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DOCOMO PACIFIC welcomes back walk-in customers

Tamuning, Guam (December 18, 2020) – DOCOMO PACIFIC, regional leader in innovation, telecommunications, & entertainment, welcomes back walk-in customers after operating by appointment only since March 2020.

Beginning December 18, 2020, all DOCOMO PACIFIC retail stores will be able to serve more customers as we operate at 50% of maximum capacity in accordance with the Governor's most recent mandate. Many of our customers have grown accustomed to booking their visits through the Skiplino app, and we encourage them to continue to do so. Booking appointments through Skiplino has proven to be valuable for our customers and helps our staff control traffic in the stores. With the increase in traffic allowance, we are happy to welcome back walk-in customers in addition to those who have made appointments. If you are in the area or have an urgent need, feel free to stop in. Please note that masks, social distancing, and capacity limits still apply.

Maintaining a safe environment for our customers and employees has always been a top priority. We have recently installed Aura Air smart purification systems in our retail stores to monitor and filter the indoor air quality. Customers can feel confident that we are making every effort to provide a clean and safe environment for them while visiting us.

For bill payments, the most convenient ways to pay are: 1) visiting our payment drive-thrus at our Tamuning HQ and the Harmon GFA field, 2) Self-Care at www.docomopacific.com/mydocomopacific, or 3) by calling us at 688-CARE.

Hours of operation:

AAFES: 10am – 7pm (Monday – Sunday)

Agana Shopping Center: 11am – 8pm (Monday – Sunday)

GPO: 11am – 7pm (Monday – Friday)

Harmon (GFA) HQ Payment Drive-thru: 9am – 4pm (Monday – Friday)

- Cash, check, and credit cards are now accepted.
- Debit cards are not accepted at this time

Micronesia Mall: 11am – 9pm (Monday – Friday)

Tamuning HQ Payment Drive-thru: 8am – 4pm (Monday – Friday)

- Cash, check, and credit cards are now accepted.
- Debit cards are not accepted at this time

Tamuning HQ Retail: 8am – 5pm (Monday - Saturday)

Booking appointments via Skiplino

Try Skiplino for your next appointment using the following steps:

1. Download the free Skiplino app from the Apple or Google Play store on your device and follow the easy step by step instructions on the app.
2. Launch the app and choose your country (Guam or Northern Mariana Islands).
3. Choose the branch you wish to visit.
4. Select CUSTOMER SERVICE and your date/time of visit.
5. Input your NAME and REASON for VISIT.
6. Book your appointment and instantly get a customer ticket.
7. You may receive a phone call from a DOCOMO PACIFIC Customer Care associate for more information so they can prepare for your visit.

If you have questions or require assistance, please call 688-CARE.

About DOCOMO PACIFIC

DOCOMO PACIFIC is a wholly owned subsidiary of NTT DOCOMO, Japan's leading mobile operator. Headquartered in Tamuning, Guam, DOCOMO PACIFIC is the largest provider of personal, residential, enterprise connectivity and entertainment services in Guam and the Northern Mariana Islands. Named Guam's most reliable network, based on GWS' 2019 OneScore ranking. We are also the 5-time winner of Pika's Best of Guam and 4-time winner of Best of The Pacific. DOCOMO PACIFIC is dedicated to bringing you and your family closer to the things that matter most. Get to know more about what makes us "Better Together" at www.docomopacific.com.

ABOUT BETTER TOGETHER

DOCOMO PACIFIC provides TV, Online, Mobile, Phone, and Enterprise Solutions in Guam and the Marianas. The company employs 640 associates and serves customers through retail outlets located in Agana Shopping Center, Andersen Air Force Base Exchange, Dededo Mall, Guam Premier Outlets, Micronesia Mall, Tamuning HQ, Gualo Rai, Saipan, Tinian and Rota.

DOCOMO PACIFIC is a subsidiary of NTT DOCOMO, which provides service to over 70 million mobile customers in Japan. Outside of Japan, NTT DOCOMO contributes to the global standardization of all-new mobile technologies and lends their technical and operational support to seven mobile phone operators and partner companies.

For more information, please visit www.docomopacific.com



Better Together