



KOLABORASI

Koneksi dan Teknologi



Telecommunication



BERSAMA MEMBANGUN JARINGAN, MENJANGKAU INDONESIA

Era digitalisasi menghadirkan berbagai inovasi teknologi yang memudahkan. ICON+ menawarkan solusi jaringan, infrastruktur, dan pendukung konektivitas dengan semangat bersinergi bersama para pelaku industri teknologi telekomunikasi di Indonesia untuk kemajuan bersama.

TOGETHER BUILD A NETWORK, REACH OUT TO INDONESIA

The era of digitalization enables innovation in technology application. ICON+ offers network, infrastructure, and supporting connectivity solutions with a spirit of synergy among Indonesia's industry pioneers in telecommunication technology for the greater good.

ICON+ Solutions

CONNECTIVITY BASED SERVICE

- Clear Channel
- Fiberisasi
- Open Access
- IP Transit

MANAGED BASED SERVICE

- Contact Center

DIGITAL PLATFORM BASED SERVICE

- Customer Care & Billing Apps

Connectivity Based Service

CLEAR CHANNEL

Konektivitas Premium, Jaringan Aman dan Terdedikasi

FIBERISASI

Komunikasi Privat, Koneksi Cepat

OPEN ACCESS

Jaringan Terluas, Koneksi Berkualitas

IP TRANSIT

Capaian Ekspansif untuk Interkoneksi Global

Clear Channel

KONEKTIVITAS PREMIUM, JARINGAN AMAN DAN TERDEDIKASI

Clear channel adalah layanan koneksi point-to-point berkapasitas bandwidth besar dengan tingkat privasi dan keamanan tinggi serta fitur transfer data 1:1 yang dapat disesuaikan untuk optimalisasi skalabilitas jaringan.

PREMIUM CONNECTIVITY, SECURE AND DEDICATED NETWORK

Clear Channel is a point-to-point connection service with a large bandwidth capacity and high privacy and security level, equipped with a 1:1 data transfer feature to be adjusted for optimal network scalability.

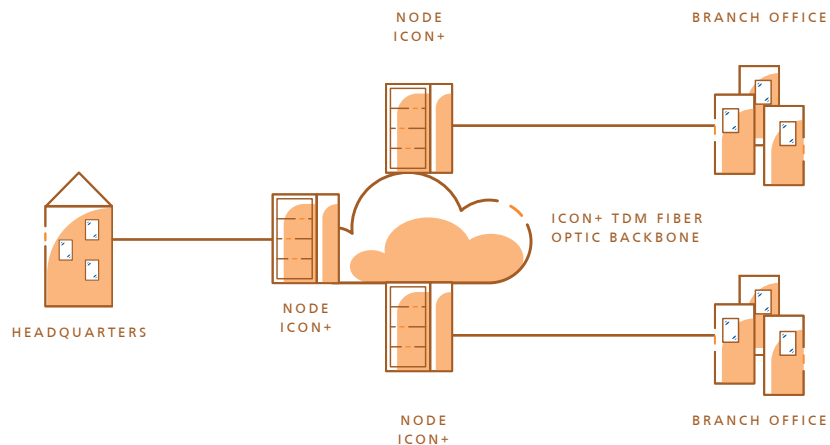
VARIASI PRODUK

REGULER	Layanan eksklusif untuk komunikasi data dan suara dengan kapasitas transmisi yang simetris mulai 2.048 megabit per detik dan kelipatannya.
REGULAR	Exclusive service for data and voice communications with symmetrical transmission capacities starting from 2,048 megabits per second and its multiplicative number.

KAPASITAS BESAR	Layanan dengan basis Ethernet yang memiliki teknologi SDH dan OTN, khusus diperuntukkan di wilayah Jawa-Bali dengan kapasitas bandwidth minimal 1 Gbps.
LARGE CAPACITY	Ethernet-based service with SDH and OTN technology, designated for the Java-Bali region with a bandwidth capacity of at least 1 Gbps.

Clear Channel

PETUNJUK TEKNIS



SPESIFIKASI & FITUR

- Fasilitas SMTP relay publik
- Web Hosting kapasitas 50 MB
- Mail Hosting 50 akun, kapasitas 10 MB per akun
- Mendukung Private DNS (dengan biaya tambahan)
- Mendukung Private Mail Hosting (dengan biaya tambahan)

SPECIFICATIONS & FEATURES

- Public SMTP relay facility
- Web Hosting capacity of 50 MB
- Mail Hosting 50 accounts with a total capacity of 10 MB per account
- Support for Private DNS (for an additional fee)
- Support for Private Mail Hosting (for an additional fee)

Fiberisasi

REGENERASI JARINGAN UNTUK TRANSFORMASI MASA DEPAN

Fiberisasi merupakan layanan kolaborasi dalam modernisasi jaringan untuk memberikan konektivitas yang stabil dan dapat diandalkan, sebagai sebuah langkah mempersiapkan jaringan termutakhir di seluruh Indonesia.

NETWORK REGENERATION FOR FUTURE TRANSFORMATION

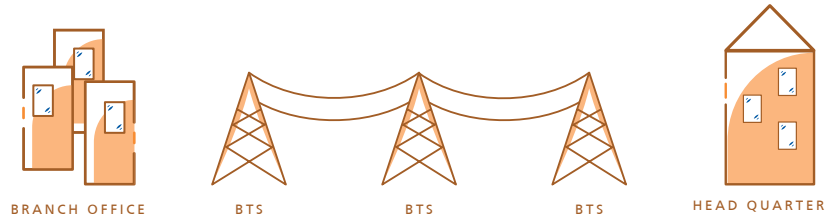
Fiberization is a collaboration service in network modernization to provide stable and reliable connectivity, as a step to prepare the latest network across Indonesia.

VARIASI PRODUK

FIBERISASI TENANT	Layanan fiberisasi BTS yang disediakan oleh ICON+ kepada Pelanggan untuk mendukung penyelenggaraan layanan operator seluler yang terbagi atas Fiberisasi Tenant Utama dan Fiberisasi Tenant Tambahan.
TENANT FIBERIZATION	BTS fiberization service provided by ICON+ to support cellular operator services, divided into Main Tenant Fiberization and Additional Tenant Fiberization.
FIBERISASI BTS	Layanan konektivitas fiber optik sebagai sarana telekomunikasi Base Transceiver Station (BTS) untuk mendukung penyelenggaraan layanan operator seluler dengan konektivitas yang stabil dan dapat diandalkan.
BTS FIBERIZATION	Fiber optic connectivity services as a base transceiver station (BTS) telecommunication facility to support cellular operator services with stable and reliable connectivity.

Fiberisasi

PETUNJUK TEKNIS



SPESIFIKASI & FITUR

- Penyediaan ROW dan kabel FOC
- Pengoperasian dan perawatan (O&M) serta jasa penarikan
- Pembacaan meter otomatis (AMR)
- Supervisi rancangan topologi jaringan
- Implementasi kontrol kualitas (QC)

SPECIFICATIONS & FEATURES

- ROW and FOC cable provision
- Operation and maintenance (O&M) and towing services
- Automatic meter reading (AMR)
- Network topology design supervision
- Quality control (QC) implementation

Open Access

MEMBUKA AKSES, MEMBUKA PELUANG

Open Access adalah layanan pendistribusian jaringan berkinerja tinggi dengan teknologi FTTH (Fiber to the Home) bagi penyedia layanan broadband ritel untuk perluasan jangkauan jaringan tanpa perlu membangun infrastruktur baru.

OPEN ACCESS, UNLOCK OPPORTUNITIES

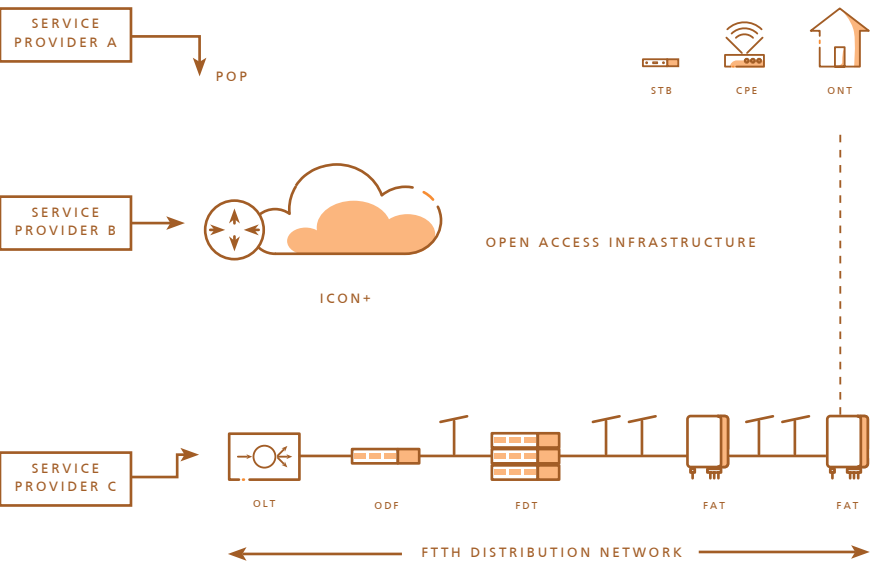
Open Access is a high-performance network distribution service with FTTH (Fiber to the Home) technology for retail broadband service providers to expand network coverage without building new infrastructure.

VARIASI PRODUK

OPEN ACCESS BASIC	Layanan penyediaan infrastruktur jaringan berkinerja tinggi dengan teknologi FTTH bagi penyedia layanan Retail Broadband dan IPTV yang bersifat non-eksklusif.
OPEN ACCESS BASIC	Non-exclusive services for providing high-performance network infrastructure with FTTH technology for Retail Broadband and IPTV service providers.
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OPEN ACCESS PREMIUM	Layanan penyediaan infrastruktur FTTH bagi penyedia layanan Retail Broadband, IPTV, dan telephony (pilihan) yang bersifat non-eksklusif dengan penerapan kesepakatan akuisisi take-up ratio antara ICON+ dan Service Provider.
OPEN ACCESS PREMIUM	Non-exclusive FTTH infrastructure provision services for Retail Broadband, IPTV, and telephony (optional) service providers with the implementation of a take-up ratio acquisition agreement between ICON+ and the Service Provider.

Open Access

PETUNJUK TEKNIS



SPESIFIKASI & FITUR

- Pengembangan jaringan
- Pengoperasian dan perawatan (O&M) jaringan
- Configuration Management
- Fault Management

SPECIFICATIONS & FEATURES

- Network development
- Network operation and maintenance (O&M)
- Configuration Management
- Fault Management

IP Transit

CAPAIAN EKSPANSIF UNTUK INTERKONEKSI GLOBAL

IP Transit merupakan solusi jasa interkoneksi traffic Pelanggan ke jaringan global dengan fitur full route BGP (Border Gateway Protocol) menggunakan blok IP dan AS Number Pelanggan untuk mendukung konektivitas korporasi yang terdedikasi dan terhubung luas.

EXPANSIVE ACHIEVEMENTS FOR GLOBAL INTERCONNECTION

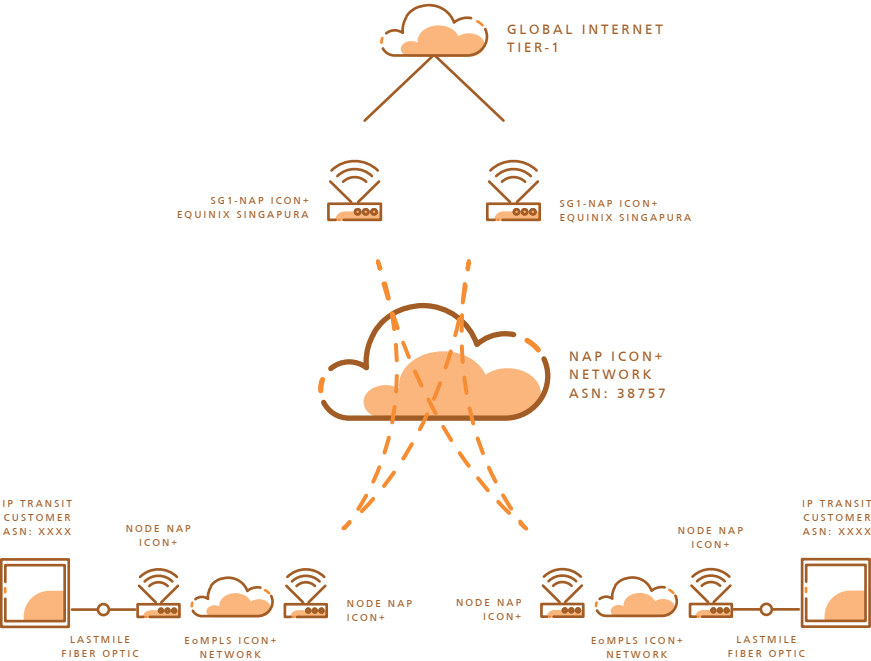
IP Transit is a solution for interconnection service for customer’s traffic to global networks with the full route BGP (Border Gateway Protocol) feature using the IP block and the Customer AS Number to support dedicated and broad-connected corporate connectivity.

VARIASI PRODUK

IP TRANSIT IX	Layanan jasa Interkoneksi traffic Pelanggan ke jaringan global International Exchange (IX).
IP TRANSIT IX	Interconnection service for customer’s traffic to the global International Exchange (IX) network.
IP TRANSIT IIX	Layanan jasa Interkoneksi traffic Pelanggan ke jaringan domestik Indonesia Internet Exchange (IIX).
IP TRANSIT IIX	Interconnection services for customer’s traffic to the domestic Indonesia Internet Exchange (IIX) network.
IP TRANSIT IX & IIX (KOMBINASI)	Layanan jasa Interkoneksi traffic Pelanggan ke jaringan global (IX) dan jaringan domestik (IIX).
IP TRANSIT IX & IIX (COMBINATION)	Interconnection services for customer’s traffic to the global network (IX) and domestic network (IIX).

IP Transit

PETUNJUK TEKNIS



SPEKIFIKASI & FITUR

- Interkoneksi menggunakan Dynamic BGP Full Route
- Pilihan Full Internet Routing Table melalui AS Number perusahaan atau melalui IP Address dan AS Number ICON+
- Kapasitas bandwidth dan interface berupa Metro Ethernet atau Clear Channel
- Akses internet internasional sesuai bandwidth berlangganan dan belum termasuk peering domestik IIX
- Media transmisi hulu-ke-hilir melalui fiber optik hingga interkoneksi ke Tier #1

SPECIFICATIONS & FEATURES

- Dynamic BGP Full Route for interconnection
- Full Internet Routing Table option via company AS Number or via IP Address and AS Number ICON+
- Metro Ethernet or Clear Channel bandwidth capacity and interfaces
- International internet access according to subscription bandwidth, and excluding domestic peering IIX
- End-to-end fiber optic transmission media to interconnect to Tier #1

Managed Based Service

CONTACT CENTER

Komunikasi Terintegrasi, Keluhan Teratasi

Contact Center

KOMUNIKASI TERINTEGRASI, KELUHAN TERATASI

Contact Center 123 merupakan sistem layanan bantuan telemarketing sebagai jembatan informasi, penyampaian gangguan, dan penyelesaian masalah pelanggan yang dilengkapi dengan 12 akses media terintegrasi demi meningkatkan kepuasan pelanggan.

INTEGRATED COMMUNICATION, RESOLVED OBJECTION

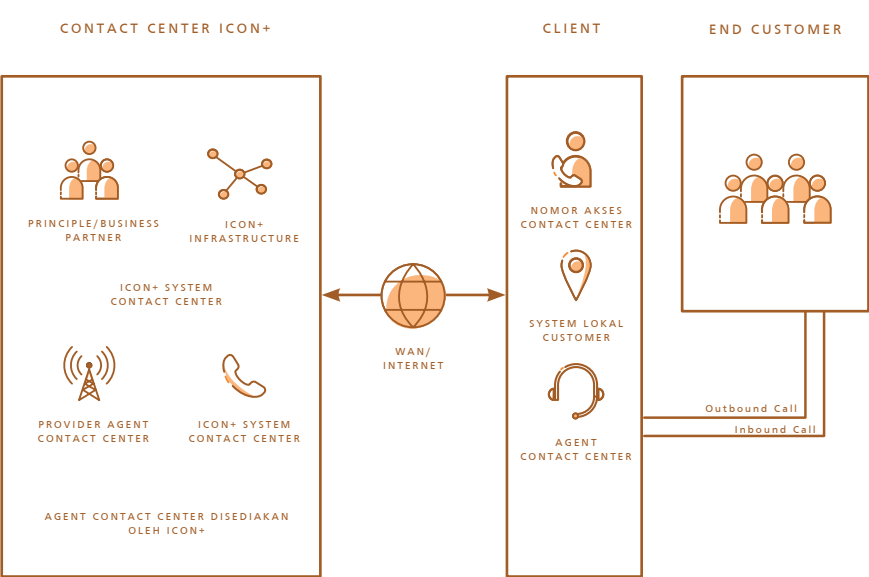
Contact Center 123 is a customer service system intended to provide convenience for customers in communicating, conveying customer disturbances and complaints.

VARIASI PRODUK

CCTR 123 PLN	Layanan Contact Center Pelanggan 123 PLN yang dikelola secara terpusat oleh ICON+ dengan tujuan untuk meningkatkan pelayanan PLN, didukung oleh Data Center Tier-III dan infrastruktur fiber optik yang menjangkau seluruh Indonesia, serta dikelola oleh operator tersertifikasi.
CCTR 123 PLN	Centrally managed Customer Contact Center 123 PLN by ICON+ to improve the quality of PLN service, supported by Tier-3 Data Center and ICON+ fiber-optic infrastructure with coverage across Indonesia, operated by certified professionals.
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PUBLIC (NON PLN)	Layanan Contact Center Pelanggan yang menyediakan infrastruktur dan agen layanan yang dikelola secara terpusat oleh ICON+ sebagai penyedia sumber daya manusia dengan skema penghitungan layanan per unit Contact Center.
PUBLIC (NON PLN)	Centrally managed Customer Contact Center service by ICON+ providing infrastructure and certified professional service agents with per unit service payment schemes.

Contact Center

PETUNJUK TEKNIS



SPEKIFIKASI & FITUR

- Online & real-time
- Dapat diakses 24 jam sehari, 7 hari seminggu, dimanapun
- Sistem terintegrasi dan dikelola terpusat
- Informasi akurat dan terpercaya

SPECIFICATIONS & FEATURES

- Online & real-time
- Can be accessed 24 hours a day, seven days a week, anywhere
- Integrated system centrally managed
- Accurate and reliable information

Digital Platform Based Service

CUSTOMER CARE & BILLING APPS

Basis Terpadu, Layanan Bermutu

Customer Care & Billing Apps

BASIS TERPADU, LAYANAN BERMUTU

Customer Care and Billing Service merupakan layanan daring terpadu berupa layanan kepedulian pelanggan & pembayaran, proses bisnis dan tata usaha perusahaan, serta pengelolaan jaringan distribusi & penanganan pelanggan.

INTEGRATED BASE, CERTIFIED SERVICE

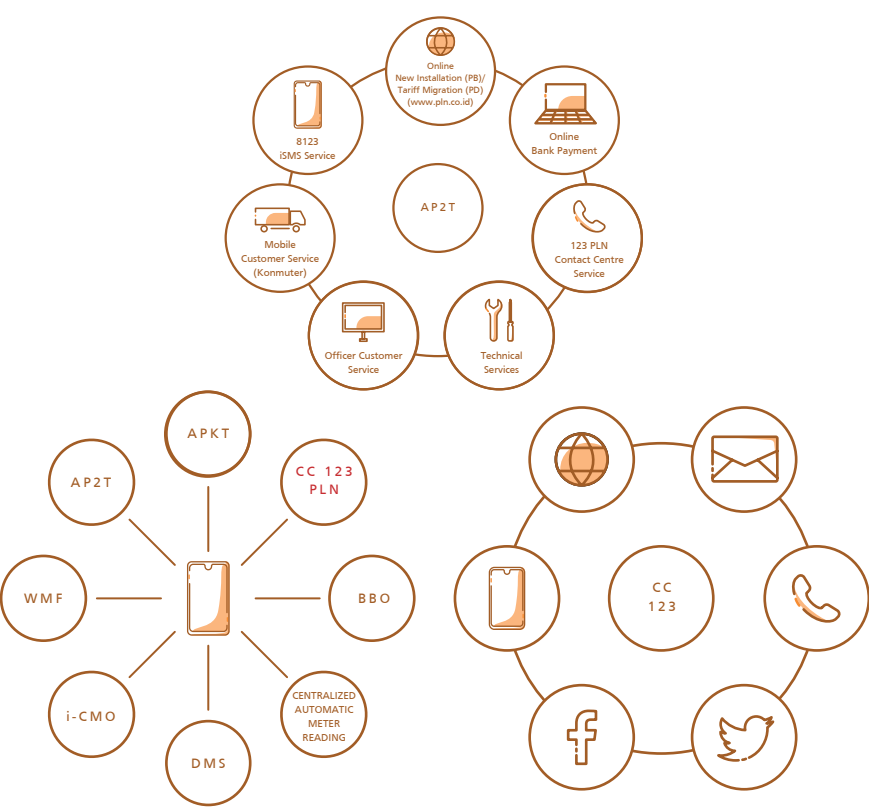
Customer Care and Billing Service is an integrated online service in the form of customer care & payment services, business processes and corporate administration, and distribution network management & customer handling.

VARIASI PRODUK

AP2T	Aplikasi terpusat berbasis web yang mengimplementasikan seluruh proses bisnis Tata Usaha Pelanggan (TUL), Surat Edaran Direksi terkini, serta melayani kebutuhan integrasi terpadu sistem utama pelayanan pelanggan yang terpusat.
AP2T	A centralized web-based application implementing a holistic Customer Business Administration process, distributing the Board of Directors' handbill, and managing Customer Service's central system integration requirements.
P2APST	Sistem terpusat pembayaran tagihan, pembelian dan pembayaran non-tagihan melalui Jaringan PPOB (payment Point Online Bank) serta pelimpahan dana dilakukan dari akun bank ke akun perusahaan
P2APST	A centralized system for bill payments, purchases, and non-bill payments through the PPOB Network (Payment Point Online Bank) as well as the transfer of funds from bank accounts to company accounts.
APKT	Aplikasi yang digunakan untuk mengelola operasional jaringan distribusi, pencatatan, penanganan, serta pemulihan gangguan dan keluhan secara real-time, daring, dan terintegrasi.
APKT	An application used to manage distribution network operations, recording, handling, and recovery of disruptions and complaints in real-time, online, and integrated.

Customer Care & Billing Apps

PETUNJUK TEKNIS



SPESIFIKASI & FITUR

- Pemasangan baru daring / migrasi tarif
- Titik pembayaran bank daring
- 24 jam layanan pelanggan
- Dukungan layanan teknis
- Penilaian, konsolidasi pelaporan, & pemeliharaan

SPECIFICATIONS & FEATURES

- Online New Installation / Rate Migration
- Online Bank Payment Point
- 24-hour Customer Care
- Technical Service Support
- Assessment, report consolidation, & maintenance



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