Trouble Ticket

Please complete the following and return to I-LINX by fax at +1-202-232-0621 or email at customerservice@i-linx.net

Name: _____ **Date:** _____
Organization: _____ **Telephone:** _____
Headquarters Contact: _____ **Field E-mail:** _____

TERMINAL INFORMATION (To be completed by customer)

IMEI (phone's serial #)**:** _____ **SIM Serial Number:** _____
(15-digit serial # located on handset's package) (19-digit serial number on reverse side of SIM Card)
Terminal Location: _____ **Software Version:** (if applicable)
_____

Terminal Type:
Thuraya Hughes Phone ☐
Iridium Phone ☐
RBGAN ☐
RBGAN Connection to Laptop (Bluetooth/USB/Ethernet)**:** _____

PROBLEM INFORMATION AND ERROR CODES (Must be completed by customer)

Description of the Problem (please provide as much details as possible):

Error Codes: _____
Signal Level: (if applicable) _____
GPS Status: (if applicable) _____

Reported By: _____