

## Supplementary information (continued)

### International key indicators

	Six months ended 30 September			% change	
	2009	2008	2007	08/09	07/08
<b>Customers (thousands)<sup>1</sup></b>	<b>13 384</b>	<b>10 444</b>	<b>8 267</b>	<b>28.2</b>	<b>26.3</b>
Tanzania	6 260	4 931	3 678	27.0	34.1
DRC	4 404	3 776	3 178	16.6	18.8
Mozambique	2 134	1 287	1 079	65.8	19.3
Lesotho	586	450	332	30.2	35.5
<b>Gross connections (thousands)</b>	<b>4 668</b>	<b>3 721</b>	<b>2 895</b>	<b>25.5</b>	<b>28.5</b>
Tanzania	2 024	1 723	1 242	17.5	38.7
DRC	1 470	1 425	1 182	3.2	20.6
Mozambique	1 050	476	391	120.6	21.7
Lesotho	124	97	80	27.8	21.3
<b>Churn (%)<sup>2</sup></b>					
Tanzania	48.2	44.2	46.8		
DRC	58.4	53.9	43.3		
Mozambique	57.8	72.7	57.3		
Lesotho	20.4	20.0	17.9		
<b>Total ARPU (Rand per month)<sup>3</sup></b>					
Tanzania <sup>4</sup>	33	49	47	(32.7)	4.3
DRC	39	65	61	(40.0)	6.6
Mozambique	35	38	28	(7.9)	35.7
Lesotho	66	69	73	(4.3)	(5.5)
<b>Total ARPU (local currency)<sup>3</sup></b>					
Tanzania (Tanzanian shilling) <sup>4</sup>	5 375	7 541	8 481	(28.7)	(11.1)
DRC (USD)	4.8	8.4	8.5	(42.9)	(1.2)
Mozambique (Metical)	117	117	104	-	12.5
<b>Estimated mobile penetration (%)</b>					
Tanzania	33	27	17		
DRC	18	15	11		
Mozambique	22	15	14		
Lesotho	34	30	22		

## Supplementary information (continued)

### International key indicators (continued)

	Six months ended 30 September			% change	
	2009	2008	2007	08/09	07/08
<b>Estimated mobile market share (%)</b>					
Tanzania	47	46	54		
DRC	36	39	44		
Mozambique	45	42	38		
Lesotho	80	80	80		
<b>Number of employees</b>	<b>1 640</b>	<b>1 613</b>	<b>1 528</b>	<b>1.7</b>	<b>5.6</b>
Tanzania	683	663	569	3.0	16.5
DRC	665	679	739	(2.1)	(8.1)
Mozambique	197	188	153	4.8	22.9
Lesotho	91	79	63	15.2	25.4
Mauritius	4	4	4	–	–

#### Notes:

1. Customer totals are based on the total number of customers registered on Vodacom's network, which have not been disconnected, including inactive customers, as at the end of the period indicated. Prepaid customers inactive for three months were 17.4% (2008: 17.8 %) for Tanzania, 30.9% (2008: 21.9 %) for the DRC, 29.5% (2008: 34.9%) for Mozambique and 15.6% (2008: 15.7%) for Lesotho at 30 September 2009.
2. Churn is calculated by dividing the average monthly number of disconnections during the period by the average monthly total of reported customers during the period.
3. Total ARPU is calculated by dividing the average monthly recurring revenue by the average monthly total of reported customers during the period. Total ARPU excludes revenue from equipment sales and non-service revenue.
4. ARPU numbers have been restated. Excise duty is now netted off against revenue in line with group accounting policies.