

**INCIDENT REPORT**

**Kode : GGM26-000257**

<b>Description</b>	<b>OLT Oriana C2 P7 Cluster Rosewoord 3 pelanggan down bersamaan</b>		
<b>Actual Downtime</b>	Start 2026-05-18T09:58	End 2026-05-18T19:20	Duration 9.36666666666667 hours
<b>Root Cause</b>	kabel pigtail input kejepit di odp		
<b>Solution</b>	Tim Teknis Visit Kelokasi Untuk Penyambungan Kabel FO		
<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 / Screenshot
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