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<http://www.telkom.co.id/hubungan-investor/profil-perusahaan/struktur-perusahaan/>
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http://www.telkom.co.id/UHI/sr-id/01_brief/1200_structure.html
diakses pada 28 September 2011 pukul 20:45

LAMPIRAN

Gambar I

e-Info Payment
Informasi tagihan jasa telekomunikasi

Search Most Called Change Password Admin Download Logout

Nomor jastel: 02518659658
Search

Telepon Speedy

Nama: RAHMAT JAYA
Produk: Telepon
Status Komersial: Isolir outgoing (POTS)
Telepon: 02518659658
Speedy: 122310201609

Periode	Mata Uang	Jumlah Tagihan	Belum Bayar	Status Pembayaran	Lokasi Pembayaran	Cicilan	Tanggal	Jam
+ Okt 2011	IDR	66,312	66,312	Belum Lunas		Bukan cicilan		
+ Sep 2011	IDR	75,273	0	Lunas	H2H - BANK SYARIAH MANDIR - Manager CS Area Bogor	Bukan cicilan	03-Okt-2011	05:05:45
+ Agu 2011	IDR	204,304	0	Lunas	H2H - BANK SYARIAH MANDIR - Manager CS Area Bogor	Bukan cicilan	03-Sep-2011	05:05:48
+ Jul 2011	IDR	158,701	0	Lunas	H2H - BANK SYARIAH MANDIR - Manager CS Area Bogor	Bukan cicilan	03-Agu-2011	17:05:08

Gambar: tampilan situs intranet E-Info Payment

Gambar II

Telkom SAMS >> Input ND Isolir / Bukis

You are logged in as 690463
[Change Password](#) [Logout](#)

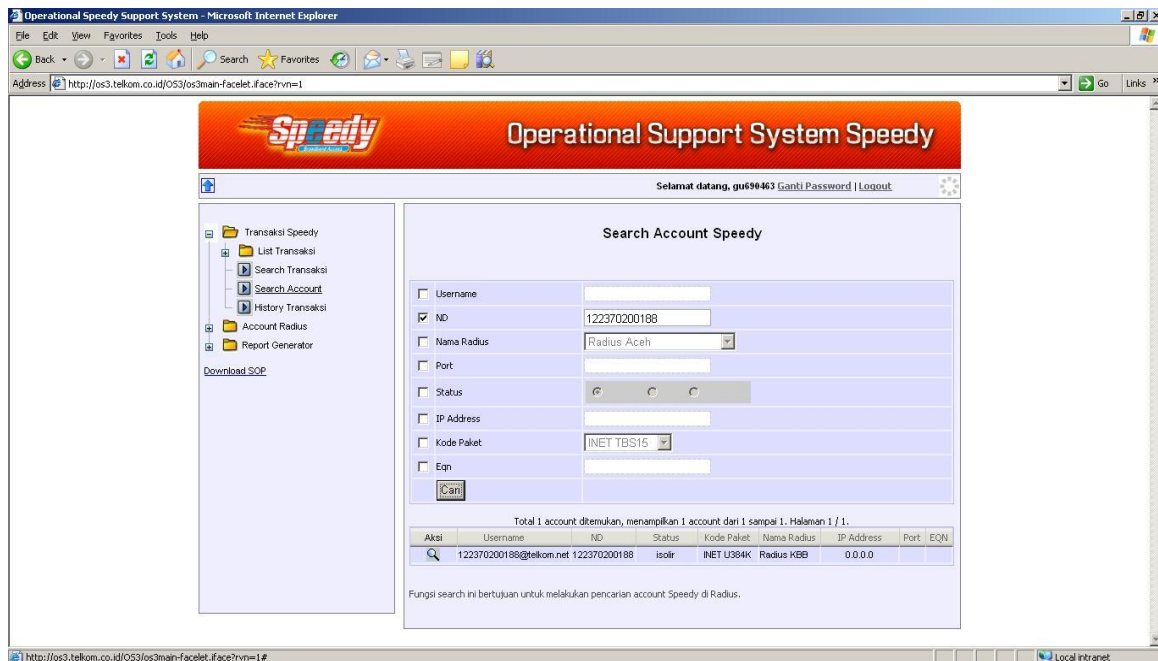
Home Monitor SAMS Search SAMS Report SAMS Upload Isolir Upload Bukis Upload Cabut Report Order ND Search ND

Refresh [-] hide filter

ND 0218764444 Nomer ID Produk Pelanggan
Order BUKA ISOLIR
Submit

Gambar: tampilan situs intranet SAMS

Gambar III



Gambar: tampilan situs intranet OS3

Gambar IV

Telkom Indonesia

Telkom TROUBLE TICKET
MONITORING SYSTEM

HOME

ACTIONS

TICKETS

HISTORY/REPORTING

DATA TEKNIS/ESKALASI

TOOLS

SUPPORT

LOGOUT

S.1031.08051	0431322257	VII	MANADO	TONDANO	STO TONDANO	Speedy 0431322257 / TELLY SUDIARTATE Tidak bisa Konek	UBC DATEL MANADO	0:0:53	0:0:53	rh071188 0:0:50
S.1031.07761	162503900466				SSMLU_66	Speedy 162503900466 / MARLENA Minta Petugas Datang	UBC DATEL TARAKAH	0:1:17	0:1:17	rh071188 0:1:13
S.1031.07791	122508202202	II	JAKARTA-RAWAMANGUN	SUNTER	SSNTH_25	Speedy 122508202202 / SOLTARSIMITE Gangguan	UBC DATEL JAKARTA UTARA	0:1:10	0:1:10	ds010398 0:1:16
S.1031.07327	122846213968	II	BEKASI	KRANUI	SKRJH_28	Speedy 122846213968 / SUMANTO Minta Petugas Datang	UBC DATEL BEKASI	0:1:31	0:1:31	rh071188 0:1:22
S.1031.07222	043831933	VII	MANADO	BITUNG	STO BITUNG	Speedy 043831933 / GEREJA NAFIRI Tidak bisa Konek	UBC DATEL MANADO	0:1:39	0:1:39	rh071188 0:1:36
S.1031.06957	122116207346	II	JAKARTA-JATINEGARA	KLENDER	SKLDH_21	Speedy 122116207346 / KARYONO Gangguan	UBC DATEL JAKARTA TIMUR	0:1:56	0:1:56	ap060387 0:1:44
S.1031.06796	111721100622				SPD07_17	Speedy 111721100622 / HAMDANI Tidak bisa Konek	UBC DATEL SUMBAGSEL	0:2:15	0:2:15	ratna.s 0:0:27
S.1031.06739	122425204554	II	TANGERANG	MANIS	SGDSH_20	Speedy 122425204554 / ASEP KOSASIH Minta Petugas Datang	UBC DATEL TANGERANG	0:2:18	0:2:18	rh071188 0:1:59
S.1031.05791	162601209348				SSPTK_63	Speedy 162601209348 / LIM HUI TJU Gangguan	UBC DATEL PONTIANAK	0:3:16	0:3:16	abd_o 0:1:25
S.1031.05381	162601210051				SSPTK_63	Speedy 162601210051 / RAMLI HUTABARAT Minta Petugas Datang	UBC DATEL PONTIANAK	0:3:33	0:3:33	rh071188 0:3:32
S.1031.05196	152302207548				SWR1_53	Speedy 152302207548 / HERU SUSANTO Gangguan	UBPM DIVRE V	0:3:45	0:3:45	ib660176 0:2:16
S.1031.05124	111102100585				SPD01_11	Speedy 111102100585 / W A R D A H Order Buka Isolir	UBC DATEL NANGROE ACEH DARUSSALAM	0:3:49	0:3:49	js200189 0:3:49
S.1031.04670	111701150859				SPD07_17	Speedy 111701150859 / ARSITA Koneksi Lambat	UBC DATEL SUMBAGSEL	0:4:15	0:4:15	ratna.s 0:3:21
S.1031.04389	111501111257				SPD05_14	Speedy 111501111257 / SYAFIRI Minta Petugas Datang	UBC DATEL RIAU DARATAN	0:4:30	0:4:30	ds120689 0:4:24

Gambar: tampilan situs intranet T3-Online

Gambar V

The screenshot displays the E-Care intranet interface within a Microsoft Internet Explorer browser. The address bar shows the URL: <http://ecare.divre2.telkom.co.id/index.php>. The page header includes the user name "GUNTORO BUDI [EXEC] @ JAKARTA" and the version "VERSION 1.0" with a "Logout" link.

On the left, there is a sidebar menu with categories like "System Administration", "Contact Management", "Workflow Management", "Reports", "Quality Assurance", "WorkFlow PSB", "GND", "S10 Mandiri", "Speedy", "Migrasi SPEEDY", and "Feedback".

The main content area is titled "Work Order". It includes a note: "Untuk mempercepat Performansi maka wo ditampilkan per 200 row". Below this, there is a dropdown menu for "Executor Group" and a "submit" button. A status message indicates "All dispatched/ handled 200 WO terakhir".

A table displays the list of work orders. The table has the following columns: No, WO#, Tgl WO, Area, STO, SO, Klasifikasi, No.Fastel, Kontak, Keterangan, Status, Exc Group, Delay (Jam), Jumlah WO, Agent ID, Channel, and WO ID.

No	WO#	Tgl WO	Area	STO	SO	Klasifikasi	No.Fastel	Kontak	Keterangan	Status	Exc Group	Delay (Jam)	Jumlah WO	Agent ID	Channel	WO ID
1	536109	31/09/11 15.04.42	BOGOR	BOO	BOGOR		02518384372	indra [02518323879]	085813829818 bp indra buktis sudah bayar 68382	Dispatched	UBC Area BOGOR	0.70	1	rg030982	Agen 147 [147]	536109

Below the table, it states "Jumlah Workorder : 1".

At the bottom left, there is a small table showing the status of various locations:

No.	Datet	Online
1	Divre 3	4
2	Bekasi	53
3	Tangerang	47
4	Bogor	99
5	Jakarta Barat	73
6	Jakarta Selatan	54

Gambar: tampilan situs intranet E-Care

Gambar VI

The screenshot displays the TSI intranet interface, specifically the "Evergreen" portal. The address bar shows the URL: <http://evergreen.telkom.co.id/evergreen/pages/default.aspx?tabid=259>. The page header includes the "Evergreen" logo and the text "PT. Telekomunikasi Indonesia Tbk.".

Below the header, there is a navigation bar with links like "Home", "Files Shared", "Dunning", and "Reports".

The main content area is titled "Welcome..." and includes a message: "Good evening to you...". It also features a "Main Menu" section with links to "Home", "Files Shared", "Dunning", and "Reports".

On the right, there is a section titled "Input Orders" with a "Search Data" panel. The "Search Data" panel includes a dropdown menu for "Cari Pelanggan Berdasarkan" (Service Number) and a text input field for "Kata Kunci Yang Akan Dicari". A "Query" button is located below the input field.

Below the "Search Data" panel, there is a section titled "List of Customers" with the text: "Di bawah ini merupakan daftar pelanggan yang sudah terdapat di dalam database."

Gambar: tampilan situs intranet TSI

Gambar VII

TSI pak untung [Compatibility Mode] - Microsoft Excel						
Home Insert Page Layout Formulas Data Review View Add-Ins						
Clipboard		Font		Alignment		Number
G2381		ok				
	F	G	H	I	J	K
2	NAMA		L15_PROD	PSTN	No SPEEDY	email
3	SRI PURNAMAWATI		TLP	02518652865	122310202240	ubcboo@gmail.com
4	SRI PURNAMAWATI		TLP	02518652865	122310217284	ubcboo@gmail.com
5	SRI PURNAMAWATI		TLP	02518662389		ubcboo@gmail.com
6	SRI PURNAMAWATI		TLP	02518662389		ubcboo@gmail.com
7	LULUK EKA LAKSANA		TLP	02517550446	122302254028	ubcboo@gmail.com
8	MARTONO		TLP	02187926491	121363296023	ubcboo@gmail.com
9	DUDUMG KUSWARA		TLP	02518632806	122309203754	ubcboo@gmail.com
10	YEROLLA MH SIPAYUNG		TLP	02517552449	122312291058	ubcboo@gmail.com
11	MARDI SANTOSO		TLP	02187902817	122363206990	ubcboo@gmail.com
12	TEDY WAHYUDI		TLP	02187942890	122373200683	ubcboo@gmail.com
13	JULI BIN ALI		TLP	02187942923	122373200684	ubcboo@gmail.com
14	JULI BIN ALI		TLP	02187943600		ubcboo@gmail.com
15	JULI BIN ALI		TLP	02187943600		ubcboo@gmail.com
16	MELI IRA		TLP	02517533563	122312203676	ubcboo@gmail.com
17	ANNA SUTARMAN		TLP	02518633707	122309298169	ubcboo@gmail.com
18	PIETER SIHAAN		TLP	02518315226	122302259001	ubcboo@gmail.com
19	BERNARD SANTONY		TLP	02517533521	122312203566	ubcboo@gmail.com
20	HARYOTO RUSMANTO		TLP	02187902614	122363206895	ubcboo@gmail.com
21	JOHARMAN		TLP	02518224181	122320200498	ubcboo@gmail.com
22	DR.IR.H.SOLEH SOLAHUDDIN		TLP	02518627790	122305299388	ubcboo@gmail.com
23	DR.IR.H.SOLEH SOLAHUDDIN		TLP	02518627794		ubcboo@gmail.com
24	R. SOEMANTRI		TLP	02518600506	122308206542	ubcboo@gmail.com
25	ACE SUGANDI		TLP	02518389503	122316200043	ubcboo@gmail.com
26	SUGIONO		TLP	02518600449	122308201698	ubcboo@gmail.com
27	UNAS NASRULLAH		TLP	02187987876	122370203105	ubcboo@gmail.com
28	TJU MIAUW TJHONG		TLP	02187902915	122363206966	ubcboo@gmail.com
29	HARDIONO SP BM		TLP	02187902436	122363206888	ubcboo@gmail.com
30	AHMAD AGUSTIAN		TLP	02187900599	122363206897	ubcboo@gmail.com
31	YUDHI DARMAWAN		TLP	02517552068	122302255019	ubcboo@gmail.com
2515	TOTAL BUAH SEGAR	ok	TLP	02518310067		moch_nurisma@gmail.com
2516	ENDIN ROJUDIN	ok	TLP	02518223764	122320218343	ubcboo@gmail.com
2517	TEDDY SUMASTO	ok	TLP	02518252000	122304201362	ubcboo@gmail.com
2518	SULISTYO KURNIAWAN	ok	TLP	02518321030		ubcboo@gmail.com
2519	RAHMAT JOKO SUSMONO	ok	TLP	02517542934	122312200162	ubcboo@gmail.com
2520	ELLY JULAEI	ok	TLP	02518623994	122305203360	ubcboo@gmail.com
2521	TUGINO SUSANTO	ok	TLP	02187912534		ubcboo@gmail.com
2522	NONA AMELIA SETIAWAN	ok	TLP	02518244004	122303207224	amelipang@gmail.com
2523	MUHAMMAD NAZAR NURZAMAN	ok	TLP	02517532400	122312201036	ubcboo@gmail.com
2524	MUHAMMAD NAZAR NURZAMAN	ok	TLP	02517532400	122312201037	ubcboo@gmail.com
2525	IHYA WAHYU AULIA	ok	TLP	02518622423	122305203353	ubcboo@gmail.com
2526	UJANG LILI SUPARDI	ok	TLP	02518247607	122303207214	deondelapansmc@gmail.com
2527	INGGIT RAHADINY	ok	TLP	02518650776	122310215438	inggitrahadiny@rocketmail.com
2528	MEDISA ARIS GINANDJAR	ok	TLP	02518336630	122302200688	aris.ginanjari@sampoernatelkom.com
2529	SAILM,SI	ok	TLP	02517531014	122312201017	ubcboo@gmail.com
2530	DIANA RINTO PURWANTIE	ok	TLP	02518650040	122310215421	liza@busanagroup.com
2531	SITI RAHMAH	ok	TLP	02187990526		ubcboo@gmail.com
2532	SITI RAHMAH	ok	TLP	02187990313		ubcboo@gmail.com
2533	FRANSI MA MUAYA	ok	TLP	02518250012	122304250128	ubcboo@gmail.com
2534	LILLY L.TOBING	ok	TLP	02517531169	122312200146	lilly_laureen@yahoo.com
2535	THEODORUS TIARA	ok	TLP	02518377342	122302267018	theresia_dmi@yahoo.co.id
2536	DODI HARYONO	ok	TLP	02517531473	122312204432	ubcboo@gmail.com
2537	MUFRINA SE MBA	ok	TLP	02187962861		ubcboo@gmail.com
2538	ALWI MULIATIE	ok	TLP	02518250207		ubcboo@gmail.com
2539	KOPRIMDA BIRAMA NUSANTARA	ok	TLP	02518250320		ubcboo@gmail.com
2540	M. FAHMIRUDDIN	ok	TLP	02187919171		ubcboo@gmail.com
2541	M. FAHMIRUDDIN	ok	TLP	02187919173		ubcboo@gmail.com
2542	M. FAHMIRUDDIN	ok	TLP	02187919163		ubcboo@gmail.com
2543	ELON SURYANA	ok	TLP	02518363530	122302217122	ubcboo@gmail.com
2544	SUMIATI	ok	TLP	02518224587	122302218182	ubcboo@gmail.com

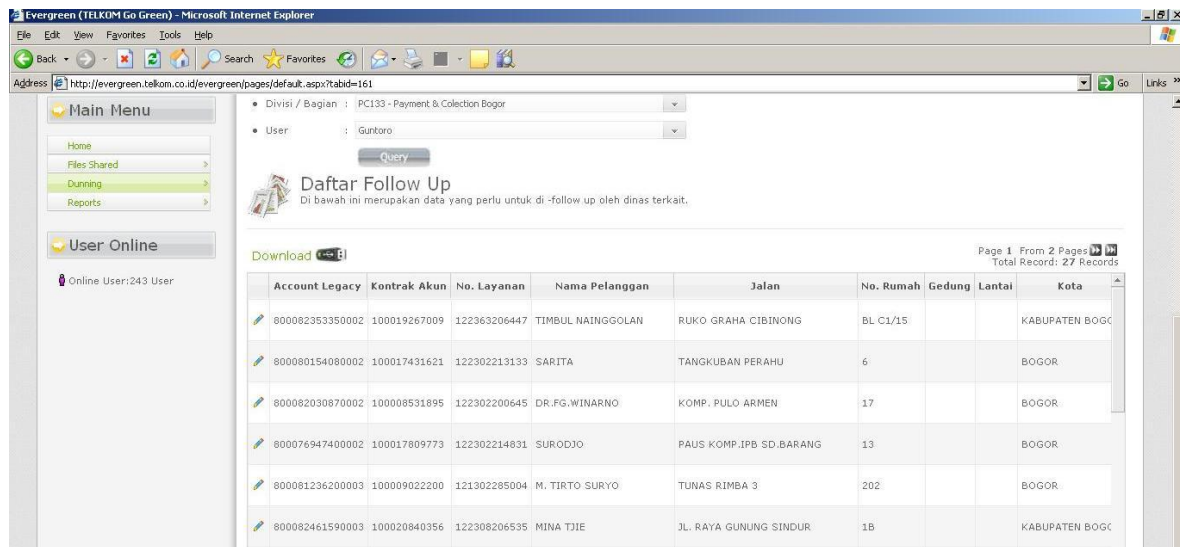
Gambar: data penginputan TSI

Gambar VIII

INPUT TSI_PKL_0711_SUSULAN [Compatibility Mode] - Microsoft Excel							
Home Insert Page Layout Formulas Data Review View Add-Ins							
Clipboard Font Alignment Number Styles Cells Editing							
E1513							
A	B	C	D	E	F	G	H
1	PETUGAS	NOPEL	NAMA			PSTN	No SPEEDY
2	7606 SUTARYAN	7750219	JONI			02518486562	122316200772
3	7607 SUTARYAN	7750220	M NASIR L			02518486577	122316200513
4	7608 SUTARYAN	7750246	AGUSTINUS M SAMOSIR			02518318138	122302212920
5	7609 SUTARYAN	7750298	FX ARIS RADMOKO			02518339872	122302267255
6	7610 SUTARYAN	7750298	FX ARIS RADMOKO			02518313677	122302267255
7	7611 SUTARYAN	7750362	SULISTIA HARJANI			02518655521	121310200253
8	7612 SUTARYAN	7750367	LUCYA MARIAH			02518630145	122309201973
9	7613 SUTARYAN	7750379	CHICHI RIZKI			02518638352	122309204696
10	7614 SUTARYAN	7750473	OMAN ROHMAN WIDYA			02517536634	121312200158
11	7615 SUTARYAN	7750488	SUKALNA			02518246624	122303216661
12	7616 SUTARYAN	7750512	HARRI KUSWONDHO			02518664025	122310200150
13	7617 SUTARYAN	7750527	SUGENG PRIATMOKO			02517536390	122312201050
14	7618 SUTARYAN	7750531	ONO SURYADI			02518681646	122321200121
15	7619 SUTARYAN	7750595	MARYANIH			02518313968	122302222722
16	7620 SUTARYAN	7750604	RUSDianto			02518616261	122308201143
17	7621 SUTARYAN	7750645	HERYADI			02518211453	122315200449
18	7622 SUTARYAN	7750693	M ARIEF. BCHK			02518665049	121310200269
19	7623 SUTARYAN	7750733	HERRY AGUS S.MM			02518356260	121302202055
20	7624 SUTARYAN	7750741	NURDJAMIL SAYUTI			02518660436	122310201195
21	7625 SUTARYAN	7750744	SUKOTJO			02518630158	122309201380
22	7626 SUTARYAN	7750769	EDDY LESMANA			02518378704	122302201556
23	7627 SUTARYAN	7750856	ANWARUDDIN			02518626673	122305200965
24	7628 SUTARYAN	7750905	HIFNI			02518626677	122305210153
25	7629 SUTARYAN	7750917	DEDI SANTOSO			02518314367	121302298105
26	7630 SUTARYAN	7750965	EVI SUSANTI			02518614231	122308206681
27	7631 SUTARYAN	7751011	DWI WIYANTO SULISTYONO			02518626746	122305297088
28	7632 SUTARYAN	7751075	E. ROSWANDI			02518626756	122305210195
29	7633 SUTARYAN	7751095	ADEN DAHRI			02518639541	122309200399
30	7634 SUTARYAN	7751103	LATIFAH			02518639582	122309204531
2509	10113 SUTARYAN	7839057	MARJOKO			02187903921	122363204900
2510	10114 SUTARYAN	7839061	YUSUP			02187903924	122363207935
2511	10115 SUTARYAN	7839070	IDA ROHAYANI			02187905222	122363206429
2512	10116 SUTARYAN	7839090	A.SUHERMAN			02187951240	122372200066
2513	10117 SUTARYAN	7839109	HISAR P SIMANJUNTAK			02187985686	122370200627
2514	10118 SUTARYAN	7839110	WARDIYONO			02187904006	122363209863
2515	10119 SUTARYAN	7839151	M YUSUF H.Z			0218674539	122334202904
2516	10120 SUTARYAN	7839192	EMILIA AZMAN BHAWONO			02187904481	121363200474
2517	10121 SUTARYAN	7839196	LUKYUS LUKY			02187985701	122370204914
2518	10122 SUTARYAN	7839251	TUTIK SUSILORINI			02187904036	122363209952
2519	10123 SUTARYAN	7839272	MARLINA			0218674559	121334200169
2520	10124 SUTARYAN	7839276	SUJANTO			02187903973	122363203881
2521	10125 SUTARYAN	7839316	NURUL AMBARSARI			02187985206	122370202268
2522	10126 SUTARYAN	7839367	SISWANTO			02187985211	122370203022
2523	10127 SUTARYAN	7839379	ANDRY STEFANUS			0218674555	122334203931
2524	10128 SUTARYAN	7839410	PURWANTO			02187904192	122363206725
2525	10129 SUTARYAN	7839469	DIDIK KRISMANTA			02187904022	122363201297
2526	10130 SUTARYAN	7839560	PONIMAN			02187985215	122370200498
2527	10131 SUTARYAN	7839602	SRI WAHYUNI			02187904050	122363203491
2528	10132 SUTARYAN	7839603	SITI HARYANI			0218674606	122334200942
2529	10133 SUTARYAN	7839605	MISNI			02187904048	122363291778
2530	10134 SUTARYAN	7839624	HARRY HARTOMO			02187904055	122363202800
2531	10135 SUTARYAN	7839639	DWI RUDI HARTONO			02187904128	122363207494
2532	10136 SUTARYAN	7839668	HAMIDI LUTFI			02187985710	122370200286
2533	10137 SUTARYAN	7839682	NURALI			02187905285	121363292047
2534	10138 SUTARYAN	7839685	FADHOLI			02187904069	122363209505
2535	10139 SUTARYAN	7839692	LN.SETYA RAHAYU			02187910676	122363202140
2536	10140 SUTARYAN	7839716	HENDI SUTANDI			02186861762	122334203736
2537	10141 SUTARYAN	7839716	HENDI SUTANDI			0218674637	122334203736
2538							

Gambar: data penginputan TSI

Gambar IX



Evergreen (TELKOM Go Green) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://evergreen.telkom.co.id/evergreen/pages/default.aspx?tabid=161

Main Menu

- Home
- Files Shared
- Dunning
- Reports

User Online

Online User: 243 User

Divisi / Bagian : PC133 - Payment & Collection Bogor

User : Guntoro

Query

Daftar Follow Up

Di bawah ini merupakan data yang perlu untuk di -follow up oleh dinas terkait.

Download

Page 1 From 2 Pages
Total Record: 27 Records

Account Legacy	Kontrak Akun	No. Layanan	Nama Pelanggan	Jalan	No. Rumah	Gedung	Lantai	Kota
80008235350002	100019267009	122363206447	TIMBUL NAINGGOLAN	RUKO GRAHA CIBINONG	BL C1/15			KABUPATEN BOG
800080154080002	100017431621	122302213133	SARITA	TANGKUBAN PERAHU	6			BOGOR
800082030870002	100008531895	122302200645	DR.FG.WINARNO	KOMP. PULO ARMEN	17			BOGOR
800076947400002	100017809773	122302214831	SURODJO	PAUS KOMP.IPB SD.BARANG	13			BOGOR
800081236200003	100009022200	121302285004	M. TIRTO SURYO	TUNAS RIMBA 3	202			BOGOR
800082461590003	100020840356	122308206535	MINA TJIE	JL. RAYA GUNUNG SINDUR	18			KABUPATEN BOG

Gambar: data Reminder Call