

## ABSTRACT

Process of Telephone's Faults Handling has weakness, that is the handling team can not know the newest of fault's reports. Workers of fault handling are limited by time and place, so it is decrease performance and service quality. The process needs fast and efficient system information, it is not limited by time and place.

Handphone is one of portable media communication, but it has some limitation those are narrow bandwidth, small size of memory, and small screen. WAP represent the growing of data communication technology in cellular. The main concept of WAP is combining two technology areas which have rapidly growth, they are wireless technology and internet. Information from internet can be accessed by handphone through WAP.

The Final Task design an online application of telephone's faults handling via WAP in Kandatel Bandung. Process of Telephone's Faults Handling via WAP is origin server provide the facility of WAP service and it share online informations about fault's reports for the workers. This application use WAP Push as rimender system. It can be integrated with application, example COC, and application for customers.

The application can be a solution for the faults handling team, they can check the newest information of a fault, confirm, and validate it by WAP. It is quicker and more efficient. It is not limited by time and place. Performance and quality of services of telephone fault's handling can be improved.

**Keywords:** Telephone's faults handling and WAP