



How your Fixed Services are Restored after Tropical Storms & Typhoons

A stylized illustration of a multi-story building. The building is primarily yellow with a red section on the left. It has many white rectangular windows. The 'NTT docomo' logo is prominently displayed on the red section, and 'DOCOMO PACIFIC' is written in red on the yellow section. The background is a dark blue sky with a network of white lines and dots, suggesting a communication network. Green bushes are visible at the bottom left and right corners.

^{NTT}
docomo DOCOMO PACIFIC

What are fixed services?

Fixed services include home & business internet, landline phones, and cable TV.

There are two ways that you receive internet for your fixed services:

01

Dedicated Fiber

A dedicated fiber connection from your location to DOCOMO PACIFIC

Available for Businesses only

Your network is on dedicated fiber if your equipment includes a fiber switch.



02

Hybrid Fiber Coax (HFC)

Fiber and coaxial cable that delivers internet services

Your network is using HFC if your equipment includes a modem.



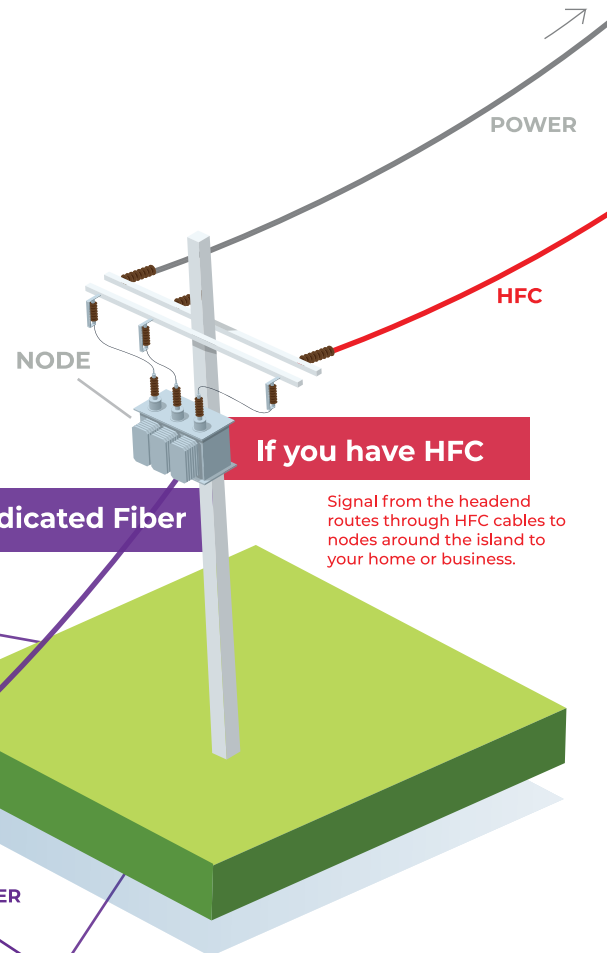
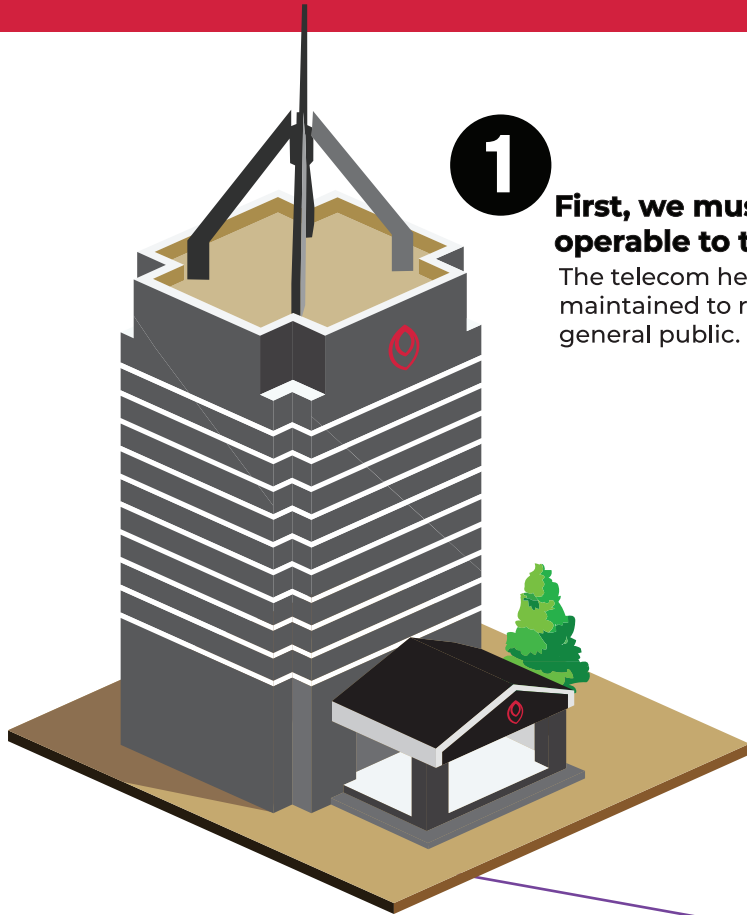
How are fixed services restored?

In order to restore fixed services as quickly as possible, DOCOMO PACIFIC must repair all components below:

1

First, we must ensure our carrier headend is operable to transmit communication signals.

The telecom headend is a facility where equipment is maintained to receive and send communication to the general public.



If you have Dedicated Fiber

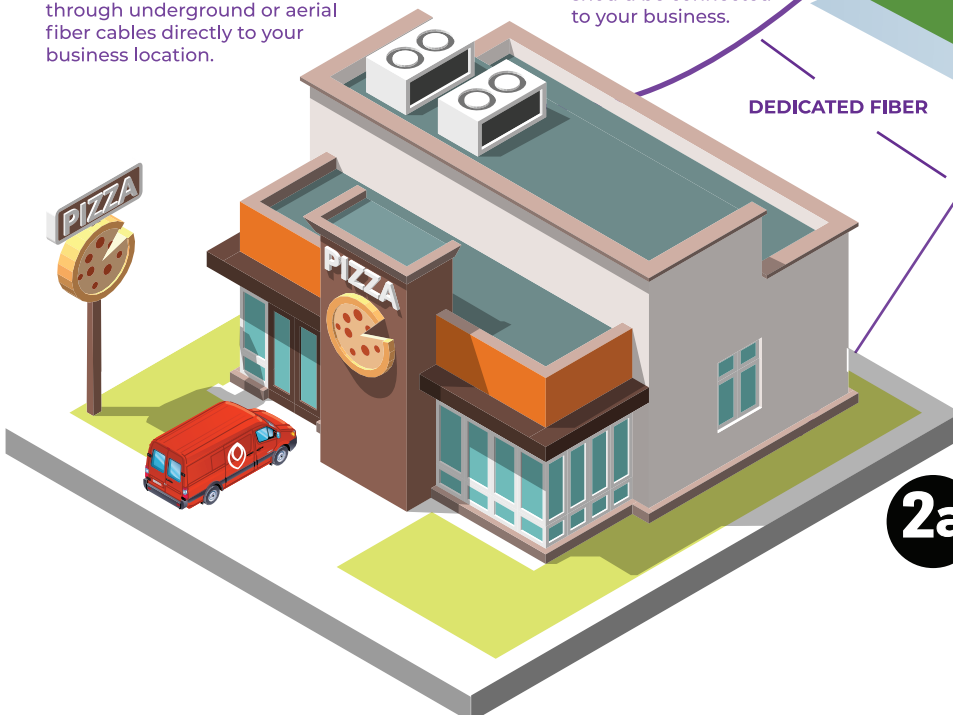
If you have HFC

Signal from the headend routes through HFC cables to nodes around the island to your home or business.

Signal from the headend routes through underground or aerial fiber cables directly to your business location.

Dedicated fiber lines should be connected to your business.

DEDICATED FIBER



2a

Our tech teams must assess equipment and wiring from the headend to your business.

If there is no damage found to your wiring or equipment for dedicated fiber, your fixed services should be restored.

2b

Island power or generator must be supplied for the node to operate and send a signal to your home or business.

4

If wiring is unattached from the tap to your home or business, also known as a dropline, then further repairs must be scheduled. Please report droplines to customercare@docomopacific.com

3

Our tech teams must assess equipment and wiring from the headend to your home or business.

HFC lines should be connected to your business.

TAP

HFC

**When all these components are remedied,
your fixed services should be restored.**



How to Contact Us for Residential



Retail Operations

Visit one of our four store locations where you will be assisted by our service representatives to process transactions.

Tamuning HQ

Monday - Saturday
8 a.m. - 5 p.m.

Agana Shopping Center

Monday - Saturday
10 a.m. - 8 p.m.
Sunday
10 a.m. - 6 p.m.

Micro Mall

Monday - Sunday
11 a.m. - 7 p.m.

AAFES

Monday - Sunday
9 a.m. - 6 p.m.

HQ Drive-Thru

Closed until further notice



Customer Service

For troubleshooting, to reset self care, assistance for billing, roaming, or questions about your current services.

Customer Service is available

Monday - Friday

8 a.m. - 8 p.m.

Sunday

10 a.m. - 5 p.m.

24/7 Technical Support

Call

+1-671-688-2273



Our Website

Discover new products & services and explore our other resources.

Visit

docomopacific.com

Follow us

[@docomopacific](https://www.instagram.com/docomopacific)



Credit Hotline

Should you need further assistance, please call our dedicated Service Credit Hotline at **671-685-2273(CARE)**, visit our retail stores or email heretohelp@docomopacific.com

To ensure you are assisted efficiently, please have the following information ready:

Account Number

Account Name

Service Address

Contact Email

Services Affected

Billing period you are requesting a credit for

Whether or not island power has been restored to your home or business

How to Contact Us for Business



Business Services

Visit Business Services, where you will be assisted by our service representatives to process transactions.

Guam: Tamuning HQ
Monday - Friday
8 a.m. - 5 p.m.

CNMI: Gualo Rai, 2nd floor
Monday - Friday
8 a.m. - 5 p.m.



Enterprise Care

For troubleshooting, to reset self care, assistance for billing, roaming, or questions about your current services.

Enterprise Care is available
Monday - Friday
8 a.m. - 5 p.m.
24/7 Technical Support

Call
Guam: 671-688-2677
CNMI: 670-488-2677



Business Sales Support

Business Sales Support assists the Business Sales team with the processing of new accounts or renewals of contracts. Business Sales Support is available
Monday - Friday
8 a.m. - 5 p.m.

Email
businesssalesupport@docomopacific.com



Collections

For help with payment arrangements:

Email
enterprisecollections@docomopacific.com



Account Executive

For upgrades, renewals, additions to services or information about other solutions:

Contact your
Account Executive

or email
businesssales@docomopacific.com



Our Website

Discover new products & services and explore our other resources, curated for your business.

Visit
business.docomopacific.com

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@docomopacific

