

## ABSTRACT

Many people consider internet access in Indonesia to be slow. In fact, with the increasingly widespread use of internet access services for the public and the increasing importance of high-speed internet access, the quality of internet access services in Indonesia is something that cannot be ignored. The highly competitive cellular telecommunications industry encourages operators to continue to maintain their quality in order to survive in the competition. One of the strategies implemented by the operator is to comply with and achieve the service quality standards set by the regulator. This final project discusses the comparative analysis of network quality on smartfren providers with a frequency of 850 Mhz in the Pantai Indah Kapuk and Jl.Wr.Gantung areas. Measurement of the performance of 4G LTE technology is carried out by means of a Drive Test using 2 applications with the step method (stationary) and the measured parameters are RSRP, SINR, Throughput, and Latency. The purpose of this study is to analyze the performance quality of the 4G LTE network service provider PT.Smartfren Telecom Tbk. In two regions. The results showed that the quality of performance of the 4G LTE network service provider PT.Smartfren Telecom Tbk. During peak hours in the area of Pantai Indah Kapok and Jl.wr. Hang it has not been able to obtain KPI standard results from PT Smartfren Telecom Tbk. Meanwhile, during low hours in the area of jl.wr. Hanging, it is able to get good results from the KPI standard of PT Smartfren Telecom Tbk.

**Keywords:** Service Quality, Internet Access, 4G LTE, RSRP, SINR, Throughput, and Latency