

INCIDENT REPORT

Kode : GGM25-000759

Description	Link Pesona via Sumex DOWN		
Actual Downtime	Start 2025-08-02T15:15	End 2025-08-03T16:10	Duration 24.916666666667 hours
Root Cause	FO Cut 1,8 KM dari OLT Pesona (Kabel Dipotong Orang)		
Solution	Tim teknis visit ke lokasi untuk perbaikan kabel		
Improvement	Short term - Long term -		

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
---	-------------	----------------------