

INCIDENT REPORT

Kode : GGM25-000770

Description	Gammas Metro E Telkom		
Actual Downtime	Start 2025-08-13T09:35	End 2025-08-13T15:40	Duration 6.0833333333333 hours
Root Cause	FO Cut 1,5 KM dari Metro BBT ke STO PNI akibat pihak ketiga		
Solution	Normal kembali setelah dilakukan penyambungan FO		
Improvement	Short term - Long term -		

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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