

ABSTRAC

PT Telkom Indonesia (Persero) Tbk (Telkom) is a State-Owned Enterprise (BUMN) which is engaged in information and communication technology (ICT) services and telecommunications networks in Indonesia. In an effort to transform from Telkom Indonesia as a digital telecommunication company, Telkom Indonesia implements a customer-oriented business and operational strategy of the company. The author carries out KP at PT Telkom Indonesia Witel Tangerang in the Access Data Management (DAMAN) division. PT Telkom has issued many business products, one of which is Indihome. The products offered by Indihome itself are home internet provider network services which include wifi, Television Digital and voice (home telephone). Optical fiber is an optical fiber with a transmission line made of glass or plastic, which is used to transmit light signals from one place to another. These weaknesses occur due to problems that occur in the field, including mass disturbances, broken cables, traffic accidents, natural disasters, and many others. This makes the author carry out the validation process, improve connectivity, and repair error services in the field with data in the PT Telkom Indonesia system, especially Witel Tangerang.

Keyword: Telkom, DAMAN, GPON, ODP, ODC, Indihome.