ABSTRACT

Indihome, is one of the fixed broadband service products from PT Telkom Indonesia. Indihome has service products in the form of communication and data service packages such as landline telephone (voice), internet (Internet on Fiber or High Speed Internet), and IPTV (Internet Protocol Television) services. Through its affiliated company, PT. Telkom Access, PT. Telkom Indonesia is developing network infrastructure in the PT area. Telkom Witel Tangerang. The technology implemented is Gigabit Passive Optical Network (GPON), which completely uses optical fiber with network quality parameters measured via Rx Power. However, even though this technology continues to develop, there are still some glitches that occur during its use. This research evaluates the disturbance handling methods implemented by PT. Telkom Indonesia at Witel Tangerang with GPON technology. PT. Telkom Access uses INSERA and EMBASSY software to manage Indihome trouble tickets. The initial report is handled by the Telkom 147 call center, which creates a trouble ticket and then sends it to the relevant witel based on the customer's registered location for further handling. Based on data on disturbance tickets received from March to May, a total of 4527 tickets were recorded with the highest number in March being 1745 tickets, followed by May with 1570 tickets, and April with 1212 tickets. This research analyzes the most frequently occurring disturbances based on incoming disturbance tickets and the solutions implemented to resolve them according to the description of the tickets that have been resolved. From this research, three main complaints were found, namely "can't browse-2P/3P completely dead" which covers 27.39%, "phone dead/no tone" at 26.73%, and "slow internet" with 19, 01%. The three main solutions that are often applied are "DC Pull/Connect" as the most dominant solution with 53.72%, "reConfiguration" with 12.44%, and "education" reaching 6.65%.

Keyboard : **GPON, Indihome, INSERA, Disruption**