

# Get Your PNCC eSIM!

## Scan. Activate. Connect.



[pnccpalau.com/eSIM](https://pnccpalau.com/eSIM)



### What is a PNCC eSIM?

A **PNCC eSIM** is a digital SIM built into your phone. It lets you activate mobile service **without inserting a physical SIM card** — faster, easier, and more convenient.

### Who is PNCC eSIM for?

- **Local PNCC customers** with eSIM-compatible phones
- **Visitors to Palau** who want quick, hassle-free mobile service
- **Palau's Digital Residents** who would like to have a Palau phone number.

### What if I want to roam overseas, can I use the eSIM outside of Palau?

- PNCC eSIM is just like pSIM, you may use it to roam outside of Palau **if** you are subscribed to a monthly plan (postpaid eSIM/pSIM) and you have signed up for outbound roaming service.

### Why choose PNCC eSIM?

- **Activate in minutes** at PNCC location
- **No physical SIM card required**
- **Dual SIM** ready for work or personal use
- **Compatible with most new smartphones**

### How do I get a PNCC eSIM?

To purchase a PNCC eSIM, simply visit the PNCC Retail Store in Koror.

Our staff will:

- Help you check if your phone supports eSIM.
- Activate your eSIM for you.
- Help you keep your number (if applicable).

### How Does Activation Work?

1. Visit the PNCC Retail Store in Koror.
2. PNCC staff will help you to check if your phone is eSIM-compatible.
3. If you wish to keep your current number, it must be registered in your name.
4. A QR code is printed for you to scan and activate your eSIM (note: Internet access via data or WiFi is required to download and activate eSIM)
5. Follow on-screen steps to complete setup.

Most customers are connected in just a few minutes.

## Can I keep my current number?

Yes. Local customers can:

- Keep their existing PNCC number (if it is registered in their name)
- Or you may choose a new number\* if you would like to change it (charges apply). *\*subject to number availability*

## How much does it cost to get an eSIM?

- If your pSIM (physical SIM) is registered in your name and you want to replace it with an eSIM, the swap is free.
- Otherwise, a new prepaid eSIM costs \$10.60 (including PGST).
- If you are buying a new prepaid eSIM or pSIM (new number) then it costs \$10.60 with PGST and comes with \$10 of preloaded airtime.

**Important:** An eSIM can only be activated once. If you change phones and need to transfer your eSIM to a new device, it will cost \$10.60 (including PGST); please visit PNCC and one of our Customer Service Agents will assist you.

## Which phones are compatible?

Most newer smartphones support eSIM, including:

- iPhone XS and newer
- Samsung Galaxy S20 and newer
- Google Pixel 3 and newer

Some regional models may vary. PNCC staff will help you to check compatibility before activation.

## Quick Steps to check if your phone supports eSIM

### iPhone (Apple)

1. **Settings** → **Cellular/Mobile Data**
2. Look for **Add eSIM / Add Cellular Plan**
3. Optional: **Settings** → **General** → **About** → **EID** (if EID exists = eSIM supported)

### Samsung Galaxy (Android)

1. **Settings** → **Connections** → **SIM manager**
2. Look for **Add eSIM / Add mobile plan**
3. Optional: Search “**eSIM**” in Settings

### Google Pixel

1. **Settings** → **Network & Internet** → **SIMs**
2. Look for **Add SIM / Add eSIM / Download a SIM instead**
3. Optional: **About phone** → **Device identifiers** → **EID**

### Other Android phones

1. **Settings** → **Network/Connections** → **SIMs/Mobile network**
2. Look for **Add eSIM / Download SIM / Add mobile plan**
3. Optional: Check **About phone for EID**

## Do I still need a physical SIM card?

No. eSIM works digitally — **no physical SIM card is required.**

## What mobile plans are available with PNCC eSIM?

PNCC eSIM works with both prepaid and postpaid mobile plans (same as the physical SIM card). Customers can choose the plan that best suits their usage and budget. (Note, there are no different plans for eSIM only).

To view all PNCC mobile plans, visit: [👉 pnccpalau.com/products-and-services/mobile](https://pnccpalau.com/products-and-services/mobile)

## Is PNCC eSIM prepaid or postpaid?

**Both.** PNCC offers **prepaid eSIM and postpaid eSIM.**

## Where can I get a PNCC prepaid or postpaid eSIM?

Both prepaid and postpaid eSIMs are available at the PNCC Retail Store in Koror.

## How do I choose the right plan?

- Choose prepaid eSIM for flexibility or short-term use
- Choose postpaid eSIM for monthly plans with bundled services

PNCC staff can help you decide in-store.

## Prepaid vs Postpaid eSIM – Comparison Table

Feature	Prepaid eSIM	Postpaid eSIM
Plan Type	Pay-as-you-go	Monthly billing
Available at PNCC Retail Store	✔ Yes	✔ Yes
Suitable for Visitors	✔ Yes	✘ No
Suitable for Local Customers	✔ Yes	✔ Yes
Account Setup Required	✘ No	✔ Yes
Number Retention	Optional	✔ Yes

👉 View full mobile plan details at [pnccpalau.com/products-and-services/mobile](https://pnccpalau.com/products-and-services/mobile)

## Need help or more information?

Visit: **PNCC Retail Store (Koror)**

Email to: [service@pnccpalau.com](mailto:service@pnccpalau.com)

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