

MTN Group Limited

(Incorporated in the Republic of South Africa)

(Registration number 1994/009584/06)

(Share code MTN)

(ISIN: ZAE000042164)

(MTN Group or MTN)

UPDATE ON GHANA SUBSCRIBER REGISTRATION DIRECTIVE

Further to the announcement dated 29 November 2022 (Announcement) relating to Ghana's National Communications Authority (NCA) directive to Scancom Plc (MTN Ghana) and other telecom operators in Ghana, MTN shareholders are hereby updated on developments in this regard.

The NCA instructed telecom operators in Ghana to deactivate all services to those customers who had not completed both stages of the subscriber registration process by 30 November 2022, namely linkage of the Ghana card (stage 1) and capture of biometric data (stage 2). As at the 30 November 2022 deadline, MTN Ghana had 22.1 million subscribers that had completed stage 1, of which 16.4 million had also completed stage 2 of the subscriber registration process.

Consequently, MTN Ghana is in the process of complying with the NCA's directive to deactivate non-compliant subscribers and is on track to restrict all services to the approximately 5.7 million affected subscribers, who had only completed stage 1 but had not completed stage 2, by the end of 2 December 2022. This is within the NCA's allowance to implement the deactivation directive within three days of the deadline. The affected subscribers represent approximately 3-4% of MTN Ghana service revenue on an annualised basis, and less than a percent of MTN Group service revenue.

MTN Ghana remains committed to supporting the Government of Ghana's efforts to continue driving subscriber registrations and has implemented several initiatives to accelerate the process. These include increased campaigns and visibility on various platforms and channels, offering incentives for registration, the introduction of new channels through which customers are able to register, including mobile registration units in more remote areas, as well as enhanced customer education.

As noted in the Announcement, MTN Group and Scancom Plc will host a call with investors today (2 December 2022) at 13:00 Central African Time to discuss the directive.

Registration details can be found at this link: <https://www.mtn.com/investors-shareholders/?tablink=sens>

Fairland

02 December 2022

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