

BUSINESS SERVICES

PNCC offers a range of communications services for businesses, including high-quality phone systems from brand-name manufacturers that will help your business grow. PNCC Internet and data services are connected to the world via Palau's new international fiber optic cable and include high-speed DSL, 3G/4G mobile data, Wi-Fi Hotspots and local high speed networking to connect different business locations in Palau.

For a FREE consultation on the best services for your business, call Sales at 488-9600.

PalauCel

- Wireless Volume Plan & other Postpaid Plans, 3G/4G Mobile Data (see PalauCel section inside for details)
- Prepaid SIM card resale

Digital TV for Multiple Dwelling Units/Hotels

DTV Broadcast Connectivity (\$287/month + installation and termination charges)

Advertising Opportunities

- Telephone Directory
- Electronic Billboard
- Digital TV

Multi-line Telephone Business Systems

- Multi-line Hunt Service (\$20 activation/\$10 reactivation per group of lines, \$2.00 per line per month)

High-speed Internet Services for Businesses

- Dedicated broadband Internet connections
- Point-to-point & Wide Area Network connectivity (VLAN service) \$105 installation + \$110 per month per node; \$50 reconnection fee per node
- Wi-Fi Hotspot Hosting

OTHER SERVICES

Call Detail Records (CDR) \$2 each per month
PalauCel, Long distance, Internet

PREPAID SERVICES

Available from any PNCC cashier in Koror or Airai and many retail stores:



PalauCel Prepaid

Airtime for nationwide cellular service GSM-900/WCDMA-900/4G Band 28(700). Available in values of \$10, \$25, or \$50. Also sold at over 100 retail locations in Palau. **PalauCel Prepaid SIM Cards** sold at

PNCC, also Rainbow Mart, Jezzrae, One Nation, Rainbow Wholesale (Airai).



Debusch Prepaid Phone

Cards for calling long distance—only 38¢ per minute direct dial rate

to over 200 countries (30¢ per minute to the Philippines). Card values are \$10, \$20, or \$50. Debusch Phone Cards can be used from any phone in Palau. Sold at over 100 retail locations.



Use Prepaid Internet

Cards to log on to high-speed Internet with **HomeNet DSL** or at 200 **PNCC Wi-Fi Hotspots. Only \$1.00 per hour! \$5 for 5 hours or \$10 for 10 hours.**

PNCC Service Numbers

Customer Service (Koror)	488-9000 Fax: 488-9960
Sales	488-9600 Fax: 488-9090
Directory Assistance	411
Trouble Reports	611
Headquarters	587-9000 Fax: 587-1888
Long Distance Operator	0
Operator Services	587-9904
Current Palau Time	488-TIME(8463)

Palau National Communications Corporation

P.O. Box 99 Koror, Palau 96940
pncc@palaunet.com www.palaunet.com

Customer Service: pnccservice@palaunet.com

Business Sales: pnccsales@palaunet.com



Palau National Communications Corp.

Connecting Palau to the World Since 1982

Services & Rates

PalauCel



Internet



Telephone

Digital Television

Omak er a Belau el mora Beluulechad

FIXED LINE TELEPHONE SERVICES

Unlimited local calling throughout Palau is available for a low monthly fee.

Local Telephone Services

Telephone Line - Install	\$22.00
Residential	\$12.10/mo. (\$50 deposit)
Bus/gov't/non-profit	\$24.20/mo. (\$100 deposit)
Wiring Fee (initial installation/up to 250 ft)	\$18.00
Additional Wiring & Repair Fee per modular jack (after initial installation/up to 250 ft)	\$50.00
Inside Wiring Maintenance Plan (IMP)	
Monthly fee per single telephone line	\$ 3.00
Transfer Line Location	\$12.10
Disconnection	no charge
Reconnection	\$ 6.05
Change Number	\$ 6.05

Directory Services

Directory Assistance (411): 50¢ per call (1st 5 calls each month are free)	
Published in 411 & Directory	FREE
Non-published number	\$1.00/mo. each
Additional listing in directory white pages and 411 (2nd name, e-mail, website, and/or wireless number)	\$1.00/mo. each
Yellow page listing (businesses)	FREE

Long Distance Telephone Services*

Debusch Calling Card Account

\$25 deposit per \$50 credit line or \$50 deposit per \$100 of credit line	
Activate/reactivate Calling Card Account	\$10.00
Change Calling Card Account	\$10.00
Change Calling Card PIN	no charge

International Direct Dial (IDDD)

Residential	\$50 deposit
Bus/gov't & Non-Residents	\$250 deposit

*All long distance calls charged per minute; direct dial rate is only 38.5¢ per minute to over 200 countries; dial "0" for rates.

Debusch long distance prepaid phone cards sold at over 100 retail locations and may be used from any phone in Palau.

Special Calling Services \$10 activation fee each†

Caller ID	\$4.95/mo.
Call Forward, Call Waiting, 3-way Call, Speed Dial-8:	\$1.75/mo.ea.*
Speed Dial-30	\$2.75/mo.

† only one activation fee is charged if more than one of these services is activated at same time; *3 or more of these services are \$1.50/mo. each

HomeNet (Phone line + xDSL Internet access port) \$20/mo.*

Use Prepaid Internet Cards or PalauNet accounts to log on to the Internet.

Unlimited HomeNet (always on): \$119.95/mo.*

Install (new phone line): \$22 + \$18 wiring fee + \$20 deposit + \$30 for modem

Install (existing phone line): \$30 modem cost only.

*Residential only

PALAUCEL 3G WCDMA-900 / 4G LTE BAND 28(700)*

*2G GSM-900

New Account: \$45* Includes Activation (\$35) + SIM Card (\$10)

*Prepaid accounts discounted to \$25 with \$10 free Airtime minutes

Change SIM Card	\$10
Special Number Request	\$25
Reconnection/unbar number	\$5
Disconnection	no charge
Change number (postpaid plans)	\$10

Voice Mail: no monthly fee; calls to Voice Mail are charged Airtime; FREE to check messages

International Roaming (postpaid only): \$2/min. local Airtime in visited country; \$5/min. for calls outside of visited country & to other PalauCel roamers, \$5/min for all incoming calls to roamers including Voice Mail (if activated). Incoming text FREE; outgoing text 40¢ per send (160 characters). IDDD account required (with deposit).

Int'l Roaming Billing Detail: \$5.00 per account/per month; 3-5 working days

3G/4G DATA is prepaid using Airtime cards for both prepaid and postpaid accounts, charged at 15¢ per MB of upload and download.

SAVE with prepaid data plans. **Dial *780# to see data plans.**

Postpaid (775) accounts can also sign up for a Postpaid Data Plan.

4G coverage: Koror, Airai. **3G coverage:** Other states.

PalauCel Prepaid Service: Voice • Text • Data

Text Messages (SMS): Outgoing messages: 6¢ per send (local); 20¢ per international message (one message = 160 characters) All incoming local & international text messages are FREE. **Voice Calls:** Off-peak (night time) 15¢/minute; Peak (daytime) 22¢/minute Peak hours are 6:00 a.m. to 5:59 p.m. daily. Off-peak: 6:00 p.m. to 5:59 a.m. daily. The rate for incoming calls is the same as outgoing calls.

PalauCel Monthly Plans \$200 deposit for individual plans.

Volume Plan: \$1000 deposit, \$45 activation fee for first 5 numbers, \$10 ea. addl number, 1-yr contract (domestic minutes only). Postpaid Data Plans available.

Monthly Plan	Monthly Fee	Included Minutes	Additional Minutes	Local Text *
Volume(min.5)*	\$50ea.	500ea.**	25¢/min**	Free*
Unlimited*	\$150	Unlimited	No Charge	Free*
Power	\$99	1000	20¢/min	Free*
Business	\$50	500	23¢/min	Free*
Basic	\$20	200	25¢/min	Free*

*All international text charged at 20¢ per send on all plans. **All local minutes free for calls within the group of numbers.

INTERNET SERVICES

PalauNet Plans for HomeNet DSL & PNCC Wi-Fi Hotspot Access

\$50 deposit + \$10 connect/reconnect fee

Plan Name Included Internet Hours Monthly Fee Additional Hours

Email only*	0	0	0
Basic	15 hrs.	\$15	\$1.25 ea.
Bronze	30 hrs.	\$29.95	\$1.25 ea.
Silver	100 hrs.	\$49.95	\$1.25 ea.
Gold	250 hrs.	\$69.95	\$1.25 ea.
Unlimited	unlimited	\$99.95	

*provides palauNet.com e-mail address only, no Internet access included.

DIGITAL TELEVISION SERVICES

Enjoy clear digital picture and stereo sound with over 50 channels of entertainment, movies, news, music, educational, and children's programming.

Basic Service	\$27.83/mo.
Additional Outlet—Tier 1 (1-3)	\$3.30/mo. each
Additional Outlet—Tier 2 (4-8)	\$4.40/mo. each
Premium Options	Monthly
Super Basic (Fox, NBC, ABC, CBS, PBS)	\$ 5.00
Star Select (movies & shows)	\$10.00
Cinemax (movies)	\$ 8.00
The Filipino Channel (TFC)	\$10.00
GMA Network Package (3 TV, 2 Radio)	\$15.00*
International Choice	\$ 5.00
Double Choice Package	\$37.30
Basic plus choice of 2: Star, HBO, or Cinemax	
Triple Choice Package	\$39.95
Basic plus Star, HBO & Cinemax	
Total Choice Package	\$49.95
Basic plus Star, HBO, Cinemax TFC & International Choice	

*GMA discounted to \$10 when subscribed together with TFC. Discount does not apply to TFC subscribed under Total Choice Package.

Connection Fees and Other Charges

Connection Fees:	\$30 for Basic
\$8 each for Additional Outlet, Star Select, TFC, HBO, GMA. (if connected at same time, only one \$8 charge)	
Reconnection Fee (within 30 days):	\$15
Transfer Fee:	\$20
Disconnection: No charge; 7 day advance notice required & all balances must be paid.	
Set Top Box Deposit	\$20
Set Top Box Replacement	\$70
Additional Remote Control	\$10
Smart Card Replacement	\$10

For Multiple Dwelling Units (apartments, hotels, etc.) & TV advertising rates, call Sales at 488-9600.

High-speed Internet Service

Plan*	Monthly Rate	
1 Mbps	\$ 160	*Higher speeds up to 45Mbps or more available, plus VLAN connectivity. Call Sales at 488-9600 for rates and quotation.
2 Mbps	\$ 320	
3 Mbps	\$ 480	
4 Mbps	\$ 640	
5 Mbps	\$ 800	
6 Mbps	\$ 960	
7 Mbps	\$1,120	
8 Mbps	\$1,255	

Installation/Transfer Fee: \$105.00 Reconnection Fee \$50