

INCIDENT REPORT

Kode : GGM26-000262

Description	OLT Basecamp C1 P6 Parisa Beberapa pelanggan down, dengan range waktu 10:13 - 10:18 WIB		
Actual Downtime	Start 2026-05-23T10:13	End 2026-05-23T13:13	Duration 3 hours
Root Cause	SFP Hang sehingga redaman 1 PON naik		
Solution	Change SFP c++ to c+		
Improvement	Short term - Long term -		

A. Start of the Incident

Datetime	Description
----------	-------------

B. Problem Identification

Datetime	Description
----------	-------------

C. Incident Cause

Datetime	Description
----------	-------------

D. Corrective Actions

Datetime	Description
----------	-------------

E. Service Recovery

Datetime	Description
----------	-------------

F. Attachments

#	Description	Photos / Screenshoot
---	-------------	----------------------