

What is GSM International Roaming Service?

GSM international roaming is the ability to use your own cellular phone (and number) while traveling away from your home network. Roaming is a premium service that connects you to the GSM cellular network of the location you are visiting without buying another SIM card.

Roaming offers the convenience of a single number, a single bill and a single phone with worldwide access.

How does International Roaming work?

Cellular network operators establish Roaming Agreements to exchange customer billing data for their subscribers who "roam" on the visited network.

For example, when IT&E customers visit Palau and make calls with their own cellphones, PNCC's network collects the call detail records and sends them to IT&E (who then bills their customers for the roaming charges in Palau).

How can visitors to Palau roam on the PalauCel network?

Visitors to Palau who want to roam on the PalauCel network must have a GSM phone that can operate on the GSM-900 band. Most phone models are now multi-band (e.g. 850, 900, 1800 and 1900 MHz).

Their home operator must also have a roaming agreement with PNCC so they can be billed for the services when they return home.

Upon arrival in Palau, visitors (called "inbound roamers") only have to turn on their cellphone, and it will pick up the signal from PalauCel's GSM network. Or customers can select 55201 or PLW01 in their cellphones to use PalauCel roaming service.

PNCC's system 'authenticates' the visitor's mobile phone with their home operator (to check if they are a valid customer, whether they are allowed to roam, etc.). If the home operator responds with a positive authentication, the visitor's cellphone is ready for use.

This process is completely automatic and it typically takes only a few minutes to log on to the local network.

Which overseas mobile operators have roaming agreements with PNCC for their customers to roam in Palau?

- o **Guam:** Docomo Pacific, IT&E (also CNMI), GTA
- o **Taiwan:** CHT, FarEasTone
- o **Japan:** NTT Docomo, Softbank, KDDI
- o **Hong Kong:** CSL Limited
- o **U.S.A.:** AT&T Mobility
- o **Australia:** Vodafone Australia
- o **Korea:** Telecom
- o **Smart Philippines**

How much does it cost a visitor to roam on the PalauCel GSM network?

Visitors need to check with their home operator to find out what their roaming charges will be for using PNCC's network, since PNCC does not bill the visitor directly. The visitor's roaming rates are set by their home country operator, not PNCC, and they will be billed at home on their regular monthly bill.

Dialing instructions for roamers in Palau

When roaming visitors call home or any other country, the dialing instructions are the same as making an international call with PNCC IDD long distance service.

Roamers have to type in the international access code (011) and the country code or city code plus the telephone number (omitting the leading zero if any). *Note:* roamers may substitute a + sign for the international access code 011.

For example, to call the Guam number (671)XXX-XXXX when roaming in Palau, dial 011 plus country code 1 for U.S., then the area code and number:

0111671XXXXXX (i.e. with no spaces)

OR +1671XXXXXX

To dial a local number in Palau, the roamer simply dials the regular local fixed line or cellular phone number XXX XXXX (with no access codes required).

How does a local caller in Palau dial to reach a roamer in Palau?

For a local number to call a roamer, the dialing instructions are the same as long distance dialing, because the call to a roamer originates in Palau, terminates in the roamer's home network, and is then routed back to Palau. The usual long distance charges for calling the roamer's home country will apply. For example, if a caller in Palau dials a roamer in Palau who is from CNMI, the charge will be 35 cents per minute plus the local Airtime charge (if calling from a PalauCel phone).

How does a caller outside of Palau dial to reach the roamer in Palau?

When a customer is roaming in Palau, their friends and family back home can call them just as they normally would.

Can visitors roaming in Palau send and receive text messages?

Yes, roamers in Palau can send and receive both local and international text messages.

Dialing instructions for roamers in Palau to send a local or international text message:

After typing in the text message just dial + country code + area code or city code (if necessary) + local number (with no spaces or plus signs). Use a + in front of the number:

Examples:

Roamer in Palau texting to Guam: +167102891000
Roamer in Palau sending text to Palau: +680779XXXX
Roamer in Palau texting to Taiwan: +886XXXXXXXX

Dialing instructions for PalauCel numbers to text a roamer in Palau:

Same as roamers in Palau texting to any international destination (& will be charged to PalauCel customers as an international text, i.e. 20¢ per send)

+ country code + area or city code + roamer's cell phone number *(enter the first plus sign before the country code but no other plus signs or spaces)*

Examples:

Texting to roamer from Guam: +16712891000
Texting to roamer from Taiwan: +886XXXXXXXX

Can visitors roaming in Palau send and receive data?

Data services for GSM customers, including roamers, are being developed. PNCC will inform the public when data services are available.

Can PalauCel customers roam to other countries?

Roaming for PalauCel postpaid customers (775) who travel outside Palau is available in Taiwan, Guam, and CNMI. Sign up to activate roaming before you travel. Call 488-9000 for more information.

Who do I call for more information?

- For more information about PNCC services, please call Customer Service at 680-488-9000.
- For dialing assistance (in Palau) please call the PNCC operator (0) from 7am to 12 midnight daily.
- For trouble reports, call 611 (in Palau).