

## **ABSTRACT**

*Field Work Practice Report (PKL) in the Assurance Division at TELKOM KENDAL STO, a PT company. Telkom Access Witel Semarang which will be held from 24 July 2023 to 22 September 2023. Undergraduate Telecommunications Engineering study program, Faculty of Telecommunications and Electrical Engineering, Telkom Institute of Technology Purwokerto. This Field Work Practice aims to train abilities, skills and foster the ability to adapt and communicate in the world of work, and also to fulfill the mandatory requirements for one of the Telecommunication Engineering Undergraduate Study Program courses, Faculty of Telecommunication and Electrical Engineering, Telkom Institute of Technology Purwokerto. The author is placed in the assurance division which is responsible for ensuring all disturbance reports from customers and will be handled by field technicians. The author was assigned to the field to help technicians fix the problem. Practical work that has been completed by the author, the author has gained valuable insight into telecommunications network management and problem solving. This integration of theoretical knowledge with practical experience helps deepen the author's understanding of the role of telecommunications networks in supporting Telkom Access' business activities.*

*Keywords: PKL, TELKOM KENDAL STO, Assurance Division, write*