

MTN GROUP LIMITED

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Mr. Peter Micek

General Counsel, Access Now

peter@accessnow.org

cc. Ana Zabona; zbona@business-humanrights.org

27 September 2018

Dear Peter

Re: Letter to MTN Group, dated 12 September 2018

We appreciate the opportunity to review your feedback on our progress in managing digital human rights in our business, following Ranking Digital Rights' (RDR) assessment of our activities in 2017.

As you may be aware from our engagement with your organisation over the past few years, we have been actively working to improve our efforts with respect to managing digital human rights in the markets in which we operate. Using RDR's questionnaire as a guideline, we have prioritised a number of governance, freedom of expression and privacy indicators for implementation. A project team comprising members of regulatory compliance and customer operations functions is currently working on implementation of solutions to the priority indicators identified.

The results of our efforts will become evident as we continue to disclose our progress to our stakeholders, and we invite you to review our websites www.mtn.com and www.mtn.co.za in the next few months, and in 2019, for further updates.

The challenging nature of managing human rights in the digital domain requires constant vigilance and business responses, and we acknowledge that more work is required in this respect. We are, however, committed to managing this matter as effectively as possible to mitigate impacts on our stakeholders.

We thank you for providing us with the opportunity to share our progress with your organisation.

Yours sincerely,



Rob Shuter

Group President and CEO

*Directors PF Nhleko (Chairman), PB Hanratty++++, A Harper+ (LID), MH Jonas, KP Kalyan, S Kheradpir+++,
NP Mageza, MLD Marole, AT Mikati++, SP Miller+++++, KDK Mokhele, RT Mupita* (Group Chief Financial Officer),
KC Ramon, RA Shuter** (Group President and CEO), NL Sowazi, BS Tshabalala and J van Rooyen
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