

## HomeNet Service Rates\*

### Installation (new line):

\$22 (including a \$10 Debusch card) + \$18 wiring fee  
+ \$20 deposit + \$30 modem cost

(customer will own the modem, which is covered by a 14-day warranty from date of installation; \$20 deposit refundable after one year of good credit standing)

### Installation (existing line):

No charge except \$30 modem purchase is required. \$10 Debusch card will be provided at no charge to all customers with existing lines who convert to HomeNet.

### Installation for customers with furnished xDSL

**Modem unit:** Same installation rates apply, except for the modem cost of \$30 (subject to xDSL qualification process by PNCC)

Please note that the \$10 Debusch card is a "one time offer" at installation time only for new subscribers (new installation or existing subscriber converting to HomeNet)

### Monthly Subscription Fee: \$20

Includes residential landline service and a prepaid Internet access port that provides the capability for high-speed Internet using prepaid cards (an xDSL modem will be connected to the HomeNet landline)

The monthly subscription fee includes technical support for landline and the Prepaid Internet Access Port/xDSL modem, including inside wiring repairs on the original installed inside wiring up to the xDSL device (Splitter/Modem). Telephone units repair or replacement cost not included.

Note: Service will be billed as HomeNet Package \$20.00 with three services:

- Telephone Service Residential
- HomeNet Prepaid DSL Service
- Inside Wiring Maintenance Plan

- Log in to the Internet any time with a Prepaid Debusch Card Number
- \$1.25<sup>hour</sup> off-peak period 6:00pm-5:59am & weekends from Friday 6:00pm thru Monday morning at 5:59am
- \$2.50<sup>hour</sup> peak period weekdays M-F 6:00am-5:59pm



# HomeNet

Fast Prepaid Internet @ Home



## Surf & Talk

on the Same Line at the Same Time!



# PNCC

Connecting Palau to the World

www.palaunet.com

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### Get 2 great services in 1 affordable subscription package for only \$20 per month!

- Includes Residential Fixed Line Phone Service + Prepaid High-speed Internet Access Port\*
- Log in to the Internet any time with a Prepaid Debusch Card Number
- Only 2¢<sup>min</sup> (\$1.25<sup>hour</sup>) nights & weekends for Hi-Speed Internet (256kbps)
- Only 4¢<sup>min</sup> (\$2.50<sup>hour</sup>) weekdays 6:00am-5:59pm (128kbps)
- Available in most areas of Koror, Airai, Ngaremlengui, Melekeok, Aimeliik, Ngatpang (including Ibobang), Ngardmau, Ngarchelong, Ngaraard and Ngiwal



### What is HomeNet Service?

- “HomeNet” is a new subscription service for residential customers that includes two services “bundled” in one package for one low monthly rate of only \$20:
  - Voice telephone service (landline), plus a Prepaid Internet Access Port/xDSL modem in your home.
  - The capability of high-speed Internet access via your home computer (or laptop) using Debusch prepaid cards
- With HomeNet service, you can make and receive phone calls while the Internet is on, using the same phone line to talk at the same time.
- The high-speed Internet connection is always available, 24/7, all you have to do to use the Prepaid Internet Access Port is to log in using the PIN number from any Debusch Prepaid Card for both ID & Password
- Fast connection speed up to 256 kbps off-peak period (night times M-F 6:00pm to 5:59am and weekends 24/7 from Friday at 6:00pm through Monday morning at 5:59am)
- 128 kbps connection speed during peak period (weekdays from 5:59am to 6:00pm)

*\*for residential customers only; installation charges apply; inception rate pending tariff*

### Can I keep my landline telephone number?

Yes, customers who convert an existing fixed line account to HomeNet may keep their current phone number, and their phone number will stay active throughout the conversion process to HomeNet.

### Can I keep my PalauNet e-mail address?

HomeNet is an Internet access subscription service and does not come with an assigned palauet.com email address. You may use any e-mail account with HomeNet/DSL access. If you want to keep your PalauNet e-mail address, then you need to continue subscribing to a PalauNet dial-up plan.

### Can I use my PalauNet dial-up account and HomeNet DSL at the same time?

Yes, if you want you can use both types of Internet access at home (HomeNet Prepaid xDSL & PalauNet dial-up). Just unplug your phone line and plug it into the phone input on the back of your computer to use your dial-up account. Note: you will no longer be able to use the phone line for voice calls, callers will hear a busy signal.

### Can I use the same prepaid Debusch card to call long distance too?

Yes, you can also use the same Debusch card PIN number to call long distance from any phone line as usual, as long as you have enough minutes remaining on your account (*note the Debusch PIN number cannot*

*be used both for Internet access and long distance at the same time).*

### Where is HomeNet Service Available?

HomeNet is available in most areas of Koror, Airai, Ngaremlengui, Melekeok, Aimeliik, Ngatpang (including Ibobang), Ngardmau, Ngarchelong, Ngiwal and Ngaraard. New service areas will be added later; PNCC will inform the public.

### What kind of equipment do I need to access the Internet using HomeNet?

HomeNet service provides you with a Prepaid Internet Access Port/xDSL modem, so all you need is a personal computer or laptop.

### What is included in Technical Support for HomeNet Service?

The monthly subscription fee includes technical support for landline and the Prepaid Internet Access Port/xDSL modem, including inside wiring repairs on the original installed inside wiring up to the xDSL device (Splitter/Modem). *Telephone units repair or replacement cost not included.*

### What are the hours of service for technical support?

- 7am-12 midnight daily for telephone support
  - During business hours M-F, 8am-5pm, call Technical Support at 587-9696.
  - After PNCC business hours, trouble reports to 611 will be taken by the Operator and referred to an on-call technician to call the customer back.
- If a premise visit is required, it will be scheduled the next available working day.

### Who does a HomeNet subscriber call for more information?

**Trouble Reports:** 611 (7am-12 midnight daily)

**Technical Support:** 587-9696 (8am – 5pm M-F)

**Customer Service** (to sign up for HomeNet):

488-9000 (8am – 5pm M-F)