

Vodacom Specific Needs — Multi-Channel Digital Inclusion Programme for Customers with Disabilities (South Africa)

Digital Inclusion · Good practice · South Africa

Quality score: 72/100

Evidence strength: Strong

Summary

Vodacom's Specific Needs programme has offered accessible products to disabled and elderly customers in South Africa since 2004: a free National Relay Service for deaf and speech-impaired callers, the Blindshell Classic 2 phone, and bespoke bundles.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	0/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-23

[Vodacom Group](#) — accessed 2026-08-23

[Vodacom debuts National Relay Service \(VanillaPlus\)](#) — accessed 2026-08-23

[CIPESA — Access Denied: How Telecom Operators in Africa Are Failing Persons With Disabilities](#) — accessed 2026-08-23

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