

ABRIDGED APPLICATION FOR AUTHORIZATION TO ESTABLISH A RURAL COMMUNITY NETWORK

To: Lesotho Communications Authority

From: Eden Development Foundation (EDF)

Date: 30/04/2026

Subject: Application to Establish a Rural Community Network in Tebelloong

Introduction

Eden Development Foundation (EDF) hereby submits this abridged application to seek authorization to establish and operate a Rural Community Network in Tebelloong. This initiative aims to improve access to affordable, reliable internet connectivity for underserved and remote communities.

Background and Rationale

Tebelloong is a rural area that continues to experience limited access to communication infrastructure and digital services. This digital gap restricts opportunities in education, healthcare, business and access to government services. EDF proposes the establishment of a community network to bridge this gap by providing localized Starlink internet access tailored to the needs of the Tebelloong community.

Objectives of the Community Network

The key objectives of the project are to:

- Provide affordable and reliable internet access to the Tebelloong community
- Support digital inclusion and literacy
- Enhance access to online education, health, and government services
- Promote local economic development and entrepreneurship
- Strengthen community participation through locally managed computing infrastructure

Scope of the Project

The proposed network will provide internet connectivity for those with electronic devices and none. We serve households, schools, health facilities, and small businesses and invite those with a portable phone, computer or device to attend one of the school or church sites to enjoy low cost internet use in an internet cafe setting. Those with no devices may use the school computer classroom facilities with assistance and under supervision by a local computer teacher. Within Tebellong villages, the project will operate as a community-centered initiative with local ownership by EDF and local involvement in management and maintenance.

Implementation Approach

EDF will:

- Deploy specialist network infrastructure in key public institutions including primary schools, Tebellong High School and the Bible Breakthrough Church in Lipakoeng
- Train local community members (current teaching assistants) to assist in basic technical support and network management
- Ensure compliance with all regulatory requirements and technical standards set by the
- Lesotho Communications Authority
- Promote responsible and safe use of internet services e.g. avoiding illegal or immoral use
- Provide a safe and comfortable environment to allow internet use
- Accept cash or card payment to active a user code allowing the user to logon and agreed data use
- Support those new to internet use in starting to use the facility with their own devices
- Provide access to designated computers for those without appropriate devices.

Sustainability

The project is designed to be sustainable through community participation and ownership, affordable service models appropriate for rural users and ongoing technical support and capacity building. In the first year, the teaching assistants' salaries should be funded.

In the second year, an additional teaching assistant may be funded to increase the teaching provision in local schools.

Regulatory Compliance

EDF commits to adhering to all licensing and regulatory requirements, operating within assigned spectrum and technical guidelines, ensuring user data protection and network security and supporting national ICT development and community members to assist in basic technical support and network

Management

- Ensure compliance with all regulatory requirements and technical standards set by the Lesotho Communications Authority
- Promote responsible and safe use of internet services

MARKET ANALYSIS

Tebellong, a remote rural community in Qacha's Nek district, has an estimated population of approximately 2000 people, including teachers across five local schools and medical personnel serving at the community hospital. The remainder of the population consists largely of households that depend on limited and often indirect sources of income. The economic structure of the community is primarily sustained through remittances from family members working in South Africa, as well as government pension grants supporting elderly-headed households.

This economic profile reflects a community with relatively low but somewhat stable income levels. Disposable income is limited, and spending is highly sensitive to price. However, the

presence of consistent remittance inflows and pension support suggests that, while constrained, households retain some capacity to pay for essential services particularly when those services are affordable and provide clear value.

Despite its small size and modest income levels, Tebelloong presents a meaningful market opportunity due to its limited access to reliable and affordable internet connectivity. Existing telecommunications providers, such as Vodacom Lesotho and Econet Telecom Lesotho, primarily focus on broader national coverage and urban or semi-urban markets. As a result, rural communities like Tebelloong often experience inadequate service coverage, high data costs, or both. This creates a significant gap between the availability of internet services and the actual needs of the community.

Demand for internet connectivity in Tebelloong is expected to be both present and growing. Households increasingly rely on digital communication platforms to maintain contact with family members working outside the country. At the same time, schools require internet access to support teaching, research, and access to educational resources, while the local hospital would benefit from improved connectivity for communication, reporting, and access to medical information systems. Additionally, there is emerging demand from small-scale and informal businesses that could benefit from digital tools, mobile money services, and improved communication capabilities.

The proposed rural community network by Eden Development Foundation (EDF) is designed to respond directly to these conditions. By offering internet services at a significantly lower cost than existing providers, EDF aims to make connectivity accessible to a larger portion of the population. Although the target market has relatively low purchasing power, the affordability of the service is expected to drive high adoption rates across households, institutions, and small businesses.

Furthermore, EDF's approach of focusing specifically on rural community networks provides a distinct competitive advantage. By tailoring services to the unique needs and constraints of Tebelloong, EDF is better positioned to achieve meaningful market penetration than traditional commercial providers. Institutional users such as schools and the hospital are likely to serve as

anchor clients, providing a stable base of demand, while household adoption will contribute to broader network sustainability.

In conclusion, while Tebellong is a small and economically constrained market, it remains underserved and exhibits clear demand for affordable internet services. EDF's low-cost, community-focused model aligns well with the socio-economic realities of the area. As a result, the Foundation is confident that, despite the limited purchasing power of the target market, sufficient uptake of its services will be achieved to meet its income generation targets while simultaneously delivering significant social and developmental benefits to the community.

SWOT ANALYSIS:

Strengths

- **Community-centered approach**
EDF is focused specifically on underserved rural households, schools, clinics, and small businesses unlike larger telecom providers.
- **Affordable pricing model**
Lower-cost internet packages compared to national providers make services accessible to low-income households.
- **Targeted rural coverage**
Tebellong is often overlooked by major operators, giving EDF a first-mover advantage in deep rural connectivity.
- **Use of satellite technology (Starlink)**
Enables connectivity in remote mountainous terrain where fiber or mobile towers are limited.
- **Social development mission**
As a foundation, EDF may attract donor funding, grants, and partnerships.
- **Solar backup system already in place**
Reduces dependency on unreliable grid electricity.

Weaknesses

- **Dependency**

EDF depends on a single upstream provider (Starlink), therefore, any service disruption directly affects EDF operations.

- **Limited technical expertise locally**

Rural areas such as Tebellow where EDF operates may lack skilled ICT personnel for maintenance and troubleshooting.

- **Initial capital constraints**

Infrastructure deployment, equipment, and maintenance require significant investment, and it is a challenge for crawling founding like EDF.

- **Brand recognition is low**

Compared to well-established providers like Vodacom and Econet that have been on the market for decades, EDF has a low brand recognition which may make customer's trust for its service questionable to some consumers.

Opportunities

- **High unmet demand for internet in Tebellow**

Schools, clinics, and businesses in Tebellow need reliable connectivity for education, telemedicine, and commerce; the gap that EDF aims to bridge.

- **Government and regulatory support**

Potential backing from the Lesotho Communications Authority for rural connectivity initiatives opens an opportunity for EDF serve the Tebellow community with the network tailored for their local demand.

- **Digital transformation trends**

Increased need for online services such as e-learning, e-government, and internet banking opens a door for EDF to run a successful network in Tebellow.

- **Partnerships with NGOs and donors**

For EDF's committed effort to establish a rural community network in Tebello, organizations working in rural development may support this connectivity project.

- **Expansion potential**

Success in Tebello can be replicated in other rural areas across Lesotho.

- **Community ownership model**

As EDF is founded and managed mainly by Tebello residents, engaging locals can improve adoption, trust, and sustainability.

Threats

- **Strong competition from established operators**

Vodacom and Econet may lower prices or expand rural services in response, which will negatively affect EDF

- **Regulatory challenges**

Licensing requirements or policy changes could delay or limit operations.

- **Unreliable electricity supply**

Despite solar backup, prolonged outages or system failures may disrupt service.

- **Affordability constraints among users**

Tebello has a very high number of low income residents, mostly being depended on government grants, so, even low-cost services may still be expensive for some households.

PEST ANALYSIS:

Political Factors

Lesotho generally supports market entry and innovation in telecommunications with strong alignment with national goals (rural connectivity), but strict compliance and licensing requirements are critical. For regulatory environment, the Lesotho Communications Authority (LCA) regulates licensing, spectrum, and service quality in the telecom sector and any rural network (like EDF's) must obtain the appropriate licence. The Communications Act promotes affordable access, competition, and infrastructure rollout in underserved areas, especially rural communities and government policy explicitly aims to reduce the digital divide and expand connectivity nationwide, showing government willingness to promote inclusive digital access.

Economic Factors

Rural communities in Lesotho generally have limited disposable income, affecting affordability of internet services, and the high cost of data and devices remains a barrier to adoption. Teckstock reports that only about 43% of rural residents use the internet versus 77% in urban areas, indicating a significant underserved market and digital divide. Moreover, existing players like Vodacom Lesotho and Econet dominate mobile broadband, however, their focus is national/mobile coverage rather than localized, low-cost rural solutions. Mountainous terrain and low population density increase deployment and maintenance costs. Strong demand exists, but pricing strategy must be highly affordable and community-focused.

Social Factors

With studies showing that around 69% of Lesotho's population lives in rural areas, high rural population is a major opportunity making rural connectivity socially impactful. Accessible and affordable internet that EDF proposes guarantees digital inclusion. Rural communities face limited access to education (e-learning), healthcare (telemedicine) and business opportunities (e-commerce). However, Rural Community Network faces low digital literacy constraint as many rural users lack skills and awareness to fully utilize internet services, slowing adoption. Rural communities like Tebellong often have strong social cohesion, which supports shared infrastructure (community networks) and cooperative payment models

Technological Factors

Limited rural infrastructure is a major challenge, and internet access in rural Lesotho is often weak or nonexistent due to lack of infrastructure. Mobile broadband (3G/4G) covers most of the population, but coverage quality in remote areas is inconsistent. In the case of Tebello, the network is usually extremely slow during peak hours. Moreover, electricity reliability issues in the Qacha's Nek district is a critical challenge, and Tebello experiences frequent power outages, affecting network uptime. Emerging technologies like satellite internet (Starlink) solar-powered base stations and wireless community networks can help overcome terrain and infrastructure barriers.

1. Complaint Intake

EDF will provide multiple, easy-to-access channels for customers to lodge complaints:

- In-person reporting at local EDF office or community help desk
- Phone calls/SMS to a designated support number
- WhatsApp and Facebook messaging (where internet is available)
- Complaint register book at key locations (schools, clinic, village chief's office)

All complaints will be recorded immediately upon receipt.

2. Complaint Registration and Logging

Every complaint will be formally documented in a Complaint Register System, capturing:

- Customer name and contact details
- Date and time of complaint
- Nature of the issue (e.g., network outage, slow internet, billing issue)
- Location (household, school, hospital, etc.)
- Assigned reference number

3. Categorization and Prioritization

Category	Example	Priority Level	Resolution Period
Network Outage	No internet in whole village	High	24 hours
Individual Access Issue	One household disconnected	Medium	within 2–3 days
Billing/Payment Issue	Incorrect charges	Low	5 working days

COMPLAINTS MANAGEMENT PROCESS

4. Acknowledgement of Complaint

EDF will acknowledge receipt of complaints:

- Immediately for in-person complaints
- Within 24 hours for phone/SMS/WhatsApp complaints

Customers will be given:

- A reference number
- Estimated resolution time

5. Investigation and Resolution

The technical or customer service team will:

- Diagnose the issue (remote or on-site)
- Assign technicians if necessary
- Communicate progress to the customer

For major issues (e.g., network outage), EDF will:

- Notify the entire community
- Provide regular updates

6. Resolution and Feedback to Customer

Once resolved:

- The customer is informed via phone/SMS/in person
- Explanation of the issue and solution is provided
- Customer confirms satisfaction (where possible)

7. Escalation Procedure

If a complaint is not resolved within the expected timeframe:

- It will be escalated to Senior Technical Officer or Project Manager
- Further escalation may go to EDF Management and the customer shall be refunded

8. Complaint Closure

A complaint is closed only when:

- The issue is resolved
- The customer is informed
- The outcome is recorded

All closed complaints will be documented for reporting purposes.

9. Monitoring and Reporting

EDF will regularly review complaints to improve service:

- Monthly analysis of complaint trends
- Identification of recurring issues
- Improvement of network performance and customer service

Reports may include:

- Number of complaints received
- Resolution times
- Common issues

Yours faithfully,

Ramatlali Ramatlali



for and on behalf of

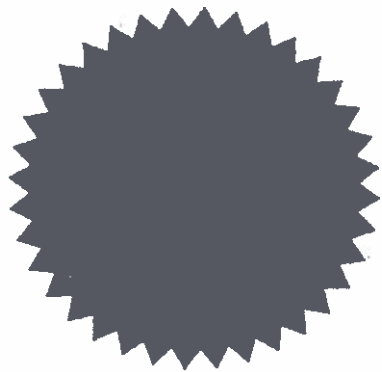
Eden Development Foundation (EDF)

Registered under No. 2023/399
in the Societies Register, Maseru, under
the Societies Act 1966, on the 4th
September day of 2023
Registrar General
Lesotho

True Copy

Lesotho Mounted Police Service
RECEPTION
~~10 DEC 2025~~
Qacha' Nek
Lesotho

**CONSTITUTION
OF
EDEN DEVELOPMENT FOUNDATION**



**CONSTITUTION
OF
EDEN DEVELOPMENT FOUNDATION**

True Copy
Lesotho Mounted Police Service
RECEPTION
10 DEC 2025
Qacha' Nek
Lesotho

1. THE NAME OF THE SOCIETY

Eden Development Foundation

Physical Address

Tebellong, Ha-Sterling
Qacha 's Nek 600
Lesotho

Postal Address

P.O. Box 608
Qacha's Nek 600
Lesotho



2. THE OBJECTIVES OF THE SOCIETY

The objectives of the society;

- i. Ha-Mapote Hospice and garden management for the benefit of the frail and disabled
- ii. Conservation Agriculture for food security and Farming God's Way in Tebellong plateau
- iii. Computers for all: supporting schools and the community in Tebellong for life long digital learning

3. THE MANNER OF RAISING FUNDS

Funds are to be raised and collected by:

- i. Contributions from members of R200 per person per annum
- ii. Donations from National and International funders
- iii. Fund raising activities of the society e.g. sale of produce and fees for lessons

The purpose for which they are to be used must be to further the objectives of the society as in 2 above.



4. MEMBERSHIP

- i) Any male or female over the age of 16 who pays the annual fee for each calendar year.
- ii) Members will abide by the society's rules and abide by all decisions of the society.
- iii) Members will actively seek to support the aims of the society and will assist the society officers in any ways requested.
- iv) Members make all ordinary decisions by simple majority voting, except for any change to the constitution which must be approved by two thirds of the members voting.
- v) If a member fails to pay subscription fee for two months beyond the start of the calendar year, then their membership shall be ceased, and/or if a member fails to participate in the activities of the society assigned to them without reasons and notification to other members, their membership shall be ceased. Failure to attend the society's meeting for four consecutive times without notification of valid reasons to the members shall result in the termination of their membership.
Failure to fully repay the damages of the property caused by the member shall end their membership in the society.

5. BENEFITS GIVEN TO MEMBERS

Members are entitled to benefit from participating in all training events organized by The Eden Foundation. The number of members accepted may be limited by majority vote if the officers propose that the membership is too large for effective functioning of the society.

Members will benefit from group purchasing power to acquire seeds for planting, sharing equipment and returning equipment in full repair and working order.

6. FINES AND FORFEITURES

- i) If a member fails to pay subscription fee for two months beyond the start of the calendar year then their membership shall be suspended
- ii) Non return or damage to equipment shall be repaid in full.
- iii) Membership may be suspended at the society officers' discretion.

7. ELECTIONS OF THE EXECUTIVE OFFICERS

The executive committee and deputies shall be elected at the Annual General Meeting (AGM) by votes. The committee will sit for 5 years and the new committee will be elected after that period of time. Vacancies arising in the meantime may be filled by members voting at the AGM or at any Special General Meeting (SGM) as arranged by the officers as any need arises.

- a) The six portfolios and duties of each respective office bearer are:

- i) Chair person
- ii) Deputy Chairperson
- iii) Treasurer
- iv) Secretary General
- v) Deputy Secretary General



b) FUNCTIONS OF THE OFFICE BEARERS

- i) The chair person. The chair shall call meetings as required for the functioning of the foundation e.g. monthly and in particular, ensure that the annual general meeting is held. The chair person will set the agenda in consultation with others and will keep order and ensure the smooth running of the foundation. The chairperson will also ensure that decisions taken during meetings are enacted between meetings.
- ii) The deputy chairperson will assist the chair person in every aspect and will deputise if the chair person is unavailable for or between meetings and foundation activities.
- iii) The treasurer will open and maintain a valid bank account, accept payments in and out of the account and publish annual accounts of the financial activity of the foundation. The



treasurer will provide on request, bank statements for public inspection to confirm the cash flow into and out of the account.

- iv) The deputy treasurer will assist the treasurer in every aspect and will deputise if the treasurer is unavailable for meetings or activities. The deputy treasurer will approve all payments into and out of the bank account.
- v) The secretary general will accept and write correspondence for the foundation and keep written records of all meetings. The written records will be approved by the chair person and ratified by the other officers.
- vi) The deputy secretary will assist the secretary in every aspect and will deputise if the secretary general is unavailable for meetings or activities.
- vii) In addition, at the discretion of the 6 officers, up to 5 advisory members can be co-opted to the group (to make a maximum of 11 people) and these advisory members will advise and assist the 6 officer bearers in the running of the society.

c) CUSTODY OF BOOKS

- i) The treasurer is responsible for maintaining the financial books and bank statements.
- ii) Papers and other effects of the society will be maintained by the Secretary General. The Secretary General will maintain an inventory of all property and equipment owned by the foundation and the location of those items.

d) MAINTAINANCE OF PROPER BOOKS OF ACCOUNTS

The treasurer shall maintain 1 bank account only which is used for all financial transactions of the society.

The cheques of the society shall bear three signatories; the treasurer, chairperson and secretary general or their deputies in their absence.

All assets of the society, buildings, equipment and finances are to be listed in the accounts together with their estimated value and any depreciation or appreciation from previous years.

The society must remain solvent i.e. the assets must be worth more than any debts. Failure to remain solvent will require the society to be terminated and all the members shall be personally responsible for the repayment of outstanding debts.

The Chair person may delegate care of equipment and property to designated persons but retains responsibility for the care and maintenance of the equipment and property e.g. the Hospice building and agricultural equipment.

Any employment of staff or payment of expenses by the foundation will be guided by policies developed by the officers and approved by the membership.

8. CONTRACTS AND DOCUMENTS BINDING TO THE SOCIETY

The decision to enter into a contract will be taken collectively by the committee and the chairperson shall sign on behalf of the society. The secretary shall be responsible for the custody of the said documents.



9. DISPUTE RESOLUTION

Any dispute or complaint will be brought before the executive committee. If the committee fails to settle the matter amicably or the other party is not satisfied with the outcome of the case, he/she may appeal to the Annual General Meeting to which all members are entitled to attend and vote. And if he/she is not satisfied with the decision taken, he/she may take the matter to the courts of law. In the circumstance where a general member has a dispute with the Executive Committee, the member may take the matter to the courts of law for a fair hearing and arbitration.

10. APPOINTMENT OF INDEPENDENT AUDITOR/S

Each year, the AGM will agree to appoint independent auditors for purpose of inspection of books of accounts of the society. The auditor(s) will inspect the books and confirm the accounts and examine and approve the financial books of the society once a year.



11. THE FINANCIAL YEAR

The financial year of the society shall run from the 1st of April and end on the 31st March each year.

12. THE MANNER OF CALLING THE ANNUAL GENERAL MEETING

When calling the Annual General Meeting or Special General meeting of members, there must be 2/3 of eligible members in AGM or SGM to form a quorum and a majority of voters must approve any motion that is carried. In the event of an equal vote, the Chairperson shall have the casting vote. The chairman shall call the meeting and the secretary general shall write to the members, giving them a 30 days' notice to prepare for the meeting. Voting members may attend meeting virtually via electronic means where necessary and are also eligible to vote on all matters.

If the quorum is not met in the Annual General Meeting, such meeting may be dissolved, or any discussions and decisions reached thereof shall be null and void.

13. AMENDMENTS

Proposed amendments to this constitution shall be submitted in writing to all members at least one month prior to the AGM and a 2/3 majority of the voting members present shall be required to amend the constitution. Any amendments shall become effective at the closing of the AGM.

There must be a proposal for such amendments by an eligible member and this must be seconded. That proposal shall be tabled before the committee which will discuss it and vote upon it. If the majority supports it, then the committee must accept this by simple majority

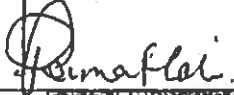



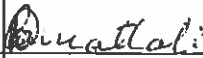

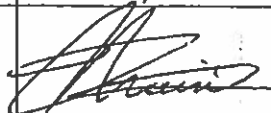

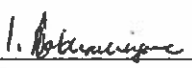


except if it is a change to the constitution (in which case see Article 4 above). Amendments to the constitution of the society shall only be done in the Annual General Meeting.

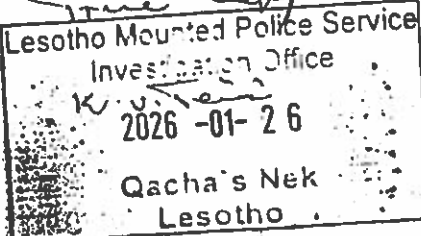
14. DISOLUTION OF THE SOCIETY

The reasons which will lead to the dissolution of the society are insolvency or direction of a court or by majority vote of the membership at the AGM or SGM. The society will divide equally its debts, liabilities and assets between the current members in this circumstance. The liquidator shall be appointed



OFFICE BEARERS AND MEMBERS OF EDEN DEVELOPMENT FOUNDATION

Name	Signature	Address	Officer
1. Letlala Ramatlali		Liphakoeng, Tebellow Qacha's Nek 600 Lesotho	Chairperson
2. Graham Thomas		28 Heol Tegid, Bala, Wales, UK	Deputy chair
3. Mathabelo Moleli		Maphutseng, Mohale's Hock 800 Lesotho	Secretary
4. Ntebaleng Lehoboso		Mesitsaneng, Tebellow Qacha's Nek 600 Lesotho	Deputy Secretary
5. Ramatlali Ramatlali		Liphakoeng, Tebellow Qacha's Nek 600 Lesotho	Treasure
6. Moliko Lekhera		Motse-Mocha, Mohale's Hock 800 Lesotho	Deputy Treasure
7. Liphapang Thaisi		Mangopeng, Roma Maseru 100 Lesotho	
8. Mohato Raase		Tebellow, Ha-Sterling Qacha's Nek 600 Lesotho	
9. Limpho Makhoalinyane		Tebellow, Ha-Sterling Qacha's Nek 600 Lesotho	
10. Rethabile Phate		White Hill Qacha's Nek 600 Lesotho	
11. Reauboka Ramphalla		Ha Phatela, Tebellow Qacha's Nek 600 Lesotho	


 Lesotho Mounted Police Service
 Investigation Office
 2026-01-26
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