

INCIDENT REPORT

Kode : GGM25-000851

Description	OLT Oriana C1 P7 FTTH Glory Home Down		
Actual Downtime	Start 2025-09-07T13:31	End 2025-09-07T21:45	Duration 8.2333333333333 hours
Root Cause	kabel sudah rusak didalam timbunan longsor		
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
---	-------------	----------------------