

ABSTRACT

PT. Telekomunikasi Indonesia (Persero) Tbk or commonly called Telkom Indonesia is one of the information and communication companies in Indonesia that provides services in the form of the most complete telecommunications network. One of the products issued by Telkom Indonesia is indihome. Indihome is one of the offers from the company regarding network services which are considered to have more advantages, including because it uses fiber optic technology so that in accessing the internet, the network is faster and more stable. Fiber optic has advantages in its use, but also has weaknesses. 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 it necessary to repair error services in the field with data in the PT Telkom Indonesia system, especially Witel Tangerang.

Keywords: Telkom Indonesia, Indihome, Error Services, Fiber Optic, Repair.