

INCIDENT REPORT

Kode : GGM25-000784

Description	Link Sumex 40G via Casablanca DOWN Down Time 11:49 WIB		
Actual Downtime	Start 2025-08-23T11:49	End 2025-08-24T01:39	Duration 13.833333333333 hours
Root Cause	Kabel fiber optic putus di KM 6.1 dari MKK. Koordinat 1.101573N, 104.038180E		
Solution	Penarikan ulang dan penyambungan kabel 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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