

## ***ABSTRACT***

*PT Telkom Indonesia is a State-Owned Enterprise (BUMN) in the field of IT, ICT and telecommunications network services in Indonesia. PT Telkom Indonesia has services such as network, Indihome fiber which provides internet services, interactive TV and home telephone. A disruption service data system is needed that can be accessed by technicians to support the smooth processing of complaint information and corrective action. The INSERA website is used to facilitate the complaint information process and monitor service disruptions. Time effectiveness is also needed in processing service disruptions so as not to cause losses in Telkom's business and prevent prolonged disruptions.*

***Keywords:*** *PT Telkom Indonesia, service disruption, INSERA website, time effectiveness, internet service.*