

## ***Abstract***

*PT Indonesia Comnets Plus (ICON+) is a subsidiary of PT PLN (Persero) which is engaged in telecommunications service providers and ICT (Information and Communication Technology) Service Providers for industrial sectors and agencies that need connectivity access. The services available at ICON+ are also supported by a full fiber optic network and utilize PLN's strategic assets in the form of ROW (Right of Way). To be able to serve customers in fulfilling some of the available service requests, PT Indonesia Comnets Plus (ICON+) has several divisions including marketing and Sales, Development and activation, and Operations, Maintenance, and Asset. Presales activation is included in the field of development and activation, this section is a pre-sale section where prospective customers make an agreement on the services to be ordered from ICON+. Presales activation is done after the completeness of data from prospective customers in the form of BAKBB (minutes of subscription fee agreement) and FB (subscription Form) is fulfilled and has been input by the Sales team in CRM for further processing into PS (Project Survey) by the activation team. In its activities, presales service activation focuses on the PS (Project Survey) in which there is a Disposition, PPS (survey Execution Order), update survey results, and closing PS which will be forwarded to PA (Project Activation).*

*Keyword: PT Indonesia Comnets Plus (ICON+), Presales Aktivasi, Project Survey*