

INCIDENT REPORT

Kode : GGM25-000785

Description	OLT Oriana C2 P5 Oriental DOWN Down Time 14:42 WIB		
Actual Downtime	Start 2025-08-23T14:42	End 2025-08-24T02:08	Duration 11.433333333333 hours
Root Cause	Kabel fiber optic putus terkena galian excavator. Koordinat 1.144235N, 104.050215E		
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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