

INCIDENT REPORT

Kode : GGM25-000683

Description	Panggilan SLI 01016 & 01017 Tidak Bisa Dari Prefix 0770		
Actual Downtime	Start 2025-06-26T17:37	End 2025-06-27T12:46	Duration 19.15 hours
Root Cause	Routing Call 01016 & 01017 Tidak Optimal		
Solution	Optimalisasi Routing Call 01016 & 01017 Oleh Upstream		
Improvement	Short term - Long term Monitoring Secara Berkala		

A. Start of the Incident

Datetime	Description
----------	-------------

B. Problem Identification

Datetime	Description
----------	-------------

C. Incident Cause

Datetime	Description
----------	-------------

D. Corrective Actions

Datetime	Description
----------	-------------

E. Service Recovery

Datetime	Description
----------	-------------

F. Attachments

#	Description	Photos / Screenshoot
---	-------------	----------------------