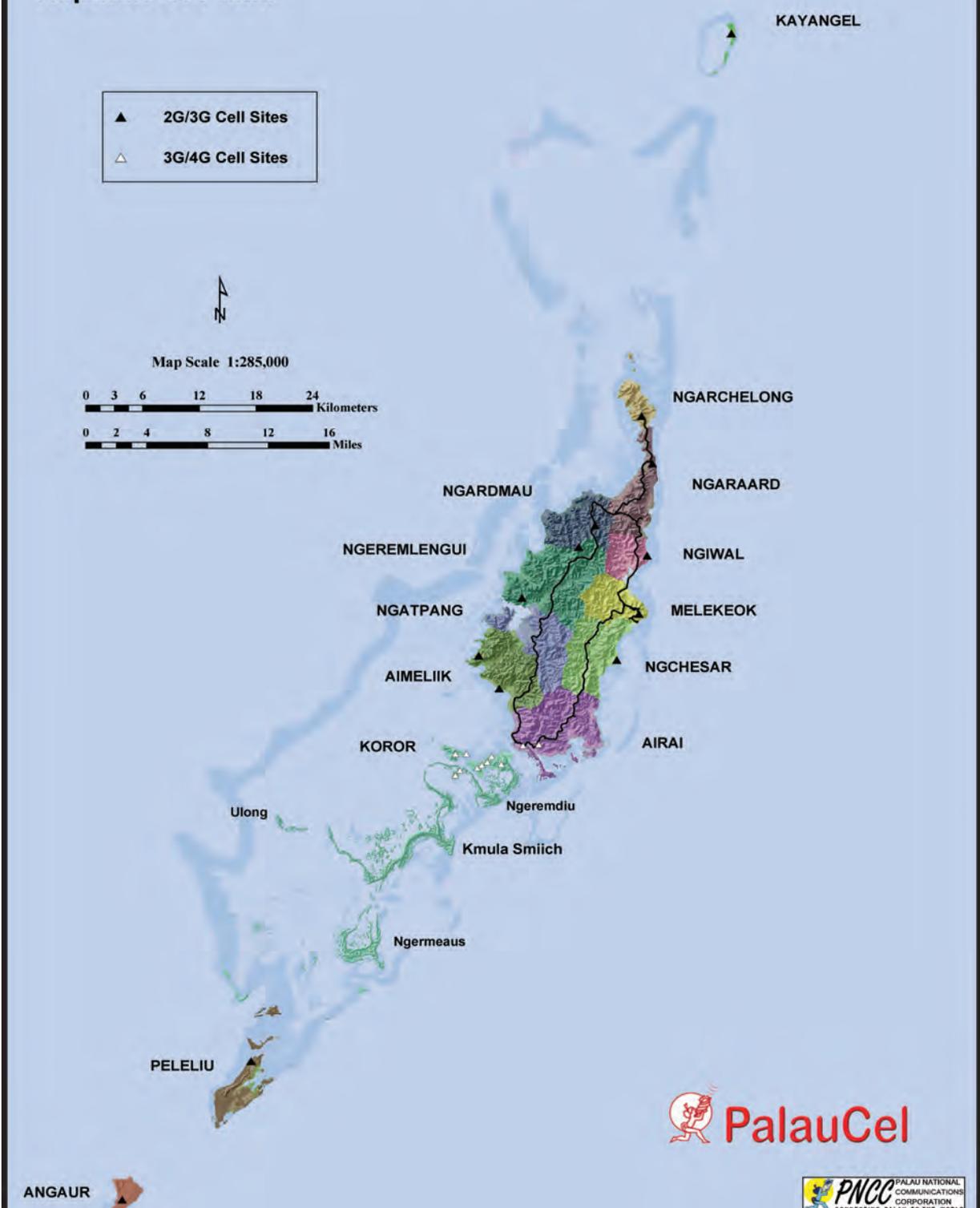
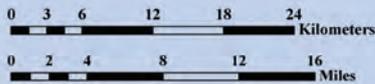


PalauCel Nationwide GSM Mobile Network Republic of Palau

- ▲ 2G/3G Cell Sites
- △ 3G/4G Cell Sites



Map Scale 1:285,000



ANGAUR



FAQ



Mobile Data Service

Mobile Data Prepaid Plans:

All PalauCel numbers (776, 778, 779, 775) use prepaid Airtime to activate data plans. Dial *780# to see plans.

What is 3G/4G mobile data?

3G/4G technology enables internet access via the PalauCel wireless system, so you can go online anywhere there is a cellular signal. 3G is "third generation" and 4G is "fourth generation" offering internet speeds up to 10 times faster than 3G.

What's the difference between mobile data and Wi-fi?

Both mobile data and Wi-Fi deliver Internet access via wireless signals to compatible devices. Wi-Fi is fixed Internet access within the limited range of the Wi-Fi hotspot (e.g., in a restaurant or hotel lobby area). Mobile data offers you the convenience of online access wherever there is a PalauCel signal.

What type of device do I need to use PalauCel mobile data?

Smartphones and tablets that can support the PalauCel network bands:

- 4G-LTE 700(Band 28)
- 3G-WCDMA 900(Band 8)

Where is mobile data service available?

3G Mobile data service is offered in all states from Kayangel to Angaur. As of 2017, 4G service is available in Koror, and Airai; more 4G sites are planned.

How do I access mobile data service?

- No sign-up required if you have a valid PalauCel SIM.
- All mobile data is prepaid using Airtime cards.
- All PalauCel customers, both prepaid (776, 778, 779) and postpaid (775) can use prepaid mobile data service.
- Your smartphone must be compatible with WCDMA-900.
- Your smartphone settings must be configured to access mobile data.



Mobile Data Settings Instructions

For Compatible Smartphones

This procedure may vary depending on model of your device.

1. Go to Wireless/Mobile Network Menu
2. Set APN name and APN to "palaucel" (APN=Access Point Name)
3. Set Network Mode to "Automatic"
4. Turn Mobile Data ON whenever you want to use mobile data.
5. Turn Mobile Data OFF when your Internet session is finished to avoid unwanted background data charges.

What is the rate for mobile data service?

- The data usage rate is the same for both 3G and 4G mobile data service.
- Save with prepaid data plans: dial *780# for info.
- For current rates and plans, call 488-9000.

**Save with Prepaid Mobile Data Plans
(Dial *780# for info)***

Before activating any prepaid data plan, turn off mobile data.

Turn data on only when you wish to go online, to prevent unwanted background data charges.

Plan fee is deducted from your Airtime balance upon activation (non-refundable and non-transferable).

Prepaid data plans available for all PalauCel users, prepaid (776, 778, 779) and postpaid (775).

Prepaid customers (776, 778, 779) use Airtime for data, voice and text.

Postpaid (775) use Airtime for data only (turn off mobile data before loading Airtime to prevent background data charges.)

To check plan balance, dial *780# or *500#

Plans expire when data quota is used up or plan period ends, whichever comes first. To carry over unused data, activate new plan before plan expiry.

When plan expires, continued data usage will be charged regular prepaid data rate.*

You may activate more than one data plan at a time.

**plans & rates subject to change*

FAQ



How can I call long distance from my cellphone?

Long distance calls incur a per minute airtime charge as well as the applicable long distance rate.

Dialing Instructions-Prepaid Accounts (776, 778, 779)

Both local and long distance calls can be made with a prepaid Airtime card. Dial overseas calls (and send international text) using a "plus sign" as the international access code:



Example
to Guam (671), USA(1):

+1 671 2345678

Dialing Instructions-Postpaid Accounts (775)

Postpaid subscribers have several options for calling long distance:

- **Debusch prepaid cards:**
Dial and follow the voice instructions (p. 33)
- **Debusch charge card accounts ("909"):**
Dial and follow the voice instructions (p. 33)
- **Sign up for a PNCC long distance account (IDD)**
and dial direct with fewer numbers (*deposit may be required*).

How are calls charged?

- Prepaid plans: Peak hours are 6:00 a.m. to 5:59 p.m. daily. Off-peak hours are from 6:00 p.m. to 5:59 a.m. daily.
- On monthly plans, enjoy the convenience of one low per minute rate any time of the day.
- Both incoming calls received and outgoing calls made from your cellular number are charged.
- All voice calls are calculated on a one-minute minimum.
- Long distance calls incur a per minute airtime charge as well as the applicable long distance rate.
- Included minutes on monthly plans do not roll over to the next month.
- Collect calls cannot be charged to your cellular phone number.
- Calls to 411 directory assistance are charged at the applicable per minute rate for your plan plus \$0.50 per call.
- Calls to 611(PNCC trouble reports) and 911(emergency) are FREE and can be made even if you are out of Airtime or your number is suspended, as long as your SIM is valid.
- **For current rates call PNCC Customer Service at 488-9000**

Voice Mail Tips:

Turn on Voice Mail service in your cell phone by call forwarding to Voice Mail Number 7n. No sign-up or monthly service charge, and it's free to check your messages from either your cell phone (dial 777). Incoming messages sent to Voice Mail are charged regular Airtime rates for voice calls.

With Voice Mail for your cell phone, you can get messages when your cell phone is busy, turned off or out of the service area.

- Check messages from your cellphone, or any landline in the world.
- Personalize a greeting and change it at any time.
- Each message has a date and time notation.
- Personal password protects your privacy.
- New messages (unopened) are saved for 14 days; old (opened) messages are kept for 7 days

What are the charges for Voice Mail Service?

There is no monthly service charge, and it's free to check Voice Mail messages from your cell phone or a landline. Incoming messages are charged regular Airtime rates, at a minimum of one minute per message and a maximum of two minutes each. For postpaid (775) customers, the Airtime minutes are deducted from the minutes included your plan just like a regular voice call.

How do I activate Voice Mail on my cell phone number?

Turn on Voice Mail by Call Forwarding to Voice Mail Number 777. (To deactivate Voice Mail, turn off Call Forwarding to 777). **IMPORTANT** When you activate your Voice Mail box, set your password to keep your messages private: Dial 777 from your cell phone; select 2 for Set Mail box, then 3 for Set Password.

How do I personalize the greeting in my Voice Mail box?

Dial 777 from your cell phone, press 2 to set mail box, then 1 for "Record a Greeting".

How do I know if I've received a Voice Mail message?

A text message indicator will appear in your cell phone display. When you check your text messages, the Voice Mail will appear as an incoming text from PNCC 6-digit number: 777777.

How do I check my Voice Mail box for messages?

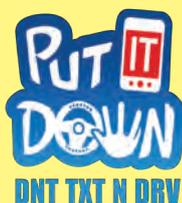
From your cell phone dial 777 (FREE) and follow the voice instructions.

What if I have Call Waiting service turned on in my cell phone?

Call Waiting takes precedence over Voice Mail so you can pick up the second call; If you do not answer it will be forwarded to Voice Mail.

What if I forget my password?

Please call Customer Service at 488-9000. Your password can be reset so you can set up a new password. There may be a charge for this service.



Cellular Phone Safety Tips

When driving a car, driving is your first responsibility. We recommend you pull to the side of the road to make a call and avoid using your wireless phone while driving. DO NOT text and drive.

FAQ



PalauCel

International Texting–Dialing Instructions

Country Name	Mobile Operator Name	Country Code
Afghanistan	Afghan Wireless Communications (AWCC)	93
American Samoa	Blue Sky Communications	684
Australia	Hutchison 3G(Australia)	61
Australia	Telstra	61
Bangladesh	Sheba Telecom	880
Bangladesh	TM International (Bangladesh) Ltd	880
Canada	Globalive (Wind)	1
China	China Mobile	86
China	China Unicorn	86
FSM (Micronesia)	FSMTC	691
Fiji	Telecom Fiji	679
Guam	Guam Wireless (HAFATEL)	1671*
Guam	Docomo Pacific (Guamcell)	1671*
Guam	IT&E	1671*
Guam	MPulse (GTA)	1671*
Hong-Kong	Hutchison 3G	852
India	BTA Cellcom LTO	91
India	Reliance Telecom	91
India	BPL	91
Indonesia	Bakrie Telecom	62
Indonesia	PT Natrindo Telepon Selular (Lippo Telecom)	62
Japan	Vodafone	81
Japan	KDDI (au & Tu-Ka networks)	81
Japan	NTIDoCoMo (FOMA)	81
Korea	KT Freetel	82
Korea	LGTelecom	82
Korea	SK Telecom	82
Nepal	NTC	977
New Zealand	Telecom New Zealand	64
Philippines	DigiTel	63
Philippines	Globe	63
Philippines	Smart	63
Philippines	CURE	63
Saipan/CNMI	IT&E	1670*
Saipan/CMNI	HafaTel	1670*
Saudi Arabia	PTC	966
Singapore	GRID iDEN	65
Singapore	Hutchison 30	65
Singapore	StarHub	65
Solomon Islands	OurTelekom	677
Thailand	Ais	66
Tonga	TCC	676

Country Name	Mobile Operator Name	Country Code
U.A.E.	Du	971
USA	T-Mobile	1
USA	Verizon Mobile	1
USA	Cingular	1
USA	AT&T Wireless	1
Vanatu	Digicel Vanuatu	678
Vietnam	Hutchinson Telecom Vietnam	84
Vietnam	Vinaphone	84

**both country code and area code shown for Guam and Saipan*

How do I send an international text message?

Dialing instructions for sending international text (ISMS) from Palau (enter numbers with no spaces):



Example

to Guam (671), USA(1):

+1 671 2345678

Both prepaid and postpaid customers can use international texting. An IDD (international direct dialing) subscription is not required for postpaid users to send international text, only for long distance calls).

How do I reply to an international text message?

Replying to an international text message is the same as replying to a local text; no need to re-enter the sender's number.

What are the charges for international texting?

Incoming international text messages are FREE, and outgoing messages are just .20¢ per send (160 characters).*

- **Prepaid:** Charges are deducted from the Airtime load.
- **Postpaid monthly plans:** International text messages are billed In addition to the monthly plan rate.*

NOTE: Please dial the number carefully to avoid sending to the wrong number, since every international text message sent is non-refundable and will be charged 20¢ per send of 160 characters.*

What if I send a text overseas and don't get a reply?

There are several reasons you may not get a reply to your international text message.

- The mobile operator that your friend is using must have an international texting agreement with PNCC (see list).
- Ask your friend check with their mobile operator to confirm the correct dialing pattern for texting to Palau.

If you continue to have problems, please call 611 to report the details, including your originating number, the overseas cell number, and the date and time the message was sent.

**rates subject to change*

PalauCel Trouble-Shooting Guide

Problem	Possible Causes	What To Do
No bars (valid SIM)	You are outside of the PalauCel service area.	See PalauCel coverage map on page 26.
	Your phone was out of the network coverage area and when it comes back to the network, the phone doesn't automatically register-again.	User can search the network and to try to manually register, or just power cycle the phone (turn it off and on again).
Can't send or receive text messages (SMS or ISMS)	Prepaid Accounts (775, 778, 779): If your prepaid Airtime balance is too low, you can still receive incoming text but cannot send text (at least 6¢ per SMS, 20¢ per ISMS).	Reload prepaid Airtime. Airtime cards are sold in denominations of \$10, \$25, and \$50.
	If your cellphone's wireless network settings are set to 4G only you won't be able to get voice and text service outside the 4G coverage area.	Check wireless network settings-network mode should be set to automatic.
	Your cellphone's inbox is full.	Some mobile phones stop you from making and receiving texts when your inbox is full (the limit varies by phone model). Try deleting old messages to free up space in your inbox.
	Prepaid cell number has been suspended due to 90 days without an Airtime load; when suspended you can receive calls and texts if you have sufficient Airtime balance, but not call out or send texts.	Reload prepaid Airtime. Airtime cards are sold in denominations of \$10, \$25, and \$50. Note: If no Airtime is loaded after another 90 days, visit PNCC Customer Service to reconnect your number (payment required). After 180 days of no Airtime load, your number will expire.
	International Text problems—wrong dialing pattern, or overseas mobile operator does not have ISMS agreement with PNCC.	See page 29 for International Texting dialing instructions and list of mobile operators.
Can't make voice calls (recording tells you zero balance)	Prepaid Accounts (776, 778, 779): If your Airtime balance is lower than the cost of a call or text, you will only be able to receive incoming texts, which are free. You will not be able to receive or make voice calls, or send text. (For other issues with texting, see above).	Reload prepaid Airtime. Airtime cards are sold in denominations of \$10, \$25, and \$50.
Text messages are delayed or not delivered	You are outside of the PalauCel service area.	When you return to an area covered by PalauCel service, you will be able to send and, receive text messages again. Text messages are stored on the system for 72 hours if they cannot be delivered when sender/ receiver is out of service area, or the phone is off.
No Service (no voice calls or texts)	You are outside of the PalauCel service area.	See PalauCel coverage map on page 26.
	If your cell phone's wireless network settings are set to 4G only you will not get voice and text service outside the 4G coverage area.	Check wireless network settings-network mode should be set to automatic.
No mobile data service	Smartphone model is not compatible with the PalauCel 4G system.	To use PalauCel mobile data, the network specifications are: 4G-LTE 700(Band 28) and 3G-WCDMA 900(Band 8)
	4G mobile data is not turned on in cellphone networking settings.	Turn on mobile data in your cellphone network settings (check your device's user guide).
	Wireless Network settings are set to GSM/2G.	Change wireless network settings to 4G/3G automatic.
	Cellphone's wireless networking is not set to access PNCC.	See page 27 for how to set up your smartphone for PalauCel 3G data. APN Name=pncc, APN=palaucel Network Mode=Automatic.

If you don't see the answer to your question in this guide, call 611 to make a trouble report or call 488-9000 for Customer Service.

PalauCel Trouble-Shooting Guide

Problem	Possible Causes	What To Do
When using mobile data, Airtime is used up too fast. (how to manage data usage)	If you leave mobile data turned on in your cellphone settings, even when you are not online, automatic background updates from apps in your smartphone can use up your Airtime.	To prevent unwanted data charges, TURN OFF mobile data in your cellphone settings and only turn it on when you wish to go online. Also turn off auto-updates and pushes. If auto-updates are left on in your phone settings, your phone will constantly check in with apps to see if there's an update. If you allow push notifications, each time your phone looks for them, it uses extra data.
When using a prepaid data plan, I didn't get a warning before the plan expired	Your mobile data remaining balance was above the limit that triggers the notice when you went online, and the data was used up before you turned data off, so no warning message is sent before expiration.	The system only updates your prepaid data plan balance and sends a warning notice if your balance is low. Please monitor your data usage by checking balance via *780#

If you don't see the answer to your question in this guide, call 611 to make a trouble report or call 488-9000 for Customer Service.



Palau's Only Nationwide Service



International Roaming
55201 or PLW01

Save with data plans:
Dial *780#

SIM cards sold at
PNCC Koror & Airai

Buy Airtime cards at more
than 100 locations

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4G-LTE 700(Band 28)
3G-WCDMA 900(Band 8)
2G-GSM 900

