

ABSTRACT

Broadband internet services have become a vital necessity in today's digital world, as virtually all our activities in the digital realm rely on a robust internet connection. Efficient and high-quality activation is a critical factor in providing reliable and stable internet access to customers. The device activation process for PT PLN ICON+ broadband internet services for homes (IKR) involves several stages, including hardware installation, software configuration, and connection verification. Factors influencing the success of device activation include the technical expertise of network technicians, the quality of hardware and software used, and the availability of adequate resources. In this context, CV Gundara Solusi Bersama serves as a third party for home broadband internet activation. It is essential for PT PLN ICON+ to continuously improve service quality and maintain good coordination with customers to ensure a successful device activation process.

Keywords: Device activation, broadband internet service, ICON+, CV Gundara Solusi Bersama