**Checks and Questions SkyFile C or Terrestrial PIN**

**Questions**

* For SkyFile-C domain (Aussaguel LES):
* In case it is a SkyFile-C account (registered address of the vessel (<vesselname>@skyfile-c.com)), what is the username of the account?
  + - In case it is for terrestrial access (registered e-mail address - for onshore), what is the shore e-mail address used?
* For Eik Domain (EIK LES):
* In case it is for Reversed Charging (registered Inmarsat-C IMN), what is the IMN?
* In case it is for terrestrial Access (registered e-mail address – for onshore), ask the following:
* What is the USER ID?
* What is the shore e-mail address?
* Are you sending the e-mail in plain text and not in HTML or rich text (should be plain text)?
* What is the Inmarsat-C number (9 digits, starting with 4)?
* When did the service stop working?
* What is the error code or error message (returned email from the LES)?

**Checks**

* Check the account status in **SkyFile Admin**/ **The Source**.
* Check the PIN status in **OPIF**.
* Check the call records in **OPIF**, **QOS** (CVES), **The Source**.
* *Do not forget to perform the checks for the product used with this service.*