

INCIDENT REPORT

Kode : GGM26-000255

Description	OLT 1 Puri Selebriti C1 P6 Paragon Hill DOWN		
Actual Downtime	Start 2026-05-15T09:10	End 2026-05-15T23:39	Duration 14.483333333333 hours
Root Cause	Kabel FO putus terkena galian jalan oleh excavator di Cikitsu koordinat 1.115995N, 104.09264E		
Solution	Penarikan dan penyambungan kabel FO oleh tim teknis		
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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