

ABSTRACT

In line with technological growth, quality of Telecommunications service is always claimed by so that earning as maximum in giving best service to customer. PT.TELKOM in providing to access the data service is so-called Speedy in the case of data access service.

In this final project will be studied to hit the Analysis NMS (Network Management System) AT Trouble of Service Speedy For The Data Of Internet , conducting trouble handling of through NMS and analyse to trouble situation until can overcome of trouble with the indication connection to provider.

Research methodologies conducted by for example with the analysis of field data representing data which is taken away from by trouble SISKAs data , and also study literature as implementation base.

End result analyse in the form of data obtained by a handling and also conducted process.

Key word : Handling of Trouble speedy via NMS