

## **ABSTRACT**

*To keep abreast of industry trends in the telecommunication sector, IndiHome strives to provide the best service for its customers, these efforts are made so that IndiHome can continue to compete with other competitors so that customer satisfaction is currently a top priority for IndiHome, one of which is by forming the IOAN division. The East MEA Integrated Operation Access Network (IOAN) Division is a division or work unit tasked with being responsible for overcoming IndiHome disruptions that occur to customers in the Sokaraja and Banyumas sectors with more than 2500 customers. In general, the technician can find out the point or the main problem of the disturbance through the myTechnician application provided by IndiHome, from this application the technician can find out the attenuation value on the customer's modem where the disturbance occurs. In general, the total attenuation limit starting from STO is 15-28 dB, if it exceeds these limits, the FTTH network will experience interference. At PT.Telkom Indonesia has a standardization for the limit value of attenuation of 28 dB. In addition to handling various kinds of disturbances, the IOAN division also maintains the quality of the Optical Distribution Point (ODP), which is a termination device as the initial use of drop cable, before entering the customer's house.*

**Keywords :** *IndiHome, IOAN, and attenuation*