

ABSTRACT

Indosat and IM2 cooperation agreements create a conflict because alleged illegal use over an Indosat's 2.1 GHz / 3G frequency band by IM2. This research aims to know how the process of cooperation agreement Indosat and IM2 conflict that can be used as lessons to learn by the other telecommunications network providers and services.

The main players in the conflict is Indosat with its subsidiaries namely IM2. The other parties involved in the conflict were KTI – an NGO, Central Jakarta District Court, the Attorney General and the Institute for Policy-holders (MCIT and Administrative Court). The method used in this research is qualitative research that uses literature review as a tool for data collection

This study uses the Graph Model for Conflict Resolution (GMCR) as an approach to describe the optimal solution for resolving the conflict. Based on the stability analysis, The equilibrium scenario for all the parties in frame I and frame II was the first scenario. The first scenario happened when,NGOs KTI reported that there was an alleged misuse of mobile cellular network in the frequency of 2.1 GHz / 3G conducted by Indosat and IM2. Indosat and IM2 sent out a counter report stating that they had been extorted by NGOs KTI. The Central Jakarta District Court then concluded that NGOs KTI had been guilty of extorting Indosat and IM2. However the Attorney General continued their investigation on Indosat and IM2 because of their suspected misuse of mobile cellular network and on the Institute for Policy-holders who defended Indosat and IM2. Based on the outcome of the conflict as reported on online news portals, it can be concluded there is correlation between the outcome of the conflict and the stable solution (equilibrium) generated through the GCMR approach. The implications of this study can be used as a reference for the Indonesian government and stakeholders in the telecommunications industry to resolve similar conflict in the telecommunications cooperation agreement.

Keywords: Conflict Resolution, Graph Model for Conflict Resolution, Telecommunications, Indosat and IM2