



## Frequently Asked Questions (FAQ) about Starlink

### **Introduction:**

Starlink, operated by SpaceX, provides satellite internet services aimed at delivering high-speed, low-latency broadband connectivity to remote and rural areas worldwide.

### **1. How does Starlink work?**

- Starlink operates as a satellite internet provider, utilizing satellites in Low Earth Orbit (LEO).
- In South Sudan, Starlink is currently operating under a provisional license valid for two years, with a full license pending regulatory approval.
- The service officially launched in South Sudan on August 22, 2024.

### **2. What types of Starlink kits (terminals) available for use in South Sudan?**

- **Standard Starlink Kit:** USD 330 or SSP equivalent (plus shipping)
- **Flat High Performance Starlink Kit:** USD 2,500 or SSP equivalent (plus shipping)
- **Mini Starlink Kit:** USD 169.49 or SSP equivalent (plus shipping)

### **3. What tariffs are available for Starlink?**

- As per schedule published by Starlink

### **4. Can I pay monthly subscriptions in SSP or USD?**

- Online subscriptions are charged in USD.
- Subscriptions through Starlink authorized resellers may be paid in USD or SSP equivalent

### **5. What payment methods are accepted for purchasing a Starlink kit?**

- Interested individuals or entities can purchase kits directly from the Starlink through the website: [www.starlink.com](http://www.starlink.com).
- Equipment will be shipped to South Sudan via DHL or other couriers.
- Direct purchases from authorized resellers/distributors in South Sudan are also available through published resellers/partners
- Any other purchasing methods may incur penalties from the National Communications Authority (NCA) to prevent smuggling
- An 'Outside Region Fee' applies to curb unauthorized resales.

### **6. How do I receive the Starlink kit after making an online payment?**

- Delivery to Juba is via DHL or through reseller/partners and is expected within 3-4 weeks after purchase.

### **7. Can a kit purchased from another country be used in South Sudan?**

- Yes, but is best to purchase directly from Authorized dealer/reseller
- You will be charged importation fee
- You will have 30 days register with Starlink or NCA to continue services,

### **8. Where can I download the Starlink App?**

- The Starlink app is available on the Starlink website, Google Play Store, and Apple App Store.

### **9. Who are the authorized dealers for Starlink products in South Sudan?**

-Currently, the authorized dealers are:

- Connect
- Africa Conveyance Technologies
- Juba Network
- Terranova ICT Ltd

- This list will be updated as additional dealers/resellers are appointed by Starlink.

### **10. How do I connect to the internet after installation?**

- After purchasing and installing the equipment, users must register for the service by selecting a package.

- The Starlink app provides detailed guidance on how to connect.

### **11. Where can I obtain Starlink support?**

- Support can be accessed via:

- i. Starlink App
- ii. [www.starlink.com](http://www.starlink.com)
- iii. Authorized Resellers

### **12. What are the regulations from the National Communication Authority?**

- All Starlink users must register their information with Starlink or resellers for the Authority's database.

- Registration information must be accurate.

- Acceptable forms of identification include Passport and National ID.

- The Authority supports the use of Starlink in rural areas, noting the presence of other broadband options in urban areas (Juba).

- All users must comply with the National Communication Act of 2012 and related government policies.

- Violations of government policies will result in liability.

### **13. What are the tax requirements for purchasing the kit?**

- All applicable government taxes are imposed on Starlink transactions.

- Starlink will include taxes in invoices and remit them to the government.