

Assurance definitions for non-financial data

KPI	Criteria
Quality of service in MTN South Africa and Ghana	<p>Quality of service is a technical measure used to judge 2G and 3G network performance regarding the end-user customer experience. As revenue and customer satisfaction is related to network performance and quality, the following aspects will be used to determine if MTN is meeting end-user demands:</p> <ul style="list-style-type: none"> • network uptime as measured by traffic channel availability (TCH availability all hours (%)); • call services measured with call setup success rate (CSSR) all hours; and • calls dropped using the definition for dropped call rate (DCR) all hours. <p>The rates reported are for the MTN South Africa and Ghana opcos, and for the reporting period 1 January to 31 December 2016.</p>
Group MTN Foundation CSI spend: ZAR	<p>MTN Group's corporate social investment (CSI) activities are implemented through two vehicles: MTN Foundations in some of the countries in which MTN operates, and 21 Days of Y'ello Care (an employee volunteering initiative undertaken over a set period of 21 days annually). MTN CSI comprises financial, in-kind and employee volunteering initiatives undertaken by the MTN Group and its operations for the benefit of communities and other stakeholders in the countries in which MTN operates. The following areas of spend are recognised for the purposes of CSI reporting: all direct financial and in-kind contributions (financially quantifiable) to initiatives in the following sectors:</p> <ul style="list-style-type: none"> • education, including non-commercial sponsorships and bursaries; • health, including non-commercial sponsorships; • enterprise development, including non-commercial sponsorships; and • National Priority Areas. <p>CSI spending excludes investment with a direct marketing revenue benefit, commercial and political sponsorships, as well as employee volunteering initiatives authorised and approved annually by the Group stakeholder relations CSI function, in terms of the 21 Days of Y'ello Care programme.</p> <p>CSI spend includes operating expenses and management fees associated with the running of the foundation, where these are included in the foundation's trial balance and general ledger account.</p>
Group Employee Culture Survey result: overall performance %	<p>The MTN Group employee culture survey is conducted annually across each of the MTN Group's 24 operating countries (referred to as opcos), and within the MTN Group head office (management company referred to as manco).</p> <p>The survey is conducted at a business unit level and at a team level within the business unit. The survey reviews 16 dimensions that assess the extent to which MTN's SFTE (standard full-time equivalent) employees are a fit for the Company's operational and competitive requirements as defined by the Group's vision and strategy. In addition to sustainable engagement, the 16 dimensions measure innovation, diversity, pay and benefits, leadership, work organisation and efficiency, employee development, direct supervisor, performance management, company image, communication, goals and objectives, competitive position, values, retention and corporate integrity.</p>

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Group whistle-blower hotline data: number of fraud incidents reported and reviewed	<p>The anonymous tip-offs line is managed by a third party, who collects the tip-offs and reports to MTN.</p> <p>MTN is responsible for the investigation of the tip-off. The tip-off items received include fraudulent tip-offs and other administrative matters.</p> <p>An incident is regarded as received when the call is logged on the anonymous tip-offs line, evaluated by the contracted third party to eliminate dropped calls, prank calls and other non-events. Formal whistle-blowing reports are issued to MTN through the Deloitte Tip-offs Anonymous website.</p>
Net promoter score percentage for <ul style="list-style-type: none"> • MTN South Africa, • MTN Nigeria, and • Other key markets 	<p>NPS (net promoter score) measures customers' experience with a brand through a simple question: "On a scale of 0 to 10, how likely would you be to recommend MTN to a friend or family member?" Responses of 9 or 10 are considered "promoters" while responses of 7 or 8 are considered "passives". Any score of 6 or below is considered to be a "detractor." Each country's NPS is calculated by subtracting the percentage of "detractors" from the percentage of "promoters".</p> <p>Combined scores of multiple operations are calculated by weighting responses according to subscriber base within each operation.</p>
Group total tax contribution: ZAR	<p>Tax-related payments made during the 1 January 2016 to 31 December 2016 period which relate to:</p> <ol style="list-style-type: none"> 1. Taxes borne through the operation of the Company, including: <ul style="list-style-type: none"> • Corporate income tax; • Product and indirect taxes such as: <ul style="list-style-type: none"> – Custom duties; – Excise duties; – Value added tax (borne); – Other indirect taxes (eg but not limited to, country-specific taxes on services) • People and payroll taxes such as: <ul style="list-style-type: none"> – Unemployment insurance fund levy; – Occupational injuries and diseases levy; – Skills development levy; – Pay-as-you-earn settlements; • Withholding taxes; • Property taxes; • Stamp duty; • Operating licence fees; • Other government-specific levies (eg but not limited to local government permits, motor vehicle permits, property and municipal levies, registration fees and other government levies); 2. Taxes collected on behalf, and paid over, to the tax authorities, including: <ul style="list-style-type: none"> • Product and indirect taxes such as: <ul style="list-style-type: none"> – Value added tax (net of VAT collected by, and VAT refunded to, MTN) • People and payroll taxes such as: <ul style="list-style-type: none"> – Pay-as-you-earn – Other employee taxes; – Unemployment insurance fund levy; • Withholding taxes such as: <ul style="list-style-type: none"> – Dividends tax.