

EMERGENCY NUMBERS

Police • Ambulance • Fire

Dial 911



Koror

Police488-1422

Fire.....488-1411

Melekeok

Police654-1422

Fire.....654-1411

Crime Stoppers.....488-8477

Medical

Pacific Mini Games Poly-Clinic (PCC)...488-6447

Pacific Mini Games Mini-Clinic (Meyuns).....488-7447

On-Call Staff.....775-6447



Koror

Ambulance.....488-1411

Emergency Room.....488-2558

Melekeok

Ambulance.....654-1411

Other Vital Services

National Emergency Management Office

(NEMO)587-6366

Or Call.....587-6367

Palau Red Cross Society.....488-5780

Or Call.....488-5781





PNCC

Welcoming all Athletes!

PNCC Pacific Mini Games Data Plan



Enjoy Palau's Fastest Mobile Data!

PNCC SIM card for athletes is preloaded with our special
10 day plan: 10GB Mobile Data, PLUS unlimited local talk & text.
 Just insert your SIM and dial *780# to activate it.

Stay Connected in Palau!



@connectingpalau

Enjoy Palau's Best Mobile Data

Fastest 4G LTE -- Biggest Network Coverage

Prepaid SIM - voice/text/data

International Roaming: 55201

4G Pocket WiFi Rental



Visit PNCC in Koror for Prepaid SIM cards and 4G WiFi Rental.

PNCC

Connecting Palau to the World



pnccpalau.com



service@pnccpalau.com



+680-488-9000

Mobile Data Service FAQ

PNCC offers the highest 4G LTE speeds on Palau's largest network. Take advantage of our Prepaid Data Bundle options.

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

Smartphones and tablets that can support the PNCC mobile network bands: 4G-LTE and 3G-UMTS

Where is mobile data service available?

Mobile data service is offered from Kayangel to Angaur.

What is the rate for mobile data service? Save with prepaid data plans: dial *780# for info.

Prepaid Mobile Data Rate: 16¢/MB (without plan)

Prepaid voice rates: 16¢/mn off-peak, 23¢/mn peak.

Peak: 6:00AM-5:59PM Off-peak: 6:00PM-5:59AM

SMS/Text: SEND: 6¢ local; 21¢ international (160 characters), FREE to receive.

Rates subject to change. PGST inclusive prices.

How do I access mobile data service?

- Mobile data settings are automatically preset on all new PNCC Mobile SIM cards.
- Note: 4G Pocket WiFi Rental Service provides another option for mobile data, convenient for smartphones that are not compatible with PNCC network specifications, or locked to their home operator.



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.

RATE	DATA	DURATION	VOICE MINUTES* <small>(Local to or from PNCC)</small>	OUTGOING LOCAL SMS <small>(to PNCC SIM)**</small>
\$26.50	10GB	30 DAYS	190	2,000
\$15.75	6GB	15 DAYS	110	1,000
\$8.50	4GB	8 DAYS	40	500
\$2.10	2GB	2 DAYS	15	100

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

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*



SAVE WITH PREPAID PLANS

.....
**CHOOSE DATA-ONLY OR
TEXT-VOICE-DATA BUNDLES***
.....

For Main Menu Dial
***780#**

pnccpalau.com

**bundles for prepaid numbers only*



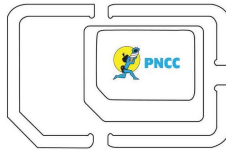
Dial *780# and press Send to activate your prepaid account.*

Before inserting your new SIM card: 1) Turn off Mobile Data. 2) Dial *780# to select a Data Plan. 3) Turn Mobile Data back on to use your Plan.

PREPAID SIM EXPIRATION:

If not activated, SIM expires 90 days from purchase date. **NO REFUND.**

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



Tel: +680.488.9000

Palau's Best Mobile Data: Dial *780# for Data Plans

*Prepaid SIM includes \$10 Airtime load. Top-up sold in PNCC online store at pnccpalau.com, PNCC retail stores, and over 100 resellers. Every time you top up your SIM with new Airtime, turn off your mobile data first to avoid background data usage.

Palau National Communications Corporation service@pnccpalau.com

PNCC 488-9000 (8AM-4PM, M-F)
service@pnccpalau.com
Call 611 for Trouble Reports

TEXT INSTRUCTIONS

Recharge: Dial *660*CardNumber#

Check Balance: Dial *780#

Check Data Balance: Dial *500#

Transfer Balance: [to/from prepaid or postpaid]

***670*destination cell number*amount#**

EX: *670*778xxxx*cents# [100=\$1.00, 50=\$0.50]

No airtime charges for texting to *660, *780, *670

How can I make international calls from my cellphone?

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



Example

to Guam (671), USA(1):

+1 671 2345678

How are calls charged?

- Both incoming calls received and outgoing calls made from your cellular number are charged.
- All voice calls are calculated on a one-minute minimum.
- International calls incur a per minute airtime charge as well as the applicable long distance rate.
- 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.
- <https://www.pnccpalau.com/help-and-support/mobile-support>

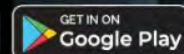
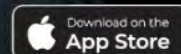
NEED MORE DATA?

Airtime top-up is sold online at pnccpalau.com/online store, at PNCC retail stores and over 100 resellers.

Download the PNCC App!

The PNCC app takes you to our online store at www.pnccpalau.com to buy prepaid Airtime top-up or visit our website.

INTRODUCING THE PNCC APP



CURRENCY AND CREDIT CARDS

The official currency is the US Dollar. VISA, JCB, and MasterCard are widely accepted at stores and visitor facilities. There are FDIC Insured banks and major hotels with limited foreign currency exchange and ATMs.

MEDIA

Eco-paradise FM, a government-owned radio station on 87.9 (89.1 in Babeldaob) and three privately-owned stations on FM89.5 or 88.5 in Babeldaob (VWFM), 88.9 (KRFM) and 89.9 (PWFM) offer a variety of local Palauan and International music. PNCC Digital TV, operated by Palau National Communications Corporation (PNCC) offers over 65 channels including CNN, Fox News, BBC News, ESPN, and NHK, shown satellite direct 24 hours a day, as well as popular U.S. entertainment and children's programming, plus several movie channels. There are two local newspapers, Island Times and Tia Belau. See Radio Broadcasters and Publishing in the Yellow Pages.

TIPPING

Tipping is optional but appreciated.

MEDICAL SERVICES

Koror has three private medical clinics see Medical Clinics in Yellow Pages) and a public hospital with modern recompression chamber. The hospital emergency number is 488-2552/488-2553. There are also dispensaries located on Babeldaob Island, Peleliu, Kayangel, and Angaur that can treat minor ailments and injuries.

MOBILE AND INTERNET SERVICES

The Palau National Communications Corporation (PNCC) offers the only nationwide mobile service from Kayangel to Angaur, with the biggest, fastest network. For current information on services for visitors, please scan this QR code to visit the PNCC website:



Visit PNCC in Koror and Airai to get PNCC prepaid SIM cards, Visitor SIM cards, 4G Pocket WiFi rentals, Airtime recharge cards, and prepaid Internet Cards for WiFi hotspots. Airtime and Internet cards are also sold at over 100 stores and online at www.pnccpalau.com.

For international roaming select 55201 or PLW01.

Compatible smartphone specifications for the PNCC mobile network:

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

PALAU COUNTRY CODE & HOW TO CALL LONG DISTANCE

Palau's country code is 680. All calls within Palau are local calls.

International voice calls are available via PNCC prepaid mobile service.



INTERNET & MOBILE DATA FOR VISITORS

CONNECT WITH US:



Website

www.pnccpalau.com



Phone

+680 587 9000



Email

service@pnccpalau.com



Social Media



@connectingpalau



PNCC Live

PALAU NATIONAL COMMUNICATIONS CORP.

The international access code is 011. To place an international call:

Dial: 011 + country code + city routing or area code + local number

PNCC Operator: 680 587-9904
or dial 0 (from a local landline)
8am - 7pm Monday-Friday
8am - 5pm Saturday

POSTAL SERVICES

Palau is in Zone 8 of the U.S. Postal System, and U.S. domestic rates apply. International mail is slightly higher. The post office is located on the main road in Koror, across from the Palau National Communications Corporation (PNCC) office. Palau's zip code is 96940, except for the Palau National Capitol in Ngerulmud, Melekeok, which is 96939.



Republic of Palau

Total Population: Around 18,000
Land Area: 204 Square Miles/328.14 Square Km
Electricity: Single Phase 60 cycles; 110/220 Volts.
Government: Democratic government with a Compact of Free Association with the United States and a membership in the United Nations. The nation's capital is located at Ngerulmud, Melekeok.
Official Languages: English and Palauan

PALAU VISITORS AUTHORITY

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Koror, Republic of Palau 96940
Tel: +680 488-1930/2793 • Fax: +680 488-1453
Email: info@pristine.pw
URL: www.pristineparadisepalau.com

@visitpalau

www.pristineparadisepalau.com



pnccpalau.com

- ➔ Palau's Best Mobile Data
- ➔ Largest Network
- ➔ Fastest 4G LTE Speeds

