ABSTRACT

The Wireless Application Protocol (WAP) is the de-facto world standard for the presentation and delivery of wireless information and telephony services on mobile phones and other wireless terminals. Wireless networks are constrained by low bandwidth, high latency, and unpredictable availability and stability. However, most important of all, wireless subscribers have a different set of essential desires and needs than desktop or even laptop Internet users.

Thus, this system of PLN customer services is developed. This application of services integration is aim to facilitating easier and faster services. It allows customer to access their account, register their name changes, register their energy changes, register a new installation, register their account changes, and give their complaint or comment. It is an online application and it can be accessed from anywhere and anytime with enable mobile phone that support WAP.

The programming tools used for design these services are Apache server, PHP, MySQL and emulator. For the real application it will be needed hosting which is supported those programming tools and of course mobile phone that supported WAP.

This application is still prototype of the real PLN databases, it limited for 10 customer, the account of each customer limited to 3 month (January 2004, December 2003, November 2003).

Keyword : *wireless, WAP, GPRS, handphone, prototype, service integration, bearer.*