

INCIDENT REPORT

Kode : GGM26-00006

Description	OLT LOBAM-2 C1 P5 Pelanggan Down Bersamaan		
Actual Downtime	Start 2026-01-11T19:59	End 2026-01-12T09:09	Duration 13.1666666666667 hours
Root Cause	Galian di luar kawasan dormitory		
Solution	Tim Teknis Visit Kelokasi Untuk Penyambungan Kabel FO dan Change Core		
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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