

INCIDENT REPORT

Kode : GGM25-000918

Description	Sumex 40G via Casablanca DOWN (-60 di kedua sisi)		
Actual Downtime	Start 2025-10-04T22:23	End 2025-10-05T17:14	Duration 18.85 hours
Root Cause	ODC Kepri Mall terkena Vandalisme oleh oknum (1.101597 N 104.038178 E)		
Solution	tim teknis visit ke lokasi untuk perbaikan kabel		
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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