

ABSTRACT

Today, fiber optic cables are widely used by Internet and telecommunications providers to transmit images, voice messages and data. Communication using this fiber optic cable is basically a technique of transmission of data from one location to another with light pulses. As it is known, this fibre optical cable has played an important role in the telecommunications industry especially in terms of data transmission and is predicted to replace the copper cable as the main transmission medium in later days. Despite this, it can't be denied either that this fiber-optic communication has also suffered a disruption. The author will analyze the disturbances, causes and solutions to be done to the fiber optic/FTTh network provided by PT. Viriya Surya Abadi in Patemon region. The method used in this research is based on case studies related to network problems experienced by customers then conducting interviews to the office. The results of the research show that optical fiber network disturbances that occur in customers in the Patemon region are influenced by natural factors and business competition factors. Therefore, periodic evaluations are carried out to keep performance proper and in accordance with the standards of Viriya Surya Abadi.

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