

## ABSTRACT

Telecommunication service of PT. TELKOM carried the Indonesian society to enter the information society. Compete in high speed internet access services are priority PT. Telkom to obtain customer satisfaction. Priority of internet access service is Speedy service.

On this final project purpose to evaluation job processing of Jarlokat toward speedy service by measurement electrical parameter of copper lines and test for speedy service which kind of installation quality test and observation for Speedy annoyance on Kandatel Jogjakarta. Electrical parameter of copper lines which are tested is continuity, loop resistance, isolation resistance, lines attenuation, S/N (Signal to Noise) and test parameter for installation quality speedy service are internet status, telephone status, line attenuation and S/N. Testing are held for Speedy-Non phone installation, Speedy-Phone, Speedy-Telkomnet Instan-Non Phone, and Speedy Telkomnet Instant-Phone. Speedy annoyance segmentation is CPE subscriber, IKR subscriber, DSLAM, BRAS, radius and network. Great annoyance for speedy on Kandatel Jogjakarta are occur in CPE subscriber.

From measurement result of Jarlokat electrical parameter, will be know that all of telephone connection lines in STO YK1 is not match with standard for speedy service. Installation quality speedy service which is tested can be implemented to speedy customer which previous using Telkomnet Instan. Annoyance for Speedy which caused by local network are 4.8 % from totally annoyance which occur until January 2007.

Test which is matched with standard from PT. TELKOM will give contribute to successfully speedy internet access service for Jogjakarta region.