



FREQUENTLY ASKED QUESTIONS – STARLINK GHANA

1. How can I sign up, pay and get Starlink service in Ghana?

Customers can purchase the Starlink Kit using either mobile money or their Credit Cards via www.starlink.com or purchase from designated local resellers and retailers.

2. How do I get the kit I purchase online?

The Starlink kit will be delivered through DHL Express at the various locations indicated on the order page. The kit will include Starlink User Terminal, an integrated WiFi router and power supply, cables and mounting tripod.

3. Who are the Resellers and Retailers in Ghana?

Currently, Starlink has the following resellers and retailers in Ghana:

- *TD Africa (retailer)*
- *Jumia (retailer)*
- *Lifted Logistics (enterprise reseller)*
- *Ecube (enterprise reseller)*

4. How do I connect to the internet?

To connect to the internet, place the User Terminal in a location that has a clear view of the sky and plug it into a power source, and follow the instructions outlined on www.starlink.com or the Starlink app.

5. How do I get the kit installed and the service activated?

Customers can complete the set up for their Starlink Kit themselves through the mobile application. Alternatively, the service can be activated by default 30 days after the Starlink kit is shipped.

6. What is the cost of the Starlink kit?

The cost of Starlink kits are available on the homepage of the Starlink website via www.starlink.com.

7. What is the cost of installation?

- *Starlink does not charge any fees for installation.*
- *Users install Starlink themselves.*
- *Information about the costs of hardware and the different packages can be found online via our order page (after entering your service address).*
- *You can also find a breakdown of the service plans they offer and their pricing here: <https://www.starlink.com/gh/service-plans/all>.*
- *For most up-to-date pricing, we encourage customers to consult the order page by entering the address at which they want to receive internet.*

8. How many types of tariff plans does Starlink have?

Starlink has four types of plans or subscriptions:

- i. Standard Plan*
- ii. Priority Plan*
- iii. Mobile Plan*
- iv. Mobile Priority Plan*

Standard Plan:

- The Standard 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.*
- Data charge is GHs770 per month*
- The plan 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.*
- Additional information about the service is contained in the Starlink Terms of Service.*

Priority 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 40-220 Mbps download and 8-25 Mbps upload.*
- Speeds and uninterrupted use of the service are not guaranteed.*
- The customer subscribes to either a 1 TB, 2 TB or 6 TB monthly data plan, with an additional charge for Priority Data above those levels.*
- 1,077.55 GHS/month – 40GB*
- 1,541 GHS/month – 1TB*
- 3,082 GHS/month – 2TB*
- 9,234.50 GHS/month - 6 TB*
- 3.01 GHS/GB for Priority Data above the subscribed levels as set forth in the Starlink Fair Use Policy*
- The plan 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.*
- Additional information about the service is contained in the Starlink Terms of Service.*

Mobile Plan:

- The service provides internet access at speeds of approximately 5- 50 Mbps download and 2-10 Mbps upload.*
- Speeds and uninterrupted use of the service are not guaranteed.*
- Standard data is unlimited.*
- 1,540 GHS (regional service)*
- 7,080 GHS (global service)*
- The plan 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.*
- Additional information about the service is contained in the Starlink Terms of Service.*

Mobile Priority:

- The service provides internet access at speeds of approximately 40- 220 Mbps download and 8-25 Mbps upload.
- Speeds and uninterrupted use of the service are not guaranteed.
- The customer subscribes to either a 50GB, 1TB, or 5TB monthly data plan, with an additional charge for Mobile Priority Data above those amounts.
- The plans include unlimited Standard Data.
- 4,427.50 GHS/month up to 50 GB of Priority Mobile Data
- 17,710 GHS/month up to 1TB of Priority Mobile Data
- 88,550 GHS/month up to 5TB of Priority Mobile Data
- 35.39 GHS/GB for Mobile Priority Data above those levels as set forth in the Starlink Fair Use Policy
- The plan 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.
- Additional information about the service is contained in the Starlink Terms of Service.

9. Can a Starlink kit, which was purchased outside Ghana (roamers), be used in Ghana?

- To use Starlink in Ghana, you must re-register with a Ghana-based Starlink account.
- Please see the Support FAQs at www.starlink.com on how to transfer your Starlink to a service address within the country.

10. What happens if I don't transfer my account to a Ghana-based Starlink account?

- If your device is not transferred to a Ghana-based account, your service will be restricted in 60 days.
- Once registered, you will still receive the same or better quality of service and support, and may have more affordable plan options available.
- You can read our Terms of Service for more details on our Mobile service plans. Please contact Support if you have additional questions.

11. What are the installation requirements?

Starlink should be installed outdoors with a clear view of the sky.

12. How do I download the Starlink App

The App is available on IOS and Android

13. How do I get my complaints addressed?

All support services can be requested online via www.starlink.com or call Customer Support Number +233 (0)30 708 4620