



TELECOMMUNICATIONS TARIFF EXCHANGE RATE ADJUSTMENT PHASE TWO (2) TO SAFEGUARD THE SUSTAINABILITY OF TELECOMMUNICATION SERVICES AND PRESERVING NATIONAL CONNECTIVITY

Digitel South Sudan, MTN South Sudan, and Zain South Sudan extend warm greetings to our valued customers.

The National Communication Authority (NCA) has approved Phase Two of the Telecommunications Tariff Exchange Rate Adjustment, effective midnight on Sunday, 26 July 2026, following consultations with government institutions, Mobile Network Operators (MNOs), Civil Society Organizations, and other relevant stakeholders.

The adjustment responds to the increasing operational costs facing the telecommunications sector, including rising energy prices, inflation, the depreciation of the South Sudanese Pound (SSP), limited access to foreign currency for infrastructure maintenance and upgrades, and the need for continued investment in modern network technologies.

The phased implementation is intended to support the sustainability of telecommunication services, preserve national connectivity, and ensure a gradual transition while minimizing the impact on consumers.

It is important to clarify that this is a Tariff Exchange Rate Adjustment and not a tariff increase. The underlying telecommunications tariffs remain unchanged. The adjustment aligns the tariff exchange rate with prevailing economic conditions and supports the continued delivery of reliable telecommunications services across South Sudan.

The NCA remains committed to protecting consumer interests and has directed operators to absorb a significant portion of prevailing inflationary pressures. Accordingly, the approved adjustment has been limited to the minimum necessary to safeguard the sustainability of the telecommunications sector.

We remain committed to providing timely and transparent communication, maintaining service quality, strengthening network reliability, and advancing digital inclusion through continued investment in telecommunications infrastructure.

Sincerely,

Digitel South Sudan | MTN South Sudan | Zain South Sudan