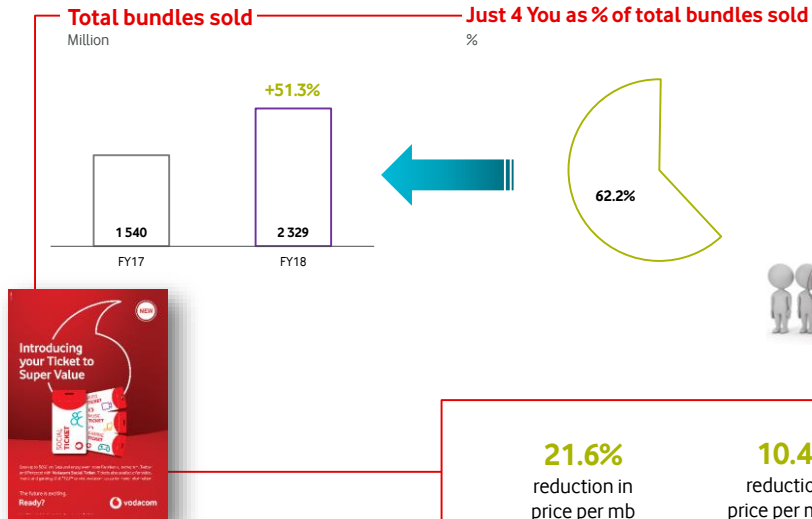
**GOAL**  
Diversify and grow revenue

**Big Data Analytics**

**Validity**  
short and long when you need it

**Size**  
small to large to cater for all

**URL based**  
applied to your application



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## Segmentation | Revenue diversification

### Digital transactions

#### Insure

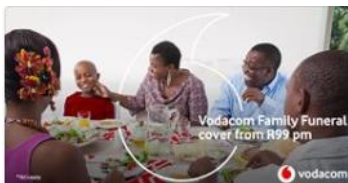
- 950 000 policies
- R625 million revenue

#### Pay

- 43.2% increase in direct voucher sales
- R631 million in airtime recharges

#### Advance

- 43.8% increase in revenue
- 6.5 million customers



**Digital transactions**  
R986 million  
@ 18.3%  
growth

### Digital services

- +25.2% content revenue growth
- Secured 3<sup>rd</sup> party billing with content providers
- +142.1% advertising revenue growth

### IoT

- +21.8% connections to 3.6 million
- NB-IoT launched
- IoT service projects:
  - Smart utility management
  - Cold chain management
  - Smart asset management

### Fibre



54 000 homes/businesses passed (own build)  
15 846 connected homes/businesses

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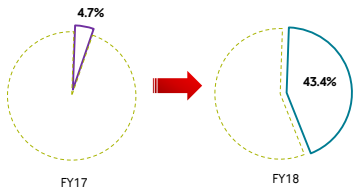




## Segmentation | Proactive pricing transformation

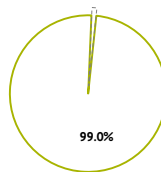
**GOAL**  
Diversify and grow revenue

### Contract pricing transformation



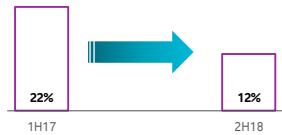
- **43.4%** of base migrated
- Launched + deals at the end of FY17
- More inclusive value at slightly more spend

### Prepaid new modern pricing



- **99.0%** of base on new plans
- **11** legacy price plans retired
- Rewarding loyalty for long standing customers

### OOB data exposure



- Up to **50%** OOB price reduction

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## Best customer experience | Differentiated quality service

**GOAL**  
Lead customer NPS

### NPS leader in ALL markets

## Digi - CARE

Connectivity that is smart and secure

Always excellent value

Real-time relevant rewards

Easy, personal and instant access

- Instant upgrade app in **265** stores
- **9%** reduction in call volumes
- After care improvements with **200 000** first-line repairs in **24** hours
- **'Just 4 You'** launched in all markets
- Customer registration app
- Vodacom M-Pesa app launched in Tanzania



#### Response time



#### First line resolution time



- The Social Media Command Centre will enable Vodacom to improve and sustain its targets to excel in social customer service.

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# Best technology | Network leadership

**GOAL**  
Network leadership through network NPS

## Network NPS



**+9ppts ahead**

of nearest competitor network NPS in SA

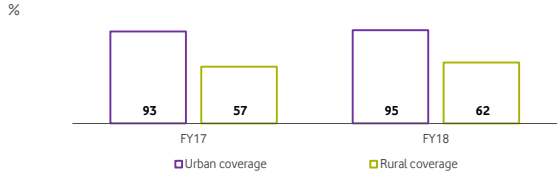
**1<sup>st</sup>** operator in **Africa** with more than 80% coverage on 4G

## International NPS to nearest competitor

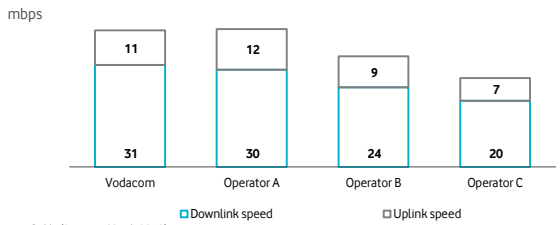
- Tanzania 2<sup>nd</sup> 🏆
- DRC 1<sup>st</sup> 🏆
- Mozambique 1<sup>st</sup> 🏆
- Lesotho 1<sup>st</sup> 🏆

## SA network performance

### 4G population coverage



### Benchmark data performance on 4G



Source: Ookla (January - March 2018)

# Digital telco | Changing the way we work

**GOAL**  
Agile and digital skills

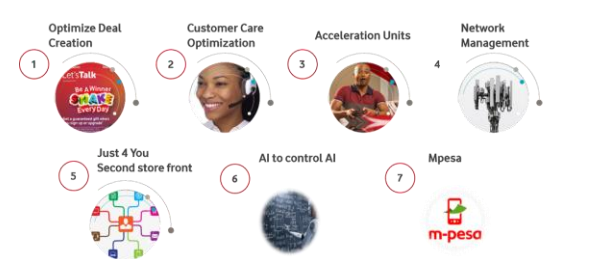
## Design thinking | our approach to customer experience



## Agile

- Implementing new ways of working
- Faster response time to market
- Collaborative
- Iterative process

## Scaling Big Data and machine learning



# Brand with a purpose | Empowering for a better tomorrow

**GOAL**  
Brand reputation leadership



**Vodacom e-school**  
free online learning portal  
**341 146** registered learners (SA)

**3 000**  
schools connected (SA)

**150 000**  
teachers trained through  
**92** teacher centres (SA)

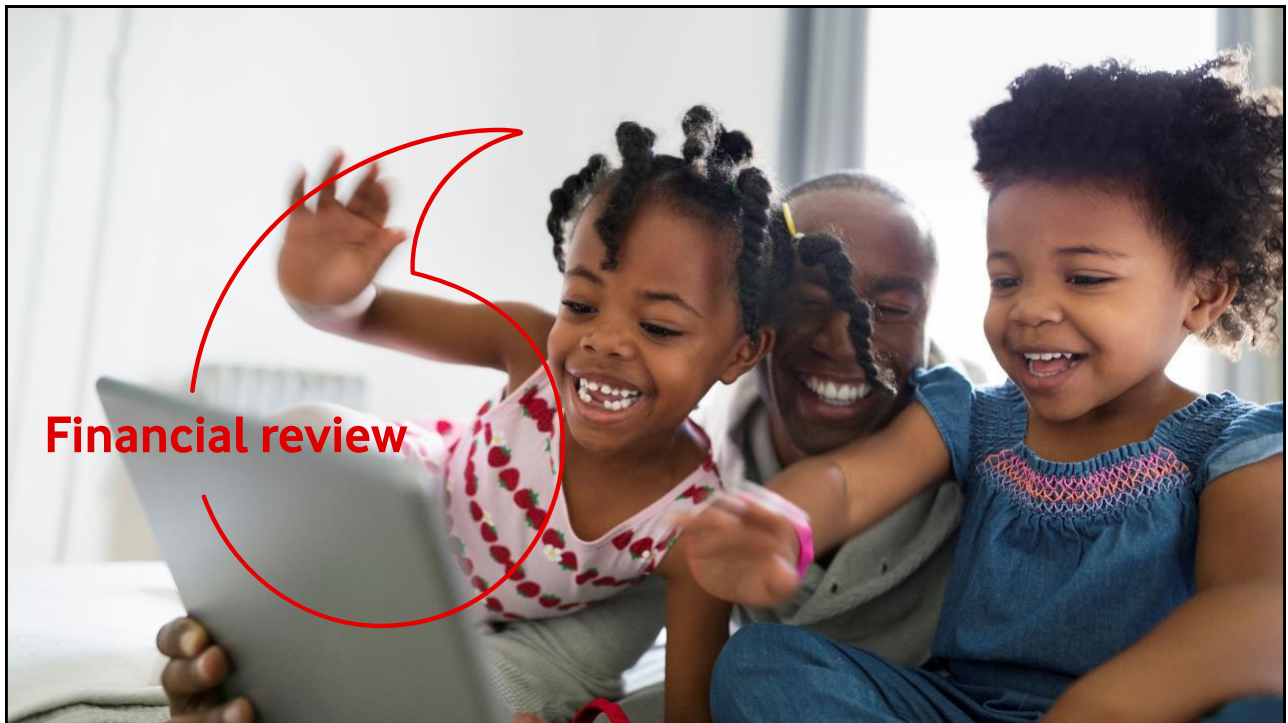
**Moyo challenge**  
Mobile technology enables access to HIV treatment (Lesotho)

**Connected farmer**  
IoT based platform linking smallholder farmers to value chain

**Free internet access**  
to 19 universities (SA)

**R300m**  
committed to education (SA)

**Partnership with USAID**  
M-Pesa facilitates transport to clinics (Tanzania)



**Financial review**

## Group income statement

R million	FY18	FY17	% change	% Normalised*
Revenue	86 370	81 278	6.3	7.8
Service revenue	70 632	68 286	3.4	5.1
EBITDA	32 898	31 238	5.3	
Depreciation and amortisation	(9 959)	(9 251)	(7.7)	
EBIT	23 109	22 126	4.4	2.8
Net profit from associate and joint venture	1 507	1	-	
Operating profit	24 252	21 750	11.5	3.0
Profit on sale of associate	734	-	-	
Net finance charges	(2 893)	(2 522)	(14.7)	
Profit before tax	22 093	19 228	14.9	
Taxation	(6 531)	(6 102)	(7.0)	
Net profit	15 562	13 126	18.6	
Attributable to:				
Equity shareholders	15 344	13 418	14.4	
Non-controlling interests	218	(292)		
HEPS (cents)	923	923	-	
Weighted average shares in issue (million)	1 620	1 467	10.4	

\* Normalised growth which presents performance on a comparable basis. This excludes merger and acquisition activity and adjusting for foreign currency fluctuation on a constant currency basis (using the current period as base).

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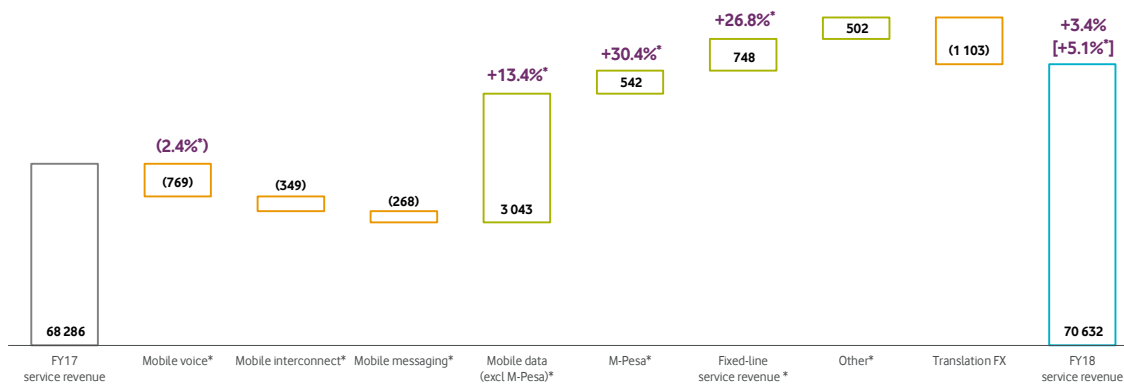
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## Group service revenue | Driven by data and M-Pesa revenue

### Group service revenue by category

R million



\* Normalised growth which presents performance on a comparable basis. This excludes merger and acquisition activity and adjusting for foreign currency fluctuation on a constant currency basis (using the current period as base).

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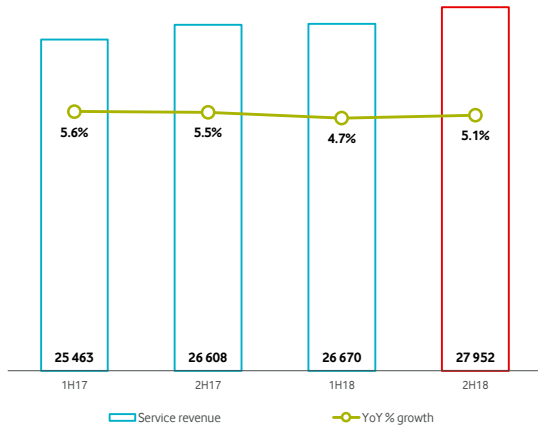
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## Service revenue | South Africa robust with International accelerating

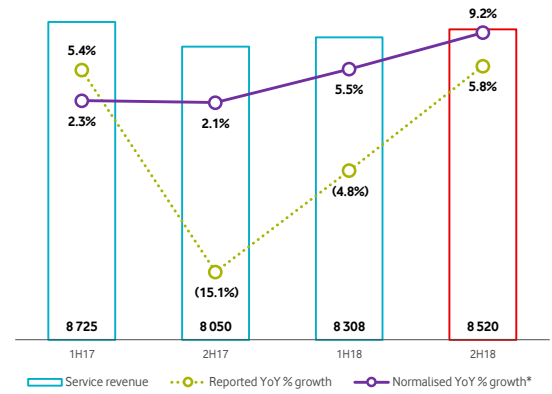
### South Africa service revenue

R million/%



### International service revenue

R million/%



\* Normalised growth which presents performance on a comparable basis. This excludes merger and acquisition activity and adjusting for foreign currency fluctuation on a constant currency basis (using the current period as base).

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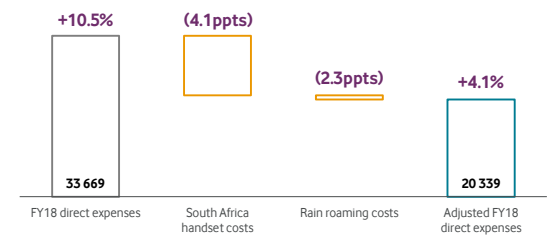
## Group expenses | Impacted by device sales and roaming charges

### Group expenses

R million	FY18	FY17	% change
Direct expenses	33 669	30 483	10.5
Operating expenses	19 919	19 305	3.2
Staff expenses	5 509	5 472	0.7
Publicity expenses	1 913	1 971	(2.9)
Other operating expenses*	12 497	11 862	5.4
Forex (gain)/loss	(56)	331	(116.9)
<b>Total expenses</b>	<b>53 532</b>	<b>50 119</b>	<b>6.8</b>

### Group direct expenses reconciliation

R million



### Group opex well contained

Group operating expenses growth

+3.2%\*

%	SA	International
Inflation	+5%	+8 – 10%
Wage increases	+6%	+3 – 6.5%
Increase in sites	+5.7%	+3.6%

\* Excluding trading foreign exchange gain/loss.

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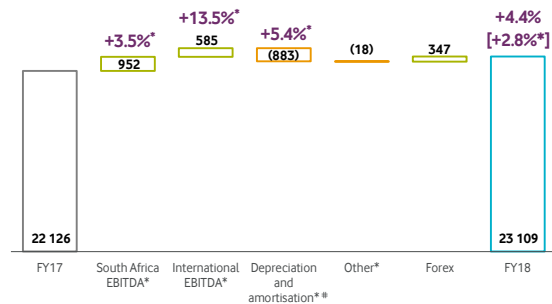
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## Group EBIT | Improved International performance

### Group EBIT

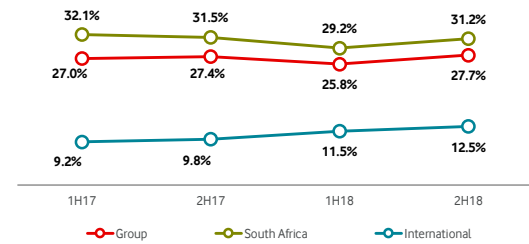
R million



- Impacted by higher depreciation and amortisation costs
- Driven by capex investment to deliver network leadership

### Group EBIT margin

%



- Higher contribution of low margin handset sales
- Good margin expansion in International

\* Normalised growth which presents performance on a comparable basis. This excludes merger and acquisition activity, trading forex and adjusting for foreign currency fluctuation on a constant currency basis (using the current period as base).  
\*\* Excluding amortisation of acquired brands and customer bases

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## Net finance charges | Finance charges impacted by ZAR volatility

### Group net finance charges

R million	FY18	FY17	% change
Finance income	703	777	(9.5)
Finance cost	(2 811)	(2 818)	0.2
<b>Net finance costs</b>	<b>(2 108)</b>	<b>(2 041)</b>	<b>(3.3)</b>
Net loss on remeasurement and disposal of financial instruments	(785)	(481)	(63.2)
<b>Net finance charges</b>	<b>(2 893)</b>	<b>(2 522)</b>	<b>(14.7)</b>
Average cost of debt (%)	8.3	8.3	

### Group net debt

R million	FY18	FY17
Bank and cash balances	12 538	8 873
Current borrowings	(8 220)	(3 762)
Non-current borrowings	(24 071)	(27 613)
Other financial instruments	(139)	18
<b>Net debt</b>	<b>(19 892)</b>	<b>(22 484)</b>
Net debt/EBITDA (times)	0.6	0.7

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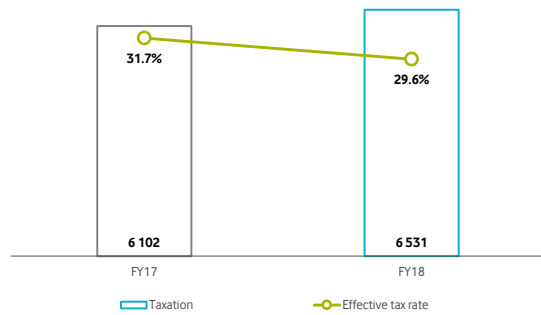
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## Group tax | ETR in line with expectations

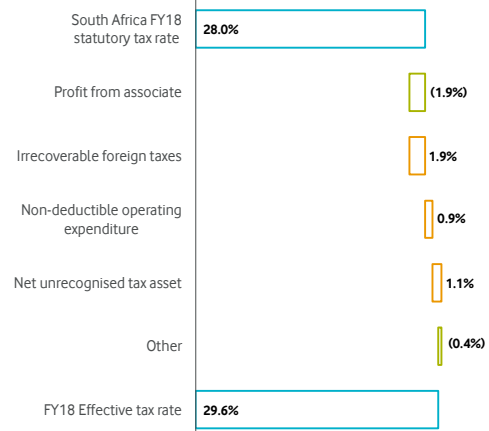
### Group effective tax

R million/%



### Reconciliation to effective rate

%



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## Balance sheet | Boosted by acquisition of Safaricom stake

R million	FY18	FY17	Movement
<b>Assets</b>			
Property, plant and equipment	40 529	40 181	348
Intangible assets	9 073	9 186	(113)
Other non-current assets	46 941	2 760	44 181
Current assets	34 822	29 011	5 811
<b>Total assets</b>	<b>131 365</b>	<b>81 138</b>	<b>50 227</b>
<b>Equity and liabilities</b>			
Total equity	70 652	22 996	47 656
Borrowings	32 291	31 375	916
Other liabilities	28 422	26 767	1 655
<b>Total equity and liabilities</b>	<b>131 365</b>	<b>81 138</b>	<b>50 227</b>

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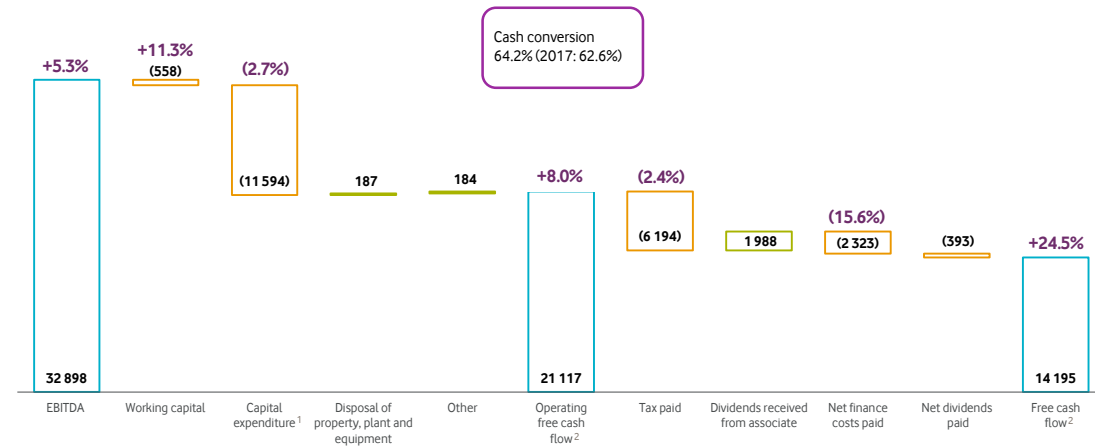
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## Cash flow | Good trading performance and strong cash conversion

### Group free cash flow

R million



- Capital expenditure comprises the purchase of property, plant and equipment and intangible assets, other than license and spectrum payments, net of cash from disposals. Purchases of customer bases are excluded from capital expenditure.
- Operating free cash flow and free cash flow excludes movements in amounts due to M-Pesa account holders.

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## Headline earnings | Strong growth, HEPS impacted by share issue

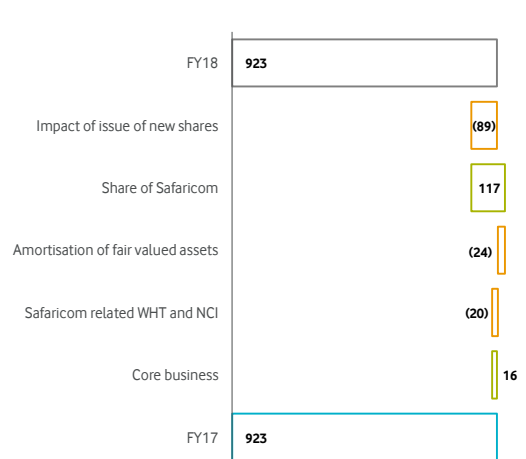
### Headline earnings

R million



### Headline earnings per share

cents



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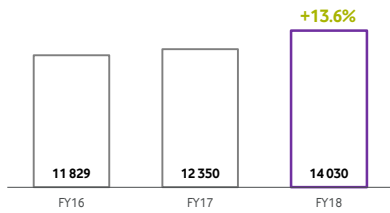




# Shareholder returns | Final dividend of 425cps

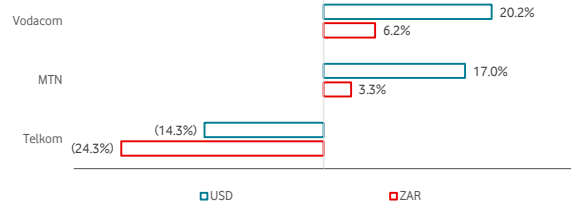
## Total dividend declared

R million



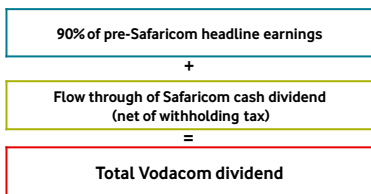
## Total shareholder returns

%

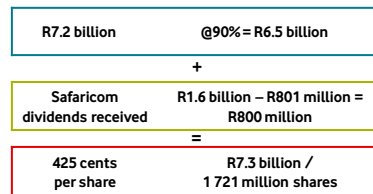


Source: Factset 1 April 2017 to 31 March 2018

## Dividend policy



## Final dividend calculation



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# Safaricom | Strong growth



## Financial

### Service revenue

KES billion



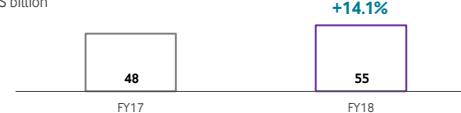
### EBIT

KES billion



### Net profit

KES billion



- Received **R1.6 billion** in dividends
- Profit from associate **R1.5 billion**
- EBIT margin **33.9%**; up **2.4ppts**<sup>1</sup>
- M-Pesa revenue **+14.2%**; M-Pesa customers **20.6 million**

1. Excludes one-off adjustment of excise duty in FY17 of KES3.4 billion

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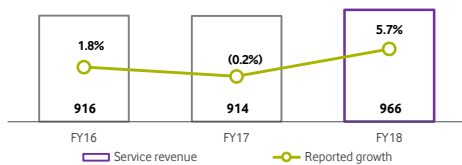
# Tanzania | Top line returning to growth



## Financial

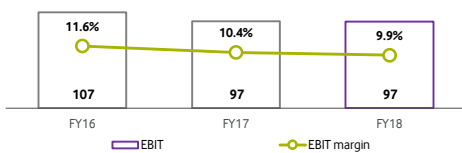
### Service revenue

TZS billion/%



### EBIT

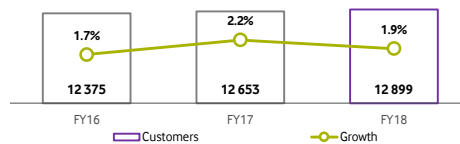
TZS billion/%



## Operational

### Customers

Thousand/%



- Data revenue **+34.7%**
- M-Pesa revenue **+16.7%**
- M-Pesa revenue as a percentage of service revenue **30.1%**
- **R734 million** profit on sale of Helios Towers Tanzania



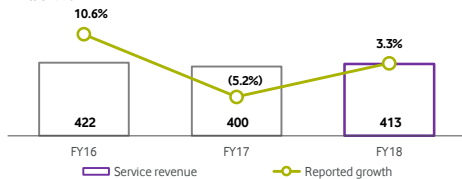
# DRC | Good customer growth driving service revenue recovery



## Financial

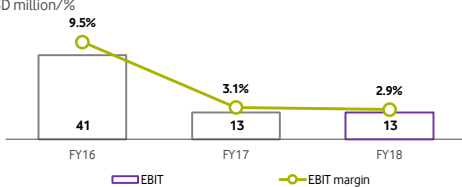
### Service revenue

USD million/%



### EBIT

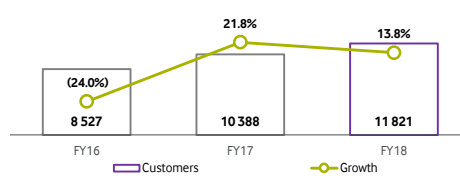
USD million/%



## Operational

### Customers

Thousand/%



- Customer growth **+13.8%**
- M-Pesa revenue **+81.8%**
- M-Pesa revenue as a percentage of service revenue **5.7%**
- Impacted by CDF/USD decoupling



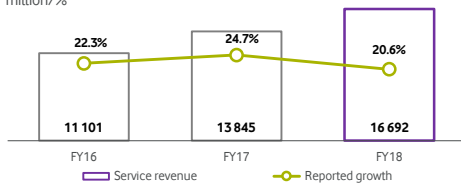
# Mozambique | Strong service revenue and EBIT growth



## Financial

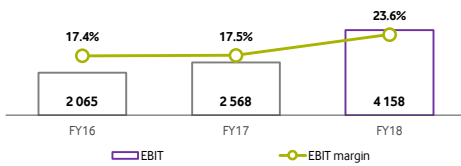
### Service revenue

MT million/%



### EBIT

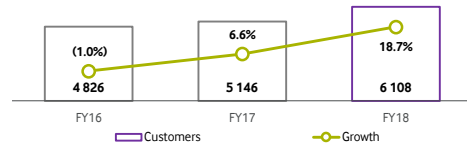
MT million/%



## Operational

### Customers

Thousand/%



- M-Pesa revenue **+115.9%**
- M-Pesa revenue as a percentage of service revenue **7.5%**
- Currency stability
- Strong commercial execution
- 2G/3G licence renewal before August

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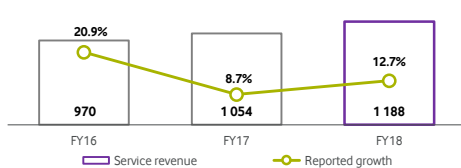
# Lesotho | Continued strong performance



## Financial

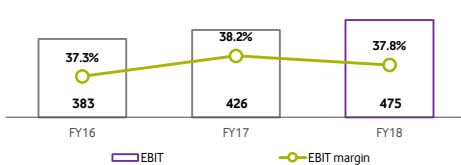
### Service revenue

R million/%



### EBIT

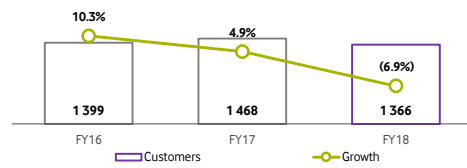
R million/%



## Operational

### Customers

Thousand/%



- Data revenue **+25.7%**
- M-Pesa revenue **+43.5%**
- M-Pesa revenue as a percentage of service revenue **5.6%**
- VAT increase for telecoms from **5% to 9%**

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## IFRS 15 | Implementation timelines and transition

### Consolidated income statement

For the year ended 31 March

	FY 2018		FY 2019		FY 2020	
	2018	2017	2019	2018	2020	2019
Revenue	IAS 18	IAS 18	IFRS 15	IAS 18	IFRS 15	IFRS 15
⋮						
Operating profit						

#### Notes to financial statements:

**FY 2018** – explanatory note on the impact of adopting IFRS 15

**FY 2019** – additional disclosure for FY 2019, bridging the IFRS 15 accounting to IAS 18

#### Quarterly reporting:

Will follow the same approach set out for FY 2019 above



## Targets | Group medium-term targets

Group service revenue	Mid-single digit
Group EBIT	Mid-to-high single digit
Group capital intensity	12% to 14% Group revenue

These targets are on average over the next three years and are on a normalised basis in constant currency, excluding spectrum purchases and any merger and acquisition activity. The above targets assume broadly stable currencies in each of our markets and stable macro and regulatory environments. Excluding effects from IFRS 15 and IFRS 16 implementation.

Safaricom	EBIT between KES85 - KES89 billion Capex between KES35 - KES38 billion
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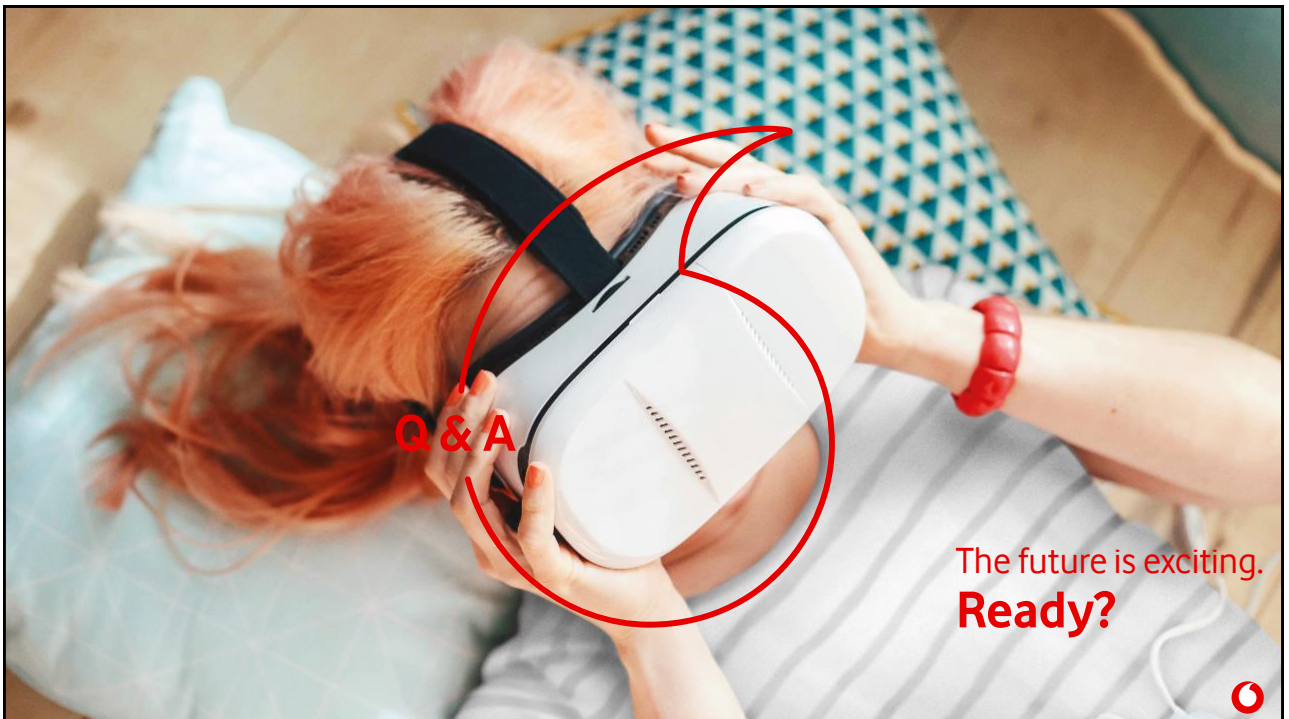


## Key priorities

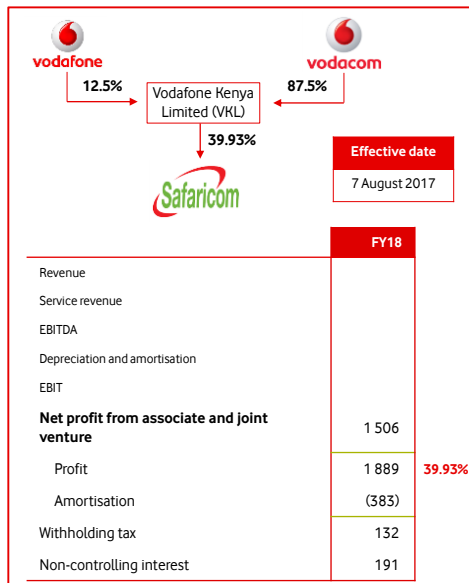
- Spectrum / Electronic Communications Act
- BEE
- Digital telco
- Data growth
- M-Pesa growth
- New services growth
- Safaricom

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## Safaricom | Effects on reporting



### Purchase price allocation

#### Analysis of investment held at cost

	Rm
Safaricom's net asset value at acquisition	15 707
Fair value adjustments net of tax	26 714
Safaricom's net assets at fair value	42 421
Vodafone Kenya's equity interest in Safaricom at 39.93%	16 941
Notional goodwill	32 236
Vodafone Kenya's investment in associate	49 177

- **Useful lives**  
172 – 240 months
- **Annual amortisation charge**  
R583 million

### Earnings and headline earnings

<b>233 459 781</b>	<b>1 540 526 406</b>	<b>1 721 413 781</b>
new shares issued	Weighted shares for earnings per share calculation from 1 Aug 2017	Closing shares for dividend per share calculation

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## IFRS 15 | How is it different to now (IAS 18)?

	Revenue	Commissions	Fulfilment costs	Bad debt	Financing component
<b>IAS 18 Now</b>	Revenue tends to be recognised as the customer is billed	Generally expensed up-front	Expensed up-front	Normally no bad debt expense for handset component	Where a device and service is sold under a single contract, there is no financing component
<b>IFRS 15</b>	Revenue recognised as performance obligations are delivered	Capitalised and deferred over the life of the contract	Capitalised and deferred over the life of the contract	Bad debt likely to increase due to accelerated revenue recognition for handset	Contracts over 12 months will likely need to account for a financing component

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## Country data

	South Africa	Tanzania	DRC	Mozambique	Lesotho	Safaricom <sup>¶</sup>
Population <sup>‡</sup> (million)	57.4	59.1	84.0	30.5	2.3	51.0
GDP per capita <sup>‡</sup> (USD)	86 445 <sup>¶</sup>	927	485	462	1 411	1 672
GDP growth estimate <sup>‡</sup> 2018 (%)	1.4	6.5	2.7	3.6	3.5	5.4
Ownership (%)	100 <sup>¶</sup>	61.6125 <sup>§</sup>	51	85	80	34.94 <sup>‡</sup>
License expiry period	2029	2031	2028/2032 <sup>¶</sup>	2018/2026 <sup>¶</sup>	2036	2022/2024/2026 <sup>¶</sup>
Customers (thousand)	41 635	12 899	11 821	6 108	1 366	29 570
ARPU (rand/month)	101 <sup>Δ</sup>	35 <sup>Δ</sup>	38 <sup>Δ</sup>	51 <sup>Δ</sup>	70 <sup>Δ</sup>	86 <sup>β</sup>
ARPU (local currency/month)	101 <sup>Δ</sup>	6 086 <sup>Δ</sup>	2.9 <sup>Δ</sup>	241 <sup>Δ</sup>	70 <sup>Δ</sup>	685 <sup>β</sup>
Minutes of use per month	127	163	39	143	86	n/a

<sup>‡</sup> The Bureau of Economic Research for SA and Business Monitor International for all other countries (Extraction date: 5 April 2018).

<sup>¶</sup> Results from effective purchase date (August 2017). Customers and ARPU are not representative proportionately.

<sup>¶</sup> GDP per capita in ZAR for SA.

<sup>¶</sup> 6.25% held indirectly through special purpose entities which are consolidated in terms of SIC 12: Consolidation – Special Purpose Entities as part of the broad-based black economic empowerment transaction.

<sup>§</sup> In August 2017 Vodacom Tanzania Ltd was successfully listed on the Dar Es Salaam Stock exchange, thereby diluting the Vodacom Group Shareholding in the company.

<sup>‡</sup> Vodacom Group Limited owns 87.5% of Vodafone Kenya Ltd, which in turn holds 39.93% of Safaricom, giving Vodacom an effective holding in Safaricom of 34.94%

<sup>¶</sup> 2028/2018 relates to the 2G license and 2032/2026 relates to the 3G license

<sup>¶</sup> 2024 relates to the 2G license, 2022 relates to the 3G license and 2026 relates to the 4G license (under discussion)

<sup>β</sup> Total ARPU is calculated by dividing the average monthly service revenue (including fixed line and other service revenue) by the average monthly customers during the period.

<sup>Δ</sup> Total ARPU is calculated by dividing the average monthly service revenue (excluding fixed line and other service revenue) by the average active monthly customers during the period.

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## Impact of foreign exchange

### Revenue

YoY % growth

FY18	Reported	Normalised*
South Africa	8.1	8.1
International	0.6	7.9
Group	6.3	7.8

### Service revenue

YoY % growth

FY18	Reported	Normalised*
South Africa	4.9	4.9
International	0.3	7.4
Group	3.4	5.1

### Average YTD exchange rates

	FY18	FY17	% change
USD/ZAR	12.99	14.05	(7.5)
ZAR/MZN	4.73	4.86	(2.7)
ZAR/TZS	172.92	156.77	10.3
EUR/ZAR	15.19	15.43	(1.6)
ZAR/KES	7.95	7.27	9.4

### EBIT

YoY % growth

FY18	Reported	Normalised*
South Africa	2.6	1.0
International	27.2	26.5
Group	4.4	2.8

\* Normalised growth which presents performance on a comparable basis. This excludes merger and acquisition activity, trading forex and adjusting for foreign currency fluctuation on a constant currency basis (using the current period as base).

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## Definitions

<b>Customers</b>	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.
<b>Data customers</b>	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.
<b>ARPU</b>	Total ARPU is calculated by dividing the average monthly service revenue by the average monthly active customers during the period.
<b>Contribution margin</b>	Revenue less direct expenses as a percentage of revenue.
<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, profit/loss from associate and joint venture, restructuring cost and BEE income/charge.
<b>EBIT</b>	Earnings before interest and taxation, 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.
<b>Free cash flow</b>	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.
<b>HEPS</b>	Headline earnings per share.
<b>International</b>	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.
<b>MOU</b>	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.
<b>Normalised growth (*)</b>	Normalised growth which presents performance on a comparable basis. This excludes merger and acquisition activity, trading forex and adjusting for foreign currency fluctuation on a constant currency basis (using the current period as base).
<b>Operating free cash flow</b>	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 and movements in amounts due to M-Pesa account holders.
<b>South Africa</b>	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.

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## Forward-looking statements

This presentation which sets out the annual results for Vodacom Group Limited for the year ended 31 March 2018 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.

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## More information

Visit our website for more information



<http://www.vodacom.com>

### Contact us

**VodacomIR@vodacom.co.za**

### FY19 upcoming dates



AGM

**17 July 2018**


Q1 results

**19 July 2018**

Interim results

**12 November 2018**

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