

INCIDENT REPORT

Kode : GGM25-000664

Description	Panggilan luar negeri dari prefix 0778 menggunakan SLI 01016 tidak bisa. Masuk ke TGW Telkom		
Actual Downtime	Start 2025-06-11T11:07	End 2025-06-16T15:02	Duration 123.916666666667 hours
Root Cause	Routing masuk ke TGW Telkom		
Solution	Pengecekan routing oleh Mas Irfan		
Improvement	Short term - Long term Monitoring secara berkala		

A. Start of the Incident

Datetime	Description
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B. Problem Identification

Datetime	Description
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C. Incident Cause

Datetime	Description
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D. Corrective Actions

Datetime	Description
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E. Service Recovery

Datetime	Description
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F. Attachments

#	Description	Photos / Screenshoot
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