

Vodafone Ghana's SuperCare — Accessible Sign-Language Customer Service Line

Digital Inclusion · Good practice · Ghana

Quality score: 48/100

Evidence strength: Moderate

Summary

Vodafone Ghana's SuperCare (*494#) connects deaf and hard-of-hearing customers to trained agents and video sign-language interpreters, with discounted data/SMS bundles. Launched in 2017 with about 1,000 users, self-reported subscribers passed 3,000 by September 2023.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	0/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-02

[Vodafone Ghana](#) — accessed 2026-09-02

[Ghanaian Times: How Vodafone Ghana's SuperCare is fostering digital inclusion](#) — accessed 2026-09-02

[GSMA: Vodafone Ghana — Driving digital inclusion of people with disabilities](#) — accessed 2026-09-02

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