

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.

High-speed Internet Services for Businesses

- Broadband VDSL and FTTP as low as \$100 per month with multi-year service agreements
- WiFi Hotspot Hosting & Premium WiFi

PalauCel Mobility

- Wireless Volume Plan & other Postpaid Plans, 3G/4G Mobile Data (see PalauCel section inside for details)
- Postpaid Mobile Data Plans
- Prepaid SIM card resale
- M2M Data Service

Multi-line Telephone Business Systems

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

Digital TV for Multiple Dwelling Units/Hotels

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

Advertising Opportunities

- Telephone Directory
- Electronic Billboard
- Digital TV
- PNCC Live YouTube Channel

OTHER SERVICES

SmartHub Online Billing Register in person at PNCC

Call Detail Records (CDR) \$2.00 each per month
PalauCel, Long distance, Internet

Advance Payment Option: Pay 1 Year Advance, Get 1 Month FREE

PREPAID SERVICES

Shop for prepaid cards online at PNCC website www.pnccpalau.com, at PNCC offices in Koror and Airai, and many retail stores.

PalauCel Prepaid Airtime for nationwide cellular service (voice, text and mobile data). Available in values of \$5, \$10, \$25, or \$50. **PalauCel Prepaid SIM Cards** sold at PNCC & various resellers (see list of sales locations at www.pnccpalau.com/downloads).

Use **Prepaid Internet Cards** to log on to high-speed Internet via **HomeNet** or at 250 **PNCC WiFi Hotspots**. Cards offered: **\$2/2Days Unlimited, \$5/5Days Unlimited, \$10/15Days Unlimited.**



Debusch Prepaid Phone Cards for calling long distance—Card values \$10, \$20, or \$50. Debusch Phone Cards can be used from any phone in Palau.



PNCC Service Numbers

Customer Support (Koror)	488-9000 Fax: 488-9960
Business 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

www.pnccpalau.com

Customer Support: service@pnccpalau.com

Business Sales: sales@pnccpalau.com

Rates subject to change

09/01/2021



PALAU NATIONAL COMMUNICATIONS CORPORATION

Connecting Palau to the World Since 1982

Services & Rates

PalauCel

Internet



Telephone

Digital TV

Omak er a Belau el mora Beluulechad

FIXED LINE TELEPHONE

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

Local Telephone Services

Telephone Line - Install	\$50.00
Residential	\$12.10/mo. (No deposit)
Bus/gov't/non-profit	\$24.20/mo. (No deposit)
Inside Wiring Maintenance Plan (IMP)	
Monthly fee per single telephone line	\$ 3.00
Additional Wiring & Repair Fee per modular jack (after initial installation, without IMP)	\$50.00
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¢ per minute to over 200 countries; dial "0" for rates.

Debusch long distance prepaid phone cards may be used from any phone in Palau.

*All long distance calls charged per minute. Dial "0" for rates.

Special Promotions: ALL OVERSEAS CALLS—ONLY 20¢ per min. Effective 3/2/19 until further notice. (discounted from 38¢ per min.)
NO LOCAL AIRTIME Charges for OVERSEAS CALLS from Prepaid PalauCel Numbers effective 3/1/19 until further notice.

Special Calling Services \$10 activation fee each†

Caller ID	\$4.95/mo.
Call Forward, Call Waiting, 3-way Call:	\$1.75/mo.ea.*

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

PALAUCEL 3G WCDMA Band 8 / 4G LTE Band 28*

*and 2G GSM-900

Prepaid SIM Card:	\$10 (includes \$10 Airtime minutes)
Change/replace SIM Card	\$10 Special Number Request \$25
Reconnection/unbar number	\$5 (Disconnection—no charge)
Change number (postpaid plans)	\$10

Voice Mail: calls to Voice Mail 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 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# for available data plans & bundles.
Monthly Data Plans (775): \$20/20GB, \$25/25GB, \$30/30GB, + \$5/GB for excess data.

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 and international text messages are FREE.* **Voice Calls:** *The rate for incoming calls is the same as outgoing calls.* **Special Promotion: ALL LOCAL AIRTIME PREPAID VOICE CALLS ONLY 15¢ per minute all day everyday, and no local Airtime charge for long distance calls. Effective 3/1/19 until further notice.**

PalauCel Monthly Plans \$15 Activation Fee. NO DEPOSIT.

ALL LOCAL TEXT FREE ON ALL PLANS. (Intl Text 20¢ per send on all plans).

Monthly Plan	Monthly Fee	Included Minutes ²	Add'l Minutes ²	Mobile Data
Basic	\$20	200	15¢	None ³
Friends & Family ¹	\$25ea	250	15¢	20GB ⁴
You+Me (for 2 numbers)	\$30ea	200	15¢	20GB ⁴
Friends & Family Plus ¹	\$40ea	350	15¢	30GB ⁴
Business	\$50	500	15¢	None ³
Power	\$99	1000	15¢	None ³
Unlimited	\$150	Unlimited	Unlimited	30GB option ⁴
Volume (min.5)	\$50ea	1000ea	15¢	None ³

1. Min. 3 Max. 7 Numbers. 2. For calls outside the group; all local minutes free for calls within group. 3. Postpaid Data Plans available, or use prepaid data. 4. + \$5/GB for excess data.

INTERNET

PalauNet Plans for HomeNet DSL & Wi-Fi Hotspots

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

Plan Name Included Internet Hours Monthly Fee Additional Hours

Email only	0	\$15	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	

High-speed Internet Service for Businesses—as low as \$100 / month!
 Broadband VDSL and FTTP available, please call Sales at 488-9600.

DIGITAL TELEVISION

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
Premium rates are additional to Basic @ \$27.83/mo.

MBTV Channel	\$ 1.00
OMS Katsudo Station	\$ 1.00
Super Basic (6 U.S. channels)	\$ 5.00
Star Select (movies & shows)	\$10.00
HBO (U.S. movies)	\$ 8.00
CINEMAX (U.S. movies)	\$ 8.00
The Filipino Channel (TFC)	\$10.00
Cinema One & Cinemo (2 channels)	\$ 6.00
GMA Network Package	\$15.00*

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

Double Choice Package	\$12.00
<i>Your choice of 2: Star, HBO, or Cinemax</i>	
Triple Choice Package	\$14.65
<i>Star, HBO & Cinemax</i>	
Total Choice Package	\$24.65
<i>Star, HBO, Cinemax, TFC, Super Basic</i>	

Connection Fees and Other Charges

Connection Fees:	\$30 for Basic
\$8 ea. Additional Outlet (only one \$8 activation fee if connected same time)	
Reconnection Fee (within 30 days):	\$15
Transfer Fee:	\$20
Disconnection: <i>No charge; 7 day advance notice required & all balances must be paid.</i>	
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 Business Sales 488-9600.

Live Video Streaming Service—as low as \$150
 Stream your event on PNCC Live YouTube Channel & DTV Ch.73

HOME DSL BUNDLES for Residential Customers

All bundles include residential phone line & Inside Wire Maintenance Plan, plus secure home WiFi.

Home DSL — Always on!

- **Home DSL Basic:** 10 Mbps—\$60/mo.
 - **Home DSL Premium:** 20 Mbps—\$119.95/mo.*
- *Includes Caller ID and one Unlimited PalauNet Account for WiFi Hotspots.

HomeNet — Log-in Access: 5 Mbps—\$20/mo.

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

Install (new phone line): \$50 (includes modem)
Install (existing phone line): \$30 modem cost only for HomeNet bundle