

PalauCel Service Rates

New Account: \$45* Includes Activation(\$35) + SIM Card (\$10) with \$10 free Airtime minutes for prepaid

*Prepaid accounts temporarily discounted to \$25 until further notice

SIM Card replacement & transfer of any Airtime

remaining on your account (no new Airtime minutes): \$10

Special Number Request: \$25

Change Number (775 accounts): \$10

Reconnection/Unbar number: \$5

Disconnection: no charge

International Roaming (postpaid customers only) See below

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 & for SMS/texting to e-mail; 20¢ per international message (one message = each set of 160 characters you send) *All incoming messages are FREE.*

Optional Features for both prepaid (779/778) and postpaid (775):

Call Waiting with Caller ID, Call Hold, Call Forward to a local or international number. 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.*

International Roaming optional sign-up for postpaid (775) only:

\$2/min. local Airtime in visited country; \$5/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).

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 and can be made even if you are out of Airtime or your number is suspended, as long as your SIM is valid.

PalauCel Voice Mail Service—No Sign-up, No Monthly Fee

- Calls forwarded to your Voice Mail Box are charged Airtime.
- Calling Voice Mail to check for messages is FREE
- Just turn Voice Mail on in your cell phone by Call Forwarding to Voice Mail number 777, then dial 777 to set your password (press 2 for set mailbox). *Call Forward All Calls (unconditional) not available.*
- Incoming calls sent to Voice Mail are charged Airtime, maximum 2 minutes each
- To check voice mail messages from your cell phone dial 777 (FREE)
- To check voice mail from a landline dial 776 (FREE)
- New (unopened) messages are saved for 14 days in the system; messages you open and save are kept for 7 days.

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

Palau National Communications Corp.



Palau's Only Nationwide
Mobile Telephone Service
Including Rock Islands



Enjoy the Freedom

Digital GSM-900 Mobile Wireless

- ◆ Local & International Voice Calls & Texting
- ◆ Low Rates
- ◆ Caller ID, Call Waiting, Call Hold, Call Forward, Call Hold
- ◆ Voice Mail
- ◆ Prepaid & Postpaid Service Options
- ◆ International Roaming



Molekoi—Enjoy the Freedom

MONTHLY PLANS FOR PalauCel SUBSCRIBERS (775)

Plan	Monthly Fee	Included Airtime Minutes	Additional Airtime Minutes
Volume* (min. 5 numbers)	\$50 each	500 minutes each ¹ FREE within plan	\$0.25/min. ² outside the plan; FREE within plan
Unlimited*	\$150	Unlimited	No Charge
Power	\$99	500 minutes	\$0.20/min.
Business	\$50	225 minutes	\$0.23/min.
Affordable	\$35	150 minutes	\$0.25/min.
Basic	\$20	75 minutes	\$0.25/min.
Emergency	\$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. ¹Domestic minutes only. ²Additional minutes free for domestic calls within the group of numbers.

PalauCel GSM-900 Mobile Telephone Service Frequently Asked Questions

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



What kind of phone works on the PalauCel GSM mobile wireless system? You'll need a GSM phone for 900 MHz that is SIM UNLOCKED.

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.

What is the coverage area? PalauCel's coverage area extends throughout Palau, 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. **GSM wireless service is not intended to replace marine radio communications.**

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 PalauCel service? To get started using PalauCel 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 at over 100 retail locations. Call 488-9600 for sales locations.

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, **Call Hold**, and **Voice Mail**. Airtime charges apply only when you use the features. Calling to check Voice Mail messages is free (see back for more information).

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, PalauCel 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. Text messages can also be sent to and from any email address in the world. **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.



To send an international text message

After typing in your text message just dial 00 + country code + cell phone number (do not type in the spaces or the plus signs, just the numbers).

To send a text message to any email address in the world*

1. Enter email address (with a space after it), then your message
2. Send to 999

*Note that dialing instructions for SMS/texting to email may vary depending on your cell phone model; please consult your phone's manual for instructions.

To send an email to a PalauCel number

Email address for 779 numbers: +680779XXXX@sms.palaunet.com

Email address for 775 numbers: +680775XXXX@sms.palaunet.com

How can I call long distance? Long distance calls incur a per minute airtime charge as well as the applicable long distance rate.

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**

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