

ABSTRACT

In order to improve the quality of service and recovery for *Speedy* problems, PT. TELKOM has been doing a monitoring activity and maintenance the hardwares. Yet, to implement that current monitoring, the workers can't easily and accurately know the source of the problems. In other words, maintenance and repair done by the field operators have not been optimized.

Lembong TELKOM office, particularly R2DC division (Remote Regional Diagnostic Center) needs an application which can help to map the occurring disturbance. That application can monitor and also can display the location of disturbance source accurately for any single disturbance occurring in West Java Regional III.

This application of disturbance mapping and speed access for *Speedy* is made with the expectation to help the monitoring activity to the *Speedy* disturbance. This application is designed with structured analytical method, and is implemented based on web that uses PHP and Microsoft Access as the data.

Key words: TELKOM, *Speedy*, disturbance, mapping