ABSTRACT

Plain Old Telephone Services (POTS) or PSTN is a standard telephone service that serve neighbourhood and small company telephone connection. While non POTS is services that developt from POTS service that used by customers from bigger scale company than POTS. Non POTS product that served by PT TELKOM are astinet,VPN IP, Dinaaccess,metro ethernet, etc. Classification of non POTS data order is held every 20th in each month. Non POTS data clasifield into two class, such as will be completed data and not yet completed data in last date in month. This data classification function need to help in decission making and to see target was reach. Data order classification can be done using Linear Discriminant Analysis method (LDA), Non Linear Discriminant Analysis (NLDA) method and Artificial Neural Networks(ANN) method. For data feature extraction PCA is added to see the features that affect the data and to reduce data dimension which will processed by ANN. Before classified, the data will transformed from categoric data to numeric data using dummy variabel. Classification data of data order using LDA generate the lowest accuration, the higest average accuration is 58,6%. Classification data of data order using NLDA with gaussian kernel generate the higest average accuration which is 75% and with poliynomial kernel 67,8%. The result classification using ANN generate hight average accuration at 56,17%.

Kata kunci : *Linear Discriminant Analysis method ,Non Linear Discriminant Analysis and Artificial Neural Networks, Non POTS Classification.*