

## ABSTRACT

Handling disruptions in the IndiHome service is a key strategy of PT. Telkom Indonesia to improve the quality of internet services in Indonesia. In an effort to optimize the quality of internet services provided, PT. Telkom Indonesia developed a web-based application called iBooster. This application aims to detect disruptions in customer services and facilitate the Helpdesk and technicians in carrying out repairs. This study monitors attenuation indicators and the handling of disruptions in the IndiHome service. The methods used include literature review, data collection, and data processing based on the number of alert tickets in the spreadsheet. This study shows that the web-based iBooster application is capable of increasing the efficiency of operations and the quality of IndiHome internet service through real-time checks. Monitoring results based on alert report data indicate significant increases and decreases in disruption data, such as loss or high attenuation. The conclusion of this study is that the web-based iBooster application is very effective in detecting and analyzing disruptions, such as Rx data loss and attenuation exceeding the established limits. The implementation of this web-based application in handling disruptions has a significant impact on providing quick and reliable disruption handling for customers.

**Keywords:** *IndiHome, iBooster, disruption handling, PT. Telkom Indonesia, service quality.*