

ABSTRAC

Technological developments are growing rapidly, especially in the telecommunications sector. The use of communication devices and internet data is increasing and has become a community need. Internet is one of the needs of society in everyday life to support certain activities to facilitate human work. PT. Telkom Indonesia, Tbk innovates to make internet service (FTTH) with high data speed and wide bandwidth. BGES Operation is a division that handles business to business (for business, government and enterprise) provisioning and assurance services. One of the customers handled is High Value Customer (HVC) where the requirements to become an HVC customer are classified based on the type of service used. The advantage of being an HVC customer is that you get the priority of Proactive Maintenance to ensure network quality. The work system to handle HVC customer disturbances is monitored directly without having to wait for the customer to complain. The permissible ONT attenuation is -12.99 dBm to -22.99 dBm. ONT attenuation that exceeds the allowable attenuation limit is called UNSPEC. To handle this, it is necessary to monitor the ONT status of HVC customers in order to speed up the execution process in the field and make it easier for assurance to handle disturbances.