

## ***ABSTRACT***

*The internet is one aspect that plays an important role in the development of today's times, the internet is also now one of the basic needs for mankind. One of the telecommunications industries engaged in network infrastructure and broadband network development in Indonesia is PT Telkom Access. Provisioning is one of the divisions contained in PT Telkom Akses, the Provisioning division is a division that includes several jobs, one of which is installing a new network to customers, from the stage of pulling cables to customers, to the payment stage.*

***Keywords:*** *Internet, Communication, provisioning*