



LESOTHO COMMUNICATIONS AUTHORITY
Application Form for Postal & Courier Services Licence

FORM 40 (b)

Physical Address: 30 Princess Margaret Road, Old Europa, Maseru Tel.: + 266 22224300/ +26652221300

Postal Address: LCA, P.O. Box 15896, Maseru 100.

E-mail : licensing@lca.org.ls

Note: This form shall be completed by a person who has been duly authorised in writing to act as a representative of the Licensee¹. Any information requested which does not fit in the form may be included in an appendix to this form. You are advised to fill in **all the information** to avoid delays in the processing of your application.

1. PARTICULARS OF AN APPLICANT

1.1	Full Name of Applicant	SKYBERG Pty Ltd
1.2	Abbreviated Name	SKYBERG
1.3	Physical Address	Hifi City Mohalalitoe, Main North A1, Maseru
1.4	Postal Address	P.O Box 28 Maseru 100
1.5	Telephone Number	6264 1836
1.6	E-mail	skybergles@gmail.com
1.7	State legal form of applicant e.g. company, trust, association, other	COMPANY

(Please attach the current certified copy of company extracts and certificate of incorporation, constitution or founding document).

1.8	If registered, the office of registration	Ministry of Trade
1.9	Registration Number	A 2022/1027
1.10	Date of registration	29/09/2022

2. APPLICATION INFORMATION

2.1	Nature of services authorised to be provided under the current licence (Attach a copy of the licence)	POSTAL & COURIER						
3.	CONTACT PERSON DETAILS (Attach certified id/passport copy of the Chief Accounting Officer)							
3.1	Name	LEHLOHONOLO KHEHENG						
3.2	Telephone Number	6264 1836						
3.3	E-Mail Address	skybergles@gmail.com						
3.4	TYPE OF POSTAL & COURIER SERVICES (Please tick)	<table><tr><td>Public Postal Services</td><td>Courier Services Tier 1</td><td>Courier Services Tier 2</td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input checked="" type="checkbox"/></td></tr></table>	Public Postal Services	Courier Services Tier 1	Courier Services Tier 2	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Public Postal Services	Courier Services Tier 1	Courier Services Tier 2						
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>						

4. ACKNOWLEDGEMENT

4.1 The applicant acknowledges the statements in this form and accompanying documents are true and correct.

Signature L. Khetheng Date 15/01/2025

Full names of signatory Lehlohonolo Daniel Khetheng

¹ Attach certified ID/passport copy of the Director or authorized representative of the licensee.



KINGDOM OF LESOTHO
THE COMPANIES ACT 2011

CERTIFICATE OF INCORPORATION

Reg Number. 72769
TIN Number. 200102263-7

I hereby certify that:

SKYBERG (PTY) LTD

was incorporated under the Companies Act 2011 as a private company on 11 August 2020 and that the liability of the shareholders thereof is limited.



Registrar of Companies

13 August 2020

The validation code for this certificate is LESOTHO-27131807. To check the validity of this certificate, go to <http://www.companies.org.ls/lesotho-companies-br/service/create.html?service=verifyDocumentCode> and enter the validation code.



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Business Plan

7.1.A Market Analysis and Projections

Problem: Lesotho needs a **reliable** nationwide courier

- 1) Many small businesses are based in the capital city, Maseru and face stiff competition.
- 2) These businesses are looking for ways to increase their market share by selling to customers in other districts across the country.
- 3) This spells a need for a small parcel courier to connect this inter-district trade.

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Business Plan

7.1.B Market Analysis and Projections

Market:

1. Lesotho has population of about 2million. We can assume market size of 5 percent
2. Offering our services to the market of this size will significantly improve economic activity of our Mountain Kingdom

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Business Plan

7.2 Financial Resources

Our major assets are vehicles.

Business Plan

7.3 Tariff Proposals

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Our target is small businesses who don't have big budgets hence why we strive to offer affordable and competitive price.

Business Plan

7.4 Financial Projections

Graph below shows our revenue for financial year ended on March 2022(M380k), 2023(M898k) and 2024(M1.8 Mil). We projected revenue for 2025, 2026 and 2027 using linear regression analysis with coefficient of correlation(R^2) of 0.97. This coefficient is closer to one which

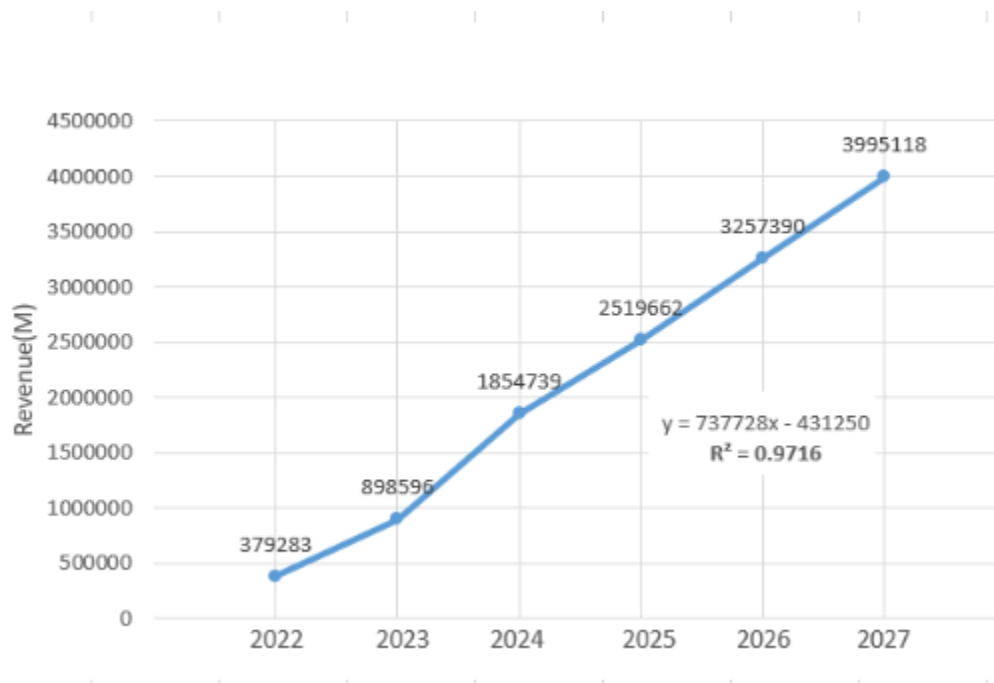
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suggests a strong positive relationship between time and revenue. Thus, we can assume linear growth for the next 3 years. We are expecting almost M4 million in 2027.



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Business Plan

7.5 Human Resource Plan

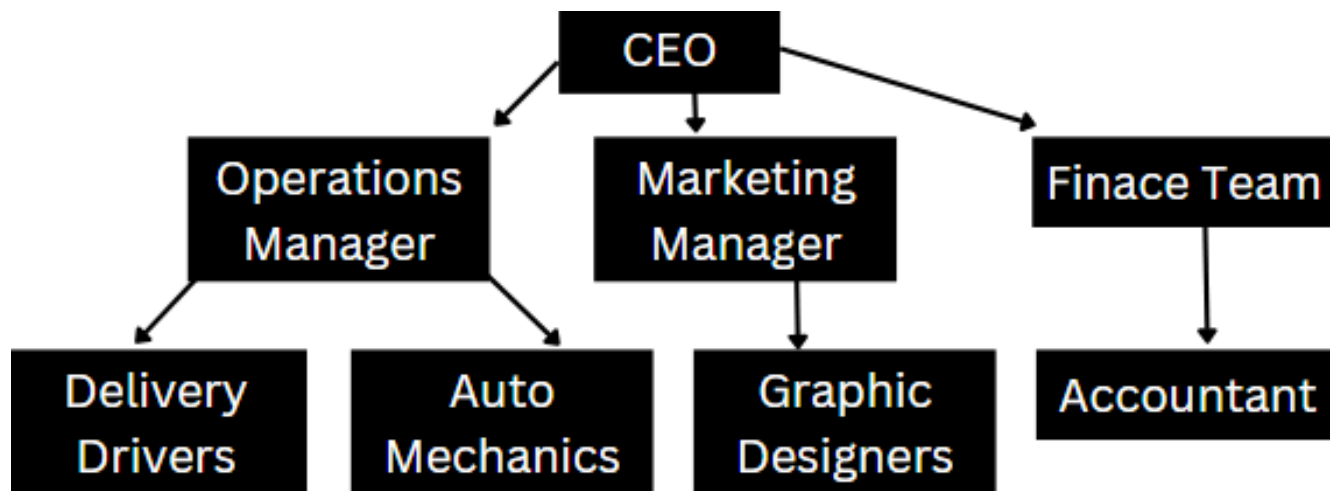
7.5.1 Management Structure

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7.5 Human Resource Plan

7.5.3 Staff Training plan

Short term training plans include a week long introductory sessions. These sessions familiarize staff with key job requirements and expectations. Our value proposition of reliability -Eona e tla fihla joang kapa joang- is amplified in these initial sessions to give staff an overview of why we exist. We exist to change lives through reliable parcel delivery.

For delivery drivers, communication with clients is crucial for smooth service delivery. Thus, our drivers undergo month long training on communication skills.

A strong emphasis on safe operation of vehicles is the bare minimum requirement for our

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drivers. Our safety training course ensures the safety of goods in transit as well as safety of other road users. Negligence is not tolerated since people's lives are at stake when operating motor vehicles.

Annual refresher courses on safe driving will be reinforced to further enhance safety of our vehicles.

7.5 Human Resource Plan

7.5.6 Proposed working hours

Every employee works a total of 45 hours per week with a 5 day work week.

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7.6 Experience in the provision of similar services

We use feedback from clients to incrementally improve our service. These incremental improvements have turned our company into one of the reliable nationwide couriers.

We believe experience is the best teacher.

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[8] Customer Complaints Procedures

Respond Promptly: We start the resolution process as soon as the complaint is received. We have mobile numbers that are available 24/7. We also have Whatsapp for easy text communication. We have Whatsapp response time of 15min on average. This is to ensure complaints are dealt with in a timely manner.

Record the complaint: We keep a record of the complaint, including its nature and details. Clear understanding of the underlying issue speeds up conflict resolution.

Resolve the complaint: We find a suitable solution and communicate the corrective actions.

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Follow up: We follow up with the customer after the issue is resolved.

Learn from complaints: Use complaints as opportunities to learn and improve services.

Train customer care agents: We ensure customer care agents are trained and able to respond to complaints appropriately and on time. This is done by using tips such as staying calm and professional, practicing active listening, and apologizing and empathizing.

Internal Review procedure: This procedure can determine if the complaint management process was appropriate and if the outcome was reasonable.

[9] Confirmation letters

Kindly find attached confirmation letters from

Lawyers
Insurers
Auditors
Bankers

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[10]

9.1

I Lehlohonolo Daniel Khetheng(CEO) express Skyberg's commitment to comply with the Communications Act 2012 and its subsidiary legislations.

9.2

I Lehlohonolo Daniel Khetheng(CEO) express Skyberg's commitment to declare Financial Statements to the Revenue Services Lesotho for Tax purposes.

9.3

I Lehlohonolo Daniel Khetheng(CEO) express Skyberg's commitment to Not participate in illegal activities in terms of local legal interpretation.

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[11] Regulatory fees

Please find attached proof of payment for the application fee

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