**Checks and Questions Prepaid Cards**

**Questions**

* What is the serial number and PIN of the prepaid card?
* What is the Terminal/SIM Forward ID, IMN, MSISDN, or ICCID of the equipment being used to make a call?
* Which Short Access Code (SAC) are you using?
* What is the Land Earth Station ID you are using?
* Is the dial tone function activated on the Handset?
* Since when did the service stop working?
* What is the error message/code?
* Is a dialer installed on board?

**Checks**

* Find step by step instructions to troubleshoot Prepaid Card issues.

[Related article: [Troubleshoot Prepaid Card Issues](https://kb.marlink.com/marlink/document/Troubleshoot%20Prepaid%20Card%20Issues)]

* Check the card status in **OCP**.
* Check the card status and CDRs in **TETCO**.
* Check the Call records in The Source and **TETCO**.
* Check the Short Access Code with the customer.
* Perform a test with the terrestrial access.
* *Do not forget to perform the checks for the product used with this service.*