

## 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
- Wi-Fi Hotspot Hosting

### 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

### 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

## PREPAID SERVICES

Sold at PNCC cashier in Koror and Airai HQ, Airport Kiosk and many retail stores:



### PalauCel Prepaid

**Airtime** for nationwide cellular service GSM-900/WCDMA-900/4G Band 28(700). Available in values of \$5, \$10, \$25, or \$50. **PalauCel Prepaid SIM Cards** sold at PNCC, also Rainbow Mart, Jezzrae, One Nation, Rainbow Wholesale (Airai).

Use **Prepaid Internet Cards** to log on to high-speed Internet with **HomeNet DSL** or at **250 PNCC Wi-Fi Hotspots**. **\$5 for 10 hours or \$10 for 20 hours. NEW: \$2 for 2Days Unlimited!**



### 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 \$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  
pncc@palaunet.com www.palaunet.com

Customer Service: service@palaunet.com

Business Sales: sales@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 (IDD)

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

## OTHER SERVICES

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

## 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; \$/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 & 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

Broadband VDSL and FTTP available, please call Sales at 488-9600.

## DIGITAL TELEVISION SERVICES

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

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

### 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:** 5 Mbps—\$60/mo.
- **Home DSL Premium:** 20Mbps—\$119.95/mo. Includes one Unlimited PalauNet Account for use at 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): \$22 + \$18 wiring fee + \$20 deposit + \$30 for modem

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