
ABSTRACT

Services “Speedy Broadband Access” have implemented by PT. Telkom almost entirely in STO (Sentral Telepon Otomat) in Kandatel Bandung. This services integrated at copper cable network using ADSL (Asymmetric Digital Subscriber Line) technology, so that enabling of data communications, video and voice go on simultaneous. In the operational, a lot of trouble occur influencing quality of Speedy, that is installation of physical and electric parameter of network. That Type of trouble happened in a field, for example : synchronization, transmission error (transmit/receive error), and power supply.

Handling of trouble of service Speedy conducted to finish one/more trouble that happened at the system/ADSL peripheral. But not the inclusive of physical damage/module. Trouble handling be able done by doing routine conservancy procedure at the ADSL peripheral through facility of NMS (Network Management System). Besides that can also done by a external conservancy of system, Aim to take care of environmental condition operational of peripheral in order to get better operate during a period of guaranteed operation by vendor.

Repair action which have been done in take in hand that trouble, expected be able to improve performance of copper cable network and be able to afford speed of data transfer more stable, so that a subscriber can enjoy the facility of service “Speedy Broadband Access” according to by guarantee which on the market by PT. Telkom.