

INCIDENT REPORT

Kode : GGM25-001017

Description	Link Metro MTI Batam-Bintan intermittent		
Actual Downtime	Start 2025-11-04T21:05	End 2025-11-04T22:40	Duration 1.58333333333333 hours
Root Cause	FO cut section Duri - Dumai. Cut point at 0.8 km from Duri due to PU Activity.		
Solution	Link back to normal after fiber splicing		
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 / Screenshot
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