

INCIDENT REPORT

Kode : GGM25-001097

Description	OLT MXA lagoi-2 C1 P6 Beberapa pelanggan Los bersamaan		
Actual Downtime	Start 2025-12-17T18:04	End 2025-12-18T11:34	Duration 17.5 hours
Root Cause	INPUT ODP Terpotong Oleh Orang Yang Menebang Pohon		
Solution	tarik drop core dari odp terdekat, temporary		
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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