

INCIDENT REPORT

Kode : GGM26-000247

Description	Link 10G Pesona via Sumex DOWN		
Actual Downtime	Start 2026-05-12T15:32	End 2026-05-12T19:12	Duration 3.66666666666667 hours
Root Cause	kabel FO putus terkena galian excavator di titik : 1.11577N 104.09259E		
Solution	Penarikan dan penyambungan ulang kabel FO		
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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