

**INCIDENT REPORT**

**Kode : GGM26-000076**

<b>Description</b>	<b>OLT Puri Selebriti - 2 C2 P3 Paragon-Hill 2 Pelanggan LOS bersamaan.</b>		
<b>Actual Downtime</b>	Start 2026-02-10T18:10	End 2026-02-11T11:46	Duration 17.6 hours
<b>Root Cause</b>	Kabel bending di ODP		
<b>Solution</b>	Tim Teknis Visit Kelokasi Untuk perapian kabel		
<b>Improvement</b>	<b>Short term</b> -  <b>Long term</b> -		

**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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