

INCIDENT REPORT

Kode : GGM25-000912

Description	link grapen via casablanca DOWN		
Actual Downtime	Start 2025-10-01T15:15	End 2025-10-01T19:55	Duration 4.66666666666667 hours
Root Cause	Putus di ODP Pasir Putih 1.13560N 104.04511E		
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
---	-------------	----------------------