

STARLINK



16 October 2024

National Communication Authority
RJY6+H24
Juba
South Sudan

Re: Starlink Internet Services Limited Tariff

Starlink Internet Services Limited ("Starlink") hereby submits the below tariffed rates for its satellite internet services and equipment in South Sudan. All prices are tax-exclusive.

This updates the tariff Starlink filed with the Authority on 3 July 2024. In this update, we have made the following changes:

- We have changed the name of the Standard plan to "Residential";
- We have changed the name of the Mobile product to "Roam";
- We have added a new service called "Residential Lite".
- We have added a new Starlink Mini satellite dish.
- We have made the following price adjustments:
 - Changed the Residential Plan from USD 38.19 to 41.67/mo
 - Changed Priority – 40 GB from USD 55.12 to 59/mo
 - Changed Priority – 1TB from USD 85.21 to 84/mo
 - Changed Priority – 2TB from USD 169.66 to 167/mo
 - Changed Priority – 6TB from USD 508.99 to 500/mo
 - Changed Mobile Regional (now Roam Unlimited) from USD 55.11 to 83.33/mo
 - Changed Mobile Priority – 1TB from USD 1,005.69 to 1,000/mo
 - Changed Mobile Priority – 5TB from USD 5,005.40 to 5,000/mo
 - Changed Starlink Flat High Performance Kit from USD 2,502.70 to 2,500
 - Changed Starlink Standard Kit from USD.296.61 to 330

Name of Plan	Residential
Description of Plan	The Residential plan is designed for personal, family, or household use at a fixed land-based location. The service provides internet access at speeds of approximately 25-110 Mbps download and 5-10 Mbps upload. Speeds and uninterrupted use of the service are not guaranteed. Standard data is unlimited. Additional information about the service is contained in the attached Starlink Terms of Service.
Data Charge	USD 41.67/month (or SSP equivalent) Fees are paid each month in advance and are non-refundable.
Validity Period of Plan	Billing commences on the earlier of (i) the date customer activates the service or (ii) 30 days after the date equipment is shipped to the customer. Customer may cancel service at any time with no early termination fee.



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Name of Plan	Priority
Description of Plan	The Priority plan is designed for high demand users, businesses, governments and institutions at fixed land-based locations. The service provides internet access at speeds of approximately 50-220 Mbps download and 8-25 Mbps upload. Speeds and uninterrupted use of the service are not guaranteed. The customer subscribes to either a 40 GB, 1 TB, 2 TB or 6 TB monthly data plan. Additional information about the service is contained in the attached Starlink Terms of Service.
Data Charge	40 GB – USD 59/month (or SSP equivalent) 1 TB – USD 84/month (or SSP equivalent) 2 TB – USD 167/month (or SSP equivalent) 6 TB – USD 500/month (or SSP equivalent) (available only to existing customers to upgrade their service) USD 0.17/GB (or SSP equivalent) for priority data above the subscribed levels as set forth in the Starlink Fair Use Policy
Validity Period of Plan	Billing commences on the earlier of (i) the date customer activates the service or (ii) 30 days after the date equipment is shipped to the customer. Customer may cancel service at any time with no early termination fee.

Name of Plan	Roam
Description of Plan	The service provides internet access at speeds of approximately 30-100 Mbps download and 5-25 Mbps upload. Speeds and uninterrupted use of the service are not guaranteed. Standard data is unlimited. Additional information about the service is contained in the attached Starlink Terms of Service.
Data Charge	USD 83.33 (or SSP equivalent) (Unlimited) USD 400 (or SSP equivalent) (Global)
Validity Period of Plan	Billing commences on the earlier of (i) the date customer activates the service or (ii) 30 days after the date equipment is shipped to the customer. Customer may cancel service at any time with no early termination fee.

Name of Plan	Mobile Priority
Description of Plan	The service provides internet access at speeds of approximately 5-220 Mbps download and 10-30 Mbps upload. Speeds and uninterrupted use of the service are not guaranteed. The service includes data plans for up to 50 GB, 1 TB and 5 TB monthly with an additional charge for priority data that exceeds that. Additional information about the service is contained in the attached Starlink Terms of Service.
Data Charge	50 GB – USD 250/month (or SSP equivalent) 1 TB – USD 1,000/month (or SSP equivalent) 5 TB – USD 5,000/month (or SSP equivalent) USD 2.00/GB (or SSP equivalent) for priority data after that
Validity Period of Plan	Billing commences on the earlier of (i) the date customer activates the service or (ii) 30 days after the date equipment is shipped to the customer. Customer may cancel service at any time with no early termination fee.

	termination fee.
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Name of Plan	Residential Lite
Description of Plan	The Residential Lite plan is designed for personal, family, or household use at a fixed land-based location. The service provides internet access at speeds of approximately 230-100 Mbps download and 5-10 Mbps upload. Speeds and uninterrupted use of the service are not guaranteed. Standard data is unlimited. Additional information about the service is contained in the attached Starlink Terms of Service.
Data Charge	USD 25/month (or SSP equivalent) Fees are paid each month in advance and are non-refundable.
Validity Period of Plan	Billing commences on the earlier of (i) the date customer activates the service or (ii) 30 days after the date equipment is shipped to the customer. Customer may cancel service at any time with no early termination fee.

Starlink equipment is priced as follows:

- 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)