

ABSTRACT

In its development, the telecommunications sector in Indonesia has a very important role in supporting the development of various aspects in all fields. These fields include economics, education, business, information and communication, and socio-cultural fields. This is because the telecommunications sector can meet the needs of one of them in terms of sending information and receiving information quickly and efficiently. The writing of this practical work report aims to explain how the stages of overcoming disturbances to indihome customers are. This practical work activity also provides insight to the author how so far the theory that has been obtained in lectures is applied in the world of work and honing skills in order to form a skilled workforce. During the street vendors, the author was placed at the Telkom Access Purwokerto company, precisely in the CCAN (CUSTOMER CORPORATE ACCESS NETWORK) division where this division handles company-specific customers.

Keywords: Practical Work, FTTH, Troubleshooting,underspec, Corporate