

ABSTRACT

The practical work course (KP) is a mandatory course for all even semester students of the Faculty of Telecommunication and Electrical Engineering, Telkom Institute of Technology Purwokerto which consists of 3 study programs including, S1-Telecommunication Engineering, S1-Electrical Engineering and D3-Telecommunication Engineering.

In this KP, students are required to get real work experience and how to overcome a problem that occurs in the field. This application can also foster a sense of responsibility towards the company and institutions by establishing good cooperation between KP partners and company technicians.

KP is implemented at PT.Telkom Access WITEL Tasikmalaya, especially the FTTH network in the CCAN division (Corporate Customer Access Network), the author is assigned to help customers to make status changes and monitoring levels on customer devices, in order to provide customer satisfaction with the performance and services of PT.Telkom Access to WITEL Tasikmalaya.

The work of KP participants at the company remains under the supervision of technicians so that there are no errors, including helping technicians to change customer status using the NOSSA application, monitoring customer status using the NOSSA and ACSIS applications.

Keywords: Practical Work, FTTH, Status Change, Service Monitoring, NOSSA, ACSIS, CCAN (Corporate Customer Access Network)