

## **ABSTRACT**

*Field Work Practice Report (PKL) at TELKOM KENDAL STO, a company of PT Telkom Akses Witel Semarang which was carried out on July 25, 2023 to September 23, 2023. This Field Work Practice (PKL) aims to train skills and foster the ability to adapt and communicate in the world of work. In addition, PKL also aims to fulfill the mandatory requirements of one of the Telecommunication Engineering S1 Study Program courses, Telkom Institute of Technology Purwokerto. In work practice, the author is placed in the assurance division which is responsible for ensuring that all reports of interference from customers are handled by technicians in maintenance, handling network damage, and data validation. The tasks or work performed are sending work orders to technicians (SQM tickets), monitoring technician work, technician progress reports, and inputting fault report ticket data. In this work, the author uses specialized software and equipment to identify potential network problems and measure the quality of internet services. The software used is NOSSA, Ibooster, google spreadsheets, telegram, and laptop. The work report can help management to take appropriate action to improve service quality. The practical work that has been completed by the author, the author has gained valuable insights into telecommunications network management, troubleshooting, and the role of Assurance in managing telecommunications networks.*

*Keywords: PKL, TELKOM KENDAL STO, Assurance Division, Software, Job report.*