**Checks and Questions Thuraya IP and MBB**

**Questions**

* What is the terminal’s brand and model?
* What is the firmware’s version?
* What is your mobile’s ICCID or MSISDN?
* In which country or area are you located?
* Is the current GPS position up to date?
* Is your antenna signal strong and stable? How many bars?
* Did the terminal work before?
* Since when did the service stop working?
* What is the error code or error message in the display of your terminal?
* What is the current temperature where the Thuraya IP is located?

**Checks**

* Check the mobile status in **BSCS**, **The Source**, and **MMI**.
* Check the coverage map.
* Check the GPS position with the customer.
* Check the antenna signal with the customer.
* Check the APN, DNS Settings and services used with the customer.