



SMS Subscription Service FAQ For Customers with Prepaid Mobile Accounts

What is an SMS Subscription for Prepaid Mobile Users?

- An SMS Subscription, or “SMS Sub”, is an interest group about an information topic (e.g., Tides, OMG Facts, Bible Verses, etc.)
- These interest groups provide useful updates, information, or entertainment depending on the type of subscription (e.g., Tide Predictions, OMG Facts, Bible Verses).
- A **prepaid** customer can choose to join any interest group by sending a text message with the interest group name to short code 5560 (free send). Upon joining they receive a welcome SMS.
- After joining, an information SMS on the selected topic is sent out to all subscribers in the interest group, one time per day on a schedule, usually in the morning. If you subscribe after the daily SMS has been sent to subscribers, you will receive it the following day.
- Customers are charged \$0.15 for each information SMS received (deducted from prepaid Airtime balance).

Which mobile customers can join SMS subscriptions?

- The SMS Sub service is for **prepaid** mobile users only (770, 776, 778, 779).
- Postpaid customers (775), including those who are using prepaid mobile data, are not able to subscribe to SMS Subscriptions since the fee can only be deducted from a regular prepaid Airtime balance. If a 775 number sends a sign-up message to 5560, they will receive an auto-response stating “*You tried to subscribe to a prepaid-only service using a postpaid 775 number. Please use a prepaid number (770, 776, 778, 779) for SMS subscriptions. Mesulang*”

How does it work?

- **Prepaid** mobile customers subscribe by sending an SMS containing SUB [+Subscription Name] to a short code, for example SUB BIBLE to 5560. This is a free process.
- Upon correctly joining they will receive a welcome SMS. This is also a free process.
- Once subscribed, they will automatically receive an information SMS on their chosen topic once a day at a scheduled time in the morning.
- The cost is \$0.15 per SMS received, deducted from their prepaid Airtime balance. *Note: it is not deducted from the SMS allowance in any prepaid plans or bundles you have activated.*
- The subscription continues until the customer unsubscribes by sending SUB [+Subscription Name] STOP to short code 5560, for example SUB BIBLE STOP to 5560. This is a free process.
- After stopping a subscription, a **prepaid** customer may join again at any time via the same process SUB [+Subscription Name] to 5560.

What types of SMS Subscriptions are currently offered by PNCC and how to subscribe?

We’re beginning with three options, as follows. More may be added in the future.

➤ **DAILY TIDE PREDICTIONS**

- **TIDE:** Get daily **Palau tide predictions from the Palau National Weather Service** delivered straight to your phone. If a customer subscribes to **TIDE**, they will receive daily high and low tides for the next day.
- **Example** of the information SMS for **TIDE (Palau)**:
 - Tide Predictions for 10-08-25 in Palau (Malakal): HIGH at 7:10 AM (6.92 ft) and 7:20 PM (7.05 ft). LOW at 1:47 AM (2.23 ft) and 1:27 PM (1.51 ft).
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- **How to subscribe:** Text **SUB TIDE to 5560**
- **How to unsubscribe:** Text **SUB TIDE STOP to 5560**

➤ **DAILY BIBLE VERSE**



- **BIBLE:** Find strength in the Word! Get daily Bible verses to guide & inspire your day.
- **Example** of a daily BIBLE message:
 - Philippians 1:6 – Be confident that He who began a good work in you will carry it on to completion until the day of Christ Jesus.
- **How to subscribe:** Text **SUB BIBLE to 5560**
- **How to unsubscribe:** Text **SUB BIBLE STOP to 5560**

➤ **DAILY OMG FACT**



- **OMG:** Receive mind-blowing facts daily from nature to science. Discover something new every day!
- **Example** of an OMG Facts message:
 - Honey found in ancient Egyptian tombs remained edible for thousands of years due to its low water content and natural acids preventing spoilage.
- **How to subscribe:** Text **SUB OMG to 5560**
- **How to unsubscribe:** Text **SUB OMG STOP to 5560**

How can customers unsubscribe?

- Customers can opt out anytime by sending SUB [Subscription Name] STOP to the short code, for example: SUB BIBLE STOP to 5560.
- Once unsubscribed, they will no longer receive messages and will not be charged.

Can customers re-subscribe?

- Yes, **prepaid** customers can resubscribe at any time by sending SUB [+Subscription Name] to the short code for example SUB BIBLE to 5560.

What if I'm subscribed but my account balance is zero?

- Your SMS subscription(s) will be on hold until you reload Airtime.
- Once topped up, the next scheduled SMS will be delivered and charged.
- Missed messages during zero balance will not be resent.

Does an SMS subscription use up mobile data?

- No, if you join an SMS sub it doesn't use your data. The \$0.15 per SMS is deducted from your Airtime account balance only. It is not deducted from any prepaid plans or bundles you have activated.

Who do customers contact for more info? PNCC Customer Support at 488-9000.