**Checks and Questions Satellite Direct**

**Questions**

* Please identify your access (Satellite Direct account number).
* Which phone number of the server are you dialing?
* When did the service stop working?
* What is the error code or error message?

**Checks**

* Check **The Source**.
* Perform a test with the terrestrial access.
  + *Do not forget to perform the checks for the product used with this service.*