



FORM No. 008

NCA TELECOMMUNICATION/ICT TECHNICAL SUPPORT APPLICATION FORM

Note: Please fill the form in upper case and clearly spell out contact details and be sure to include all information necessary to ease the processing of your application!

1. The following documentation MUST accompany this from:

- a. An application letter addressed to the office of the Director General, National Communication Authority, Ministry of Telecom Building, Gumbo, Juba South Sudan.
- b. A technical, operational or business description and justification for the license request.
- c. A copy of memorandum and articles of association, company/NGO/Association registration certificates, operations license, tax clearance certificate and letter of no objection from Media Authority.
- d. A copy of Nationality certificate for nationals or passport for foreigners in case of an application for private frequency use such as amateur applications or for research purposes.
- e. The completed application form and support documentation must be submitted by hand, post or email to National Communication Authority (NCA) offices; Ministry of Telecommunications building, Gumbo, Juba, South Sudan

2. Application Processing

- a. The National Communication Authority (NCA) is the sole government agency responsible for authorising any entity or individual to operate Telecommunications system for personal or public purposes or offer Telecommunications and ICT services within the geographical boundaries of South Sudan as stipulated in the National Communication Act 2012
- b. NCA issues licenses and regulates all entities engaged in the installation, operation and management of Telecommunication/ICT systems within the territorial boundaries of South Sudan including entities or individuals providing technical support services to Telecommunication /ICT service providers



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- c. The licensing process examines all aspects that are relevant for provision of Telecommunications/ICT technical support services in the country. Depending on eligibility of the licensee through fulfilment of the license conditions and requirements, the license request can be granted else otherwise denied.
 - d. In order to qualify for this license, the applicant need to supply documents that qualify the legality of applicant, justify service need, demonstrates capability and explains technical details of the intended support roles.
 - e. Applicant could be contacted by e-mail, written correspondence or by phone, if additional information is needed.
 - f. If the application is approved, the applicant will be contacted via phone or email and informed of the license offer and the next steps. The license offer will be officially made through an invoice for payment of the license fees. The invoice is valid for a period of two **(02) months** from the date of issue and states the fees to be paid before a licensee is issued. This fees will include a 5% administrative fee and any other charges as required by the law.
 - g. Depending on the particular application, the NCA Technical support license duration varies from one (01) to five (05) years validity and the licensee is required to renew the license as appropriate. It is recommended that the license renewal process is commenced at least two (02) months before license expiration to avoid inconveniences such as penalties or license revocation.
 - h. The NCA reserves the rights to restrict or revoke the license under circumstances that can be technological, functional, or administrative. This may include frequency re-farming requirements resulting from regional or international treaties to which South Sudan is party, failure by licensee to fulfil license obligations and conditions, abuse of the license among other scenarios as stipulated by the law.

3. Terms and conditions of the licensee

The licensee terms and conditions include (but are not limited) to the following:

- a. Scope of the licensee
- b. Obligations to consumers
- c. Obligations to other licensees
- d. Obligations to the authority
- e. Obligations to the state

For further information contact us on +211-925-258-885, email: info@nca.gov.ss or visit our website: www.nca.gov.ss



4. Applicant Detail (All fields are mandatory)	
Institution Name:	
Address:	
Applicant is a(n): (Tick as applicable)	
Individual <input type="checkbox"/> Corporation <input type="checkbox"/> Unincorporated Association/Partnership <input type="checkbox"/> NGO <input type="checkbox"/>	
Nature of Application: (Tick as applicable)	
New application <input type="checkbox"/>	
Modification an existing licence <input type="checkbox"/> Renewal of an existing licence <input type="checkbox"/>	
Telephone:	Mobile:
Email:	Website:
Name of Representative:	
Title:	Department:
Date of submission:	
When issued, license Owner will be:	
Address of the Owner:	
State:	County:
Registration No:	TIN:
Email:	Website:
Billing name:	
Name and contacts of person in charge of technical issues:	
Declaration: I/we declare that information provided below is accurate. I/we do understand that license that is issued based on incorrect information can have legal consequences including financial penalties and/or license revocation.	
Name:	Signature:
Date:	Official stamp



Details of ICT/Telecommunication Equipment Service (Please use attachments if space provided is insufficient)			
S/No	ICT/Telecommunications Support	Type of Clients	States covered

FOR OFFICIAL USE ONLY (LICENSE DECISION SECTION)

Final decision on license assignment:.....

Authorizing officer/Title:.....

Signature:.....Date:.....