

## Wireless Service Rates

One-time activation fee for all new accounts:	\$35
SIM Card (includes \$10 free Airtime minutes):	\$10
SIM Card replacement & transfer of any Airtime remaining on your account ( <i>no new Airtime minutes</i> ):	\$10
Special Number Request:	\$25
Change Number (775 accounts):	\$10
Reconnection/Unbar number:	\$5
Disconnection:	no charge

**PREPAID SERVICE.** Prepaid rates are 15 cents per minute off-peak (night time) and 22 cents per minute peak (day time). Peak hours are 6:00 a.m. to 5:59 p.m. daily. Off-peak hours are from 6:00 p.m. to 5:59 a.m. daily. The rate for incoming calls is the same as for outgoing calls.

### TEXT MESSAGES (SMS)

*Outgoing messages:* 6¢ per local message; 20¢ per international message (one message = each "send" of 160 characters)  
*Incoming messages:* FREE

**OPTIONAL FEATURES:** for both prepaid (779) and postpaid (775) accounts: **Call Waiting with Caller ID**, **Call Forward** to a local or international number, **Call Hold**. No sign up required and no monthly fee; Airtime charges apply only when you use the features. **Call Forward Options:** when your cell phone is busy, out of reach/out of service area; or not answered/no reply. *Call Forward All Voice Calls (unconditional) is not available. Just turn the features on in your cell phone to use them. Long distance charges apply to Call Forward-International, and 775 numbers must have a long distance account (IDD) to use this feature.*

### MONTHLY PLANS FOR WIRELESS SUBSCRIBERS (775)

Plan	Monthly Fee	Included Airtime Minutes	Additional Airtime Minutes
<b>Volume*</b> (min. 5 numbers)	\$50 each	500 minutes each FREE within plan	\$0.25/min.** outside the plan; FREE within plan
<b>Unlimited*</b>	\$150	Unlimited	No Charge
<b>Power</b>	\$99	500 minutes	\$0.20/min.
<b>Business</b>	\$50	225 minutes	\$0.23/min.
<b>Affordable</b>	\$35	150 minutes	\$0.25/min.
<b>Basic</b>	\$20	75 minutes	\$0.25/min.
<b>Emergency</b>	\$10	0 minutes	\$0.50/min.

\*includes free local SMS; international texting charged at 20¢ per send  
 \$200 minimum security deposit may be required.

**Volume Plan:** \$1000 deposit; \$45 activation fee for first 5 numbers, \$10 ea. additional number; 1-yr contract. \*\*Additional minutes free for calls within the group of numbers.

### How are calls charged?

- ◆ On monthly plans, enjoy the convenience of one low per minute rate any time of the day, any day of the week—there are no peak or off-peak periods to keep track of.
- ◆ Both incoming calls received and outgoing calls made from your cellular number are charged.
- ◆ Airtime charges are calculated on a one-minute minimum.
- ◆ Included minutes do not carry over to the next month.
- ◆ Long distance calls will incur a per minute airtime charge as well as the applicable long distance rate.
- ◆ Collect calls cannot be charged to your cellular phone number.
- ◆ Calls to 411 directory assistance are charged at the applicable per minute rate for your plan plus \$0.50 per call.
- ◆ Calls to 611(PNCC trouble reports) and 911 (emergency) are FREE.

**Wireless Phone Safety Tips.** When driving a car, driving is your first responsibility. We recommend that you pull to the side of the road to make a call and avoid using your wireless phone while driving. The U.S. Cellular Telecommunications Industry Association (CTIA) has issued these guidelines for safe wireless phone use:

- ◆ Get to know your wireless phone and its features such as speed dial and redial.
- ◆ Keep your wireless phone within easy reach.
- ◆ Suspend conversations during hazardous driving conditions or situations.
- ◆ Do not take notes or look up phone numbers while driving.
- ◆ Dial sensibly and assess the traffic.
- ◆ Do not engage in stressful or emotional conversations that may be distracting.

### QUESTIONS?

Please call PNCC Customer Service at 488-9000  
 Businesses call Sales at 488-9600

# Enjoy the Freedom of Digital GSM Wireless Service



**PNCC Wireless**

“Enjoy the Freedom”

# Digital Wireless Service - Frequently Asked Questions

## What is GSM Wireless Service?

Digital GSM wireless service, or Global System for Mobile communications, is the most dominant technology with over 71% of the world market, especially in Europe, Asia, and the Pacific region, with continuing growth elsewhere in the world including the U.S. There are a variety of GSM systems operating at 850, 900, 1800, and 1900 MHz bands. PNCC's system operates at 900 MHz.



## What kind of phone works on the PNCC digital wireless system?

**GSM phones for 900 MHz.** Tri-band phones that can operate at three different frequency bands (for instance 900/1800/1900 MHz) are recommended, also sometimes called "World Phones." Just make sure that your model is designed to operate on 900 MHz, which is the frequency of Palau's digital wireless system. Being able to operate on the other bands will be useful if you intend to take the phone when you travel overseas, but it's not required to operate your phone within Palau. **Your GSM phone must be SIM UNLOCKED**, if not purchased from PNCC.

Sometimes phones are sold very cheaply because they are locked and can only be used on the system that first sold the phone. Nobody but the original system operator can unlock these phones.



**What's a SIM Card?** GSM phones are activated and operated using SIM cards that are inserted into the phone. SIM stands for Subscriber Identity Module. It's a smart card containing the telephone number of the subscriber and other user data such as the phone book. A user's SIM card can be moved from phone to phone as it contains all the key data required to activate the phone.

**IMPORTANT:** Prepaid wireless numbers are suspended 90 days from first activation (\*78) if Airtime is not recharged. 10 days before the suspension date, you will receive a notice via text message. If your number is suspended, you will not be able to make or receive calls and there is a grace period of another 90 days before termination. To reactivate the number, simply recharge it with a new Airtime load before the termination date. Each recharge extends the validity period according to the value of the Airtime load: \$10 gives a validity period of 30 days; \$25 = 60 days; \$50 = 90 days. The new load amount is added on to the current remaining balance in your account.

## How do I sign up for wireless service?

To get started using digital wireless service, you need a GSM-900 cell phone. Then just visit the PNCC office in Koror and Airai and pay an activation fee and a one-time charge for your SIM card. For prepaid service, there are no credit checks or deposits required. Please see back of this brochure for information on monthly plans.

The SIM card contains all your customer information that is required to activate your wireless phone number on the wireless network. You just insert your SIM card into your phone and since it comes with \$10 of Airtime you can start making calls and text messages as soon as your phone's battery is charged. *Important: to maximize your phone's battery life, please refer to your user's manual and follow the instructions to properly condition your battery.*

If you have a prepaid wireless account, you can add more Airtime minutes to your account with AIRTIME cards, which are sold conveniently in denominations of \$10 and \$25 at over 100 retail locations. Call 488-9600 for sales locations.



**What is the coverage area?** The coverage area extends throughout Palau. Koror is served by digital antennas in Ngermid, Meyuns, Malakal, and at the Surangel's building. Other cell sites are in Airai, Melekeok, Ngarchelong, Ngardmau, Ngaraard and Peleliu. Additional sites are being procured and will be installed to enable full coverage from Kayangel to Angaur. **IMPORTANT:** GSM digital wireless service quality in any area may vary depending on such factors as network traffic, signal strength, the type of phone equipment, weather and terrain. Wireless service is not intended to replace marine radio communications.

## Which calling features are offered?

Both prepaid (779) and postpaid (775) accounts enjoy several convenient calling features: Call Waiting with Caller ID, Call Forward to a local or international number, and Call Hold. Airtime charges apply only when you use the features.

CALL FORWARD options are: when your cell phone is busy, out of reach/out of service area; or not answered/no reply. Call Forward All Voice Calls (unconditional) is not available.

To use any of these features, all you have to do is turn it on in your cell phone menu. Availability of features varies according to phone model. Please check your

cell phone's user manual. Long distance rates also apply to Call Forward-International, and 775 numbers must have an IDD (long distance) account to forward to international.

**What about Caller ID?** The phone numbers of incoming calls to your wireless phone are displayed on your unit. The display of the incoming number allows you to decide whether you want to accept the call or not. Your wireless number also shows up on land line Caller ID service, as well as on other wireless phones.

## Can I send text messages?

Yes, PNCC's GSM service offers SMS (Short Message Service), also called "texting". All GSM customers can send and receive SMS messages to each other within Palau and internationally to selected mobile operators in the U.S., Guam, Philippines, Japan and many other countries.



**IMPORTANT:** To get started using texting you must set the "Service Center" to +6807790000 on your phone. This is a phone option, so please check your phone's manual for instructions.

## How can I call long distance?

**Prepaid Service (779):** Both local and long distance calls can be made with an Airtime card. Dial overseas calls the same as from a landline: **011 + country code + city/area code + local number**

Long distance calls incur a per minute airtime charge as well as the applicable long distance rate.

**Monthly Plans (775):** Subscribers have several options: call long distance with Debusch prepaid cards, Debusch charge card accounts ("909"), or sign up for a long distance account (IDDD) with PNCC and dial direct with fewer numbers.

### Long Distance Dialing Instructions for 775 Accounts:

#### Using Debusch Prepaid Cards:

800-8010 (\$10/\$15 cards) or 800-8025 (\$25 cards)

Using Debusch Charge Cards ("909"): 800-8006

IDDD accounts: 011 + country code + city/area code + local number