

ABSTRACT

MONITORING THE TROUBLE SERVICE PROCESS AT WITEL PURWOKERTO TO REDUCE INTERFERENCE AT INDIHOME

**Oleh
Agung Al Rasyid
18102255**

PT TELEKOMUNIKASI, Tbk or known as PT. TELKOM is one of the State-Owned Enterprises (SOEs) engaged in the field of telecommunications and information facilities and services for the public or the general public to the corners of the world. Indonesia Digital Home (Indihome) is one of the service products from PT Telekomunikasi Indonesia which contains communication and data packages such as cheap telephone (voice), internet (Internet on Fiber or High Speed Internet), and interactive television service (Use TV Cable, IP TV). Trouble Service monitoring conducted at the Witel Purwokerto Unit is one of the efforts to reduce the level of interference in the Indihome network. In Trouble Service Monitoring, technicians can know the cause of the interference experienced by customers by looking at the status on the starclik website. Therefore, there is a need for consolidation in the trouble service process in order to measure the performance of the Indihome network in order to remain maximum and stable.

Kata Kunci: Telekomunikasi, Indihome, FTTH, Service