

**INCIDENT REPORT**

**Kode : GGM26-000285**

|                        |   |                         |                                    |
|------------------------|---|-------------------------|------------------------------------|
| <b>Description</b>     | <b>MKK2 C2 P1 Rexvin Residence Beberapa Pelanggan los bersamaan</b>                                 |                         |                                    |
| <b>Actual Downtime</b> | Start<br>2026-05-29T18:38   | End<br>2026-05-30T10:40 | Duration<br>16.0333333333333 hours |
| <b>Root Cause</b>      | Kabel optic di ODP putus  |                         |                                    |
| <b>Solution</b>        | tim teknis visit dan perbaikan kabel optic di titik koordinat 1.040777541323669, 103.97536126256377 |                         |                                    |
| <b>Improvement</b>     | <b>Short term</b><br>-<br><br><b>Long term</b><br>-   |                         |                                    |

**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 / Screenshot |
|---|-------------|---------------------|
|---|-------------|---------------------|