

## BUKA ISOLIR

### Deskripsi :

- Pelanggan UseeTV sudah melakukan pembayaran namun terisolir.
- Isolir adalah penutupan / bloking service number secara system atau secara manual dikarenakan telat bayar tagihan atau permintaan pelanggan. Buka isolir (Bukis) adalah proses pembukaan bloking service supaya layanan Indihome pelanggan bisa nyaman digunakan.
- Periode isolir : Tanggal 21 Tiap Bulannya untuk semua pelanggan (1P, 2p, & 3P)

### Cara Identifikasi Case :

A. Pastikan pengecekan di sisi *payment* apakah sudah LUNAS atau belum

1. Buka aplikasi i-payment.telkom.co.id atau 10.60.165.60
2. Masukkan nomor internet/telepon
3. Klik Submit

Nama: [REDACTED]  
 Produk: Telepon  
 Phone: [REDACTED]  
 Internet: [REDACTED]  
 GroupID: 9014008269030 (INDIHOME)

Periode	Mata Uang	Jumlah Tagihan	Belum Bayar	Status Pembayaran	Lokasi Pembayaran	Cicilan	Tanggal	Jam
+ Mei 2022	IDR	1,037,850	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	04-Mei-2022	09:26:34
+ Apr 2022	IDR	1,037,850	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	03-Apr-2022	12:00:01
+ Mar 2022	IDR	1,028,500	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	05-Mar-2022	19:18:51
+ Feb 2022	IDR	1,028,500	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	04-Feb-2022	21:14:08
+ Jan 2022	IDR	1,028,500	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	03-Jan-2022	02:51:23
+ Des 2021	IDR	1,028,500	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	04-Dec-2021	03:25:03
+ Nop 2021	IDR	1,028,500	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	05-Nop-2021	02:12:21
+ Okt 2021	IDR	1,028,500	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	03-Okt-2021	10:46:53
+ Sep 2021	IDR	1,028,500	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	05-Sep-2021	15:38:13
+ Agu 2021	IDR	1,028,500	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	03-Agu-2021	02:14:51
+ Jul 2021	IDR	1,028,500	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	03-Jul-2021	22:43:42
+ Jun 2021	IDR	1,028,500	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	05-Jun-2021	02:09:00

Gambar 1. Pengecekan Tagihan Pelanggan

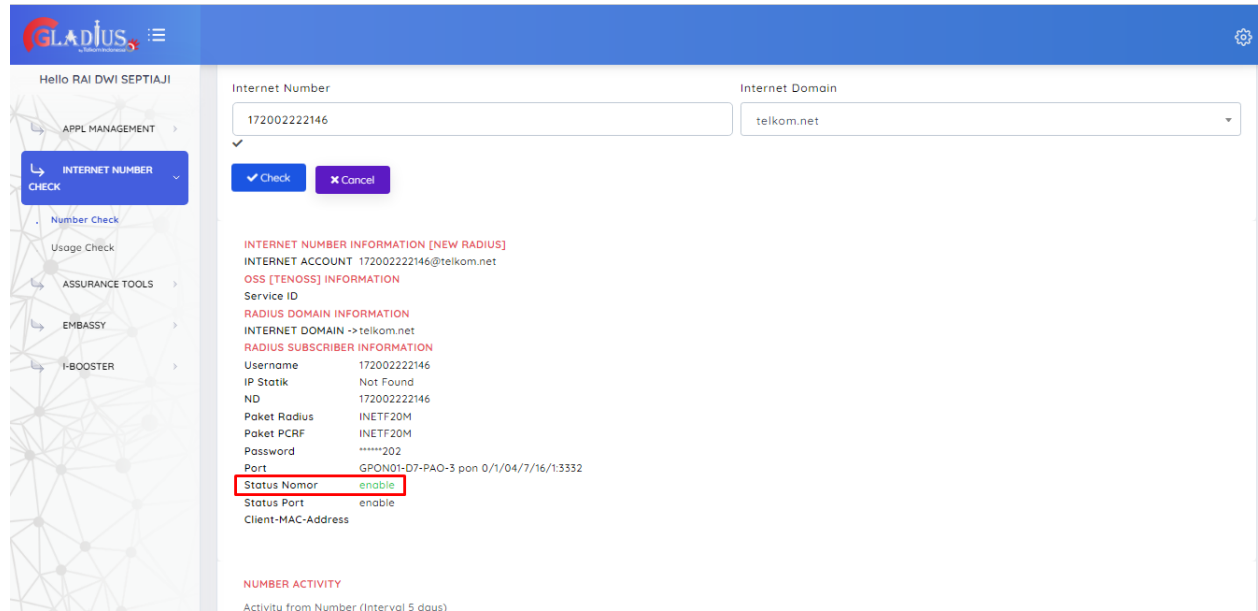
B. Pastikan apakah ada indikasi isolir dari internet nya

1. Menggunakan aplikasi Gladius  
 Buka aplikasi **gladius.telkom.co.id**

Untuk melakukan pengecekan di aplikasi Gladius ada 2 menu yang dapat digunakan, yaitu diantaranya :

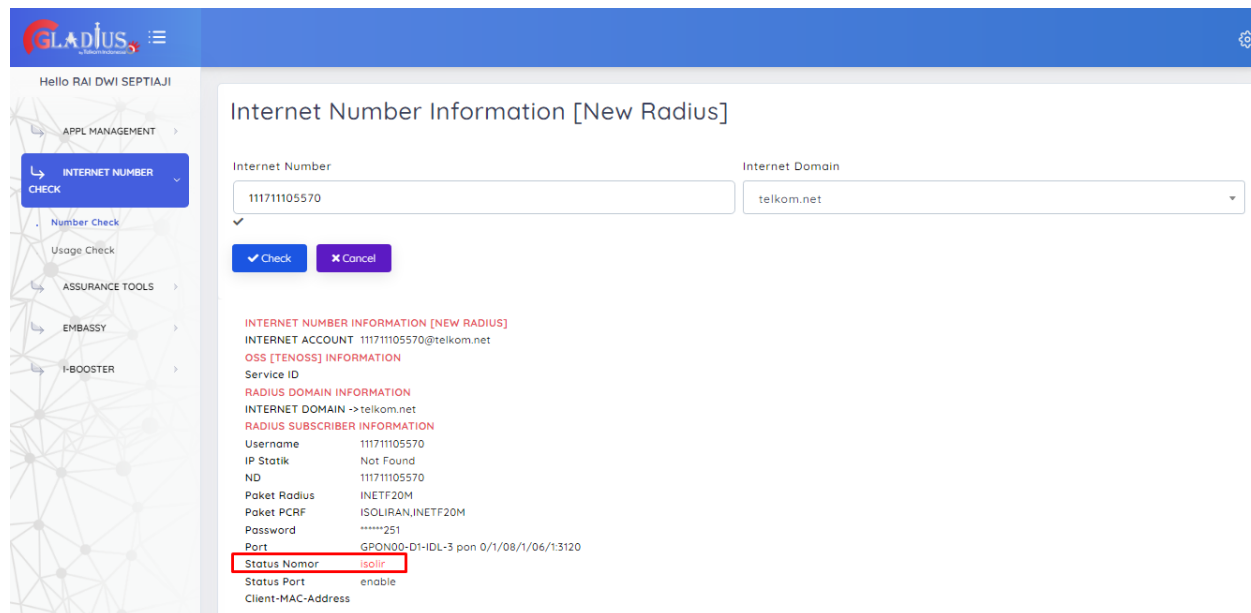
a) Internet Number Check

1. Masukan nomor internet di kolom Internet Number
2. Pilih internet domain sesuai paket pelanggan
3. Klik kolom check



The screenshot shows the Gladius application interface. On the left is a sidebar with navigation options: APPL MANAGEMENT, INTERNET NUMBER CHECK (selected), Number Check, Usage Check, ASSURANCE TOOLS, EMBASSY, and I-BOOSTER. The main area is titled 'Internet Number Check'. It has two input fields: 'Internet Number' with the value '172002222146' and 'Internet Domain' with a dropdown menu showing 'telkom.net'. Below these are 'Check' and 'Cancel' buttons. The 'Check' button is highlighted. Below the buttons, the results are displayed under the heading 'INTERNET NUMBER INFORMATION [NEW RADIUS]'. The results include: INTERNET ACCOUNT 172002222146@telkom.net, OSS [TENOSS] INFORMATION, Service ID, RADIUS DOMAIN INFORMATION (INTERNET DOMAIN -> telkom.net), and RADIUS SUBSCRIBER INFORMATION (Username: 172002222146, IP Statik: Not Found, ND: 172002222146, Paket Radius: INETTF20M, Paket PCRF: INETTF20M, Password: \*\*\*\*\*202, Port: GPON01-D7-PAO-3 pon 0/1/04/7/16/13332). The 'Status Nomor' is highlighted in a red box and shows 'enable'. Below this, there is a section for 'NUMBER ACTIVITY' with the text 'Aktivitu from Number (Interval 5 daus)'.

**Gambar 2.** status internet pelanggan tidak ada isolir (Internet number check)

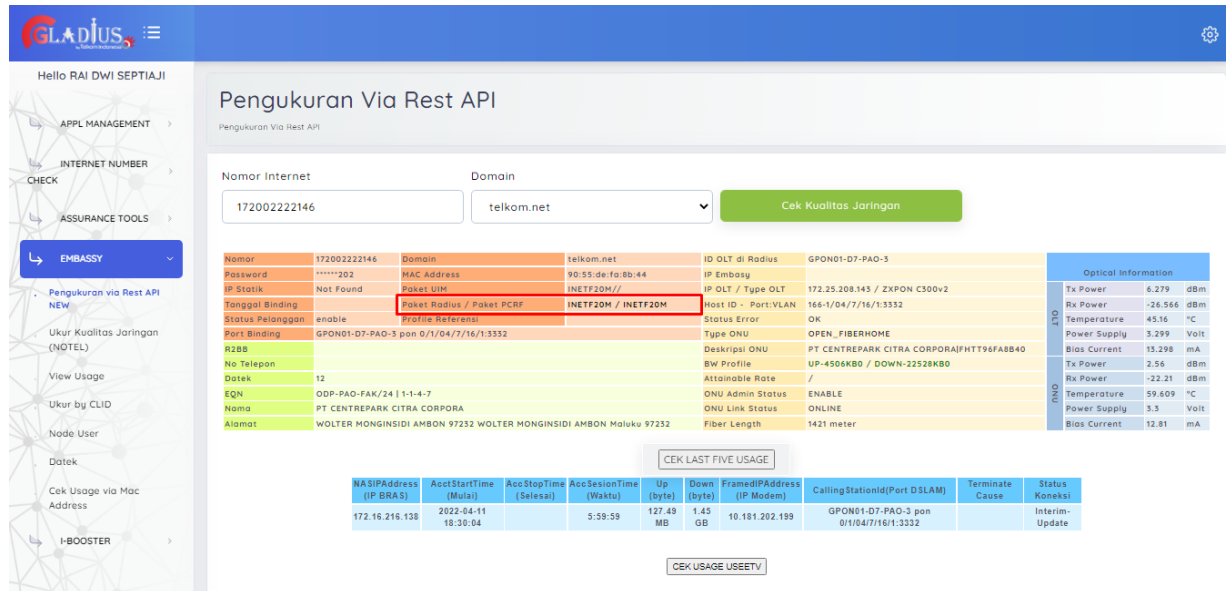


The screenshot shows the Gladius application interface. On the left is a sidebar with navigation options: APPL MANAGEMENT, INTERNET NUMBER CHECK (selected), Number Check, Usage Check, ASSURANCE TOOLS, EMBASSY, and I-BOOSTER. The main area is titled 'Internet Number Information [New Radius]'. It has two input fields: 'Internet Number' with the value '111711105570' and 'Internet Domain' with a dropdown menu showing 'telkom.net'. Below these are 'Check' and 'Cancel' buttons. The 'Check' button is highlighted. Below the buttons, the results are displayed under the heading 'INTERNET NUMBER INFORMATION [NEW RADIUS]'. The results include: INTERNET ACCOUNT 111711105570@telkom.net, OSS [TENOSS] INFORMATION, Service ID, RADIUS DOMAIN INFORMATION (INTERNET DOMAIN -> telkom.net), and RADIUS SUBSCRIBER INFORMATION (Username: 111711105570, IP Statik: Not Found, ND: 111711105570, Paket Radius: INETTF20M, Paket PCRF: ISOLIRAN,INETTF20M, Password: \*\*\*\*\*251, Port: GPON00-D1-IDL-3 pon 0/1/08/1/06/13120). The 'Status Nomor' is highlighted in a red box and shows 'isolir'. Below this, there is a section for 'NUMBER ACTIVITY' with the text 'Aktivitu from Number (Interval 5 daus)'.

**Gambar 3.** status internet pelanggan terisolir (Internet number check)

## b) Embassy

1. Masukan nomor internet di kolom Nomor Internet
2. Pilih internet domain sesuai paket pelanggan
3. Klik kolom Cek Kualitas Jaringan
4. Setelah muncul kita lihat Status jaringan internet pelanggan apakah normal atau isolir (ISOLIRAN)



**Pengukuran Via Rest API**

Nomor Internet: 17200222146 Domain: telkom.net

**Cek Kualitas Jaringan**

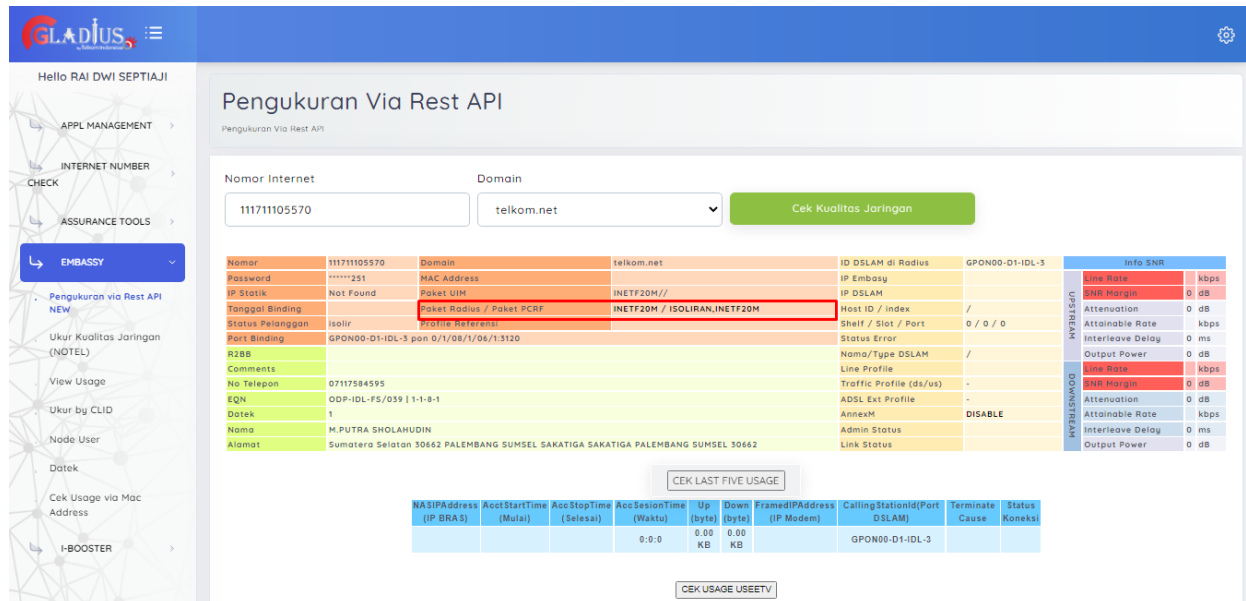
Nomor	Domain	ID OLT di Radius	IP OLT / Type OLT	Host ID - Port:VLAN	Status Error	Type ONU	Deskripsi ONU	BW Profile	Attainable Rate	ONU Admin Status	ONU Link Status	Fiber Length
17200222146	telkom.net	90:55:de:fa:8b:44	IP Embassy	172.25.208.143 / ZXPN C300v2	OK	OPEN_FIBERHOME	PT CENTREPARK CITRA CORPORA/HTT96FA8B40	UP-450KB0 / DOWN-22528KB0	/	ENABLE	ONLINE	1421 meter

**CEK LAST FIVE USAGE**

NASIPAddress (IP BRAS)	AcctStartTime (Mula)	AcctStopTime (Selesai)	AcctSessionTime (Waktu)	Up (byte)	Down (byte)	FramedIPAddress (IP Modem)	CallingStationId(Port DSLAM)	Terminate Cause	Status Koneksi
172.16.216.138	2022-04-11 18:30:04		5:59:59	127.49 MB	1.45 GB	10.181.202.199	GPON01-D7-PAO-3 pon 0/1/04/7/16/1:3332		Interim-Update

**CEK USAGE USEETV**

**Gambar 4.** status internet pelanggan normal (Embassy)



**Pengukuran Via Rest API**

Nomor Internet: 11171105570 Domain: telkom.net

**Cek Kualitas Jaringan**

Nomor	Domain	ID DSLAM di Radius	IP Embassy	Host ID / Index	Shelf / Slot / Port	Status Error	Nama/Type DSLAM	Line Profile	Traffic Profile (ds/us)	ADSL Ext Profile	AnnexM	Admin Status	Link Status
11171105570	telkom.net	INETF20M//	IP DSLAM	/	0 / 0 / 0						DISABLE		

**Info SNR**

Link Rate	SNR Margin	Attainable Rate	Interleave Delay	Output Power	Line Rate	SNR Margin	Attainable Rate	Interleave Delay	Output Power
0 kbps	0 dB	0 kbps	0 ms	0 dB	0 kbps	0 dB	0 kbps	0 ms	0 dB

**CEK LAST FIVE USAGE**

NASIPAddress (IP BRAS)	AcctStartTime (Mula)	AcctStopTime (Selesai)	AcctSessionTime (Waktu)	Up (byte)	Down (byte)	FramedIPAddress (IP Modem)	CallingStationId(Port DSLAM)	Terminate Cause	Status Koneksi
			0:0:0	0.00 KB	0.00 KB		GPON00-D1-IDL-3		Interim-Update

**CEK USAGE USEETV**

**Gambar 5.** status internet pelanggan terisolir (Embassy)

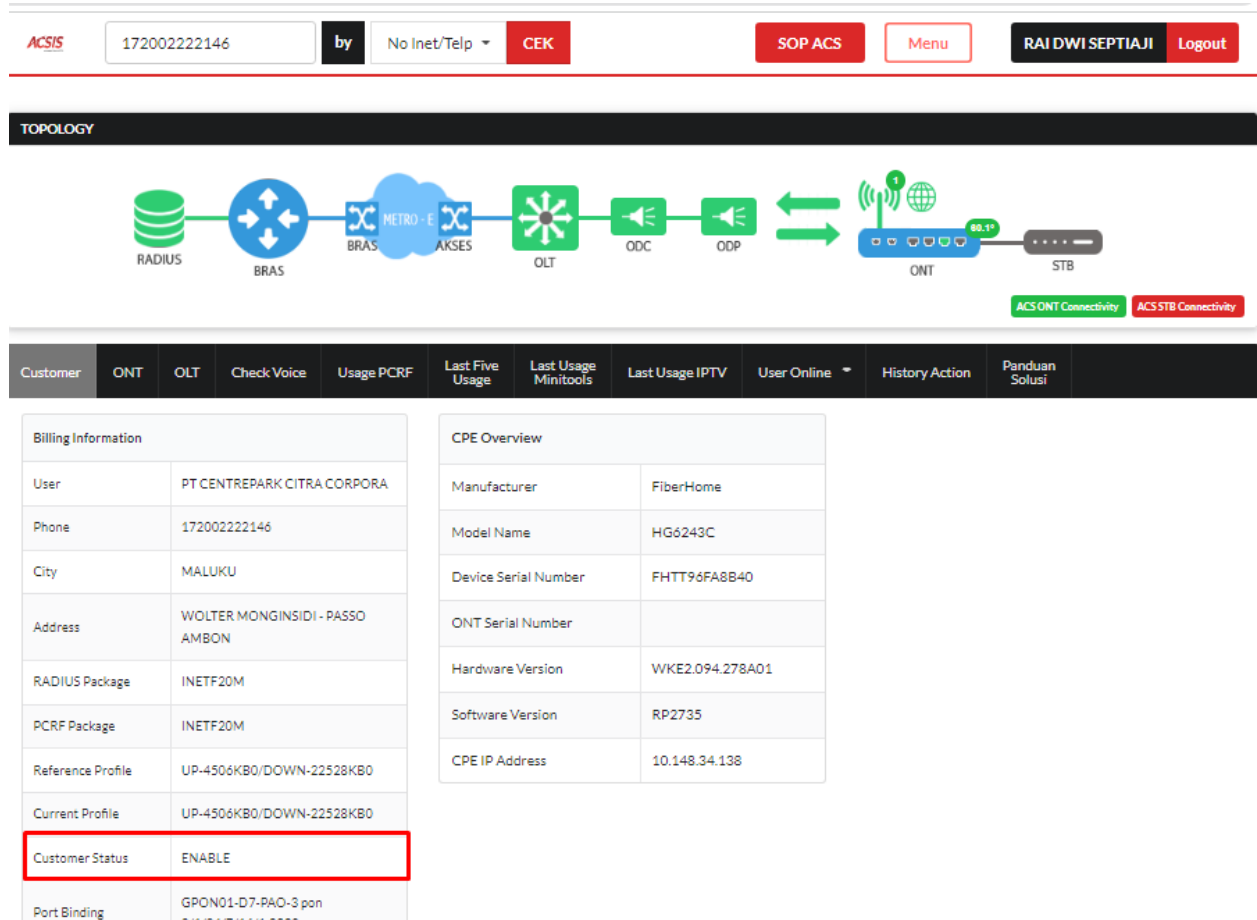
**Note :** untuk domain bisa disesuaikan dengan paket berikut

- telkom.net : Paket regular indihome (contoh : INETFxx)
- gold.telkom : Paket speedygold (contoh : INETGxx)
- apss.telkom : Paket Gamers (contoh : INETCxx)

### C. Menggunakan aplikasi ACSIS (ACS Ibooster)

Buka Aplikasi : [acs-ibooster.telkom.co.id](https://acs-ibooster.telkom.co.id)

1. Masukan nomor internet di kolom yang sudah disediakan
2. Pilih tipe pencarian nomor yang sesuai (No Inet/Telp)
3. Klik kolom cek untuk menampilkan status jaringan pelanggan
4. Klik kolom customer untuk memunculkan data pelanggan
5. Setelah muncul kita lihat Status jaringan internet di bagian “Customer Status” apakah enable (normal) atau isolir



The screenshot displays the ACSIS application interface. At the top, there is a search bar with the input "172002222146" and a dropdown menu set to "No Inet/Telp". A red "CEK" button is visible. To the right, there are buttons for "SOP ACS", "Menu", and a user profile "RAI DWI SEPTIAJI" with a "Logout" button.

Below the search bar is a "TOPOLOGY" section showing a network diagram with components: RADIUS, BRAS, METRO-E, AKSES, OLT, ODC, ODP, and ONT. The ONT is connected to an STB.

The main section contains a table with columns: Customer, ONT, OLT, Check Voice, Usage PCRf, Last Five Usage, Last Usage Minitools, Last Usage IPTV, User Online, History Action, and Panduan Solusi. The "Customer" column is expanded, showing a table with two sections: "Billing Information" and "CPE Overview".

Billing Information		CPE Overview	
User	PT CENTREPARK CITRA CORPORA	Manufacturer	FiberHome
Phone	172002222146	Model Name	HG6243C
City	MALUKU	Device Serial Number	FHTT96FA8B40
Address	WOLTER MONGINSIDI - PASSO AMBON	ONT Serial Number	
RADIUS Package	INETF20M	Hardware Version	WKE2.094.278A01
PCRf Package	INETF20M	Software Version	RP2735
Reference Profile	UP-4506KB0/DOWN-22528KB0	CPE IP Address	10.148.34.138
Current Profile	UP-4506KB0/DOWN-22528KB0		
Customer Status	ENABLE		
Port Binding	GPON01-D7-PAO-3 pon 01/10/17 16:14:0000		

**Gambar 6.** status internet pelanggan normal (AC SIS)

ACSIS 111711105570 by No Inet/Telp CEK SOP ACS Menu RAI DWI SEPTIAJI Logout

ACS ONT Connectivity ACS STB Connectivity

Customer	ONT	Check Voice	Usage PCRf	Last Five Usage	Last Usage Minitools	Last Usage IPTV	User Online	History Action																																		
<div> <div> <p>Billing Information</p> <table border="1"> <tr><td>User</td><td>M.PUTRA SHOLAHUDIN</td></tr> <tr><td>Phone</td><td>07117584595</td></tr> <tr><td>City</td><td>SUMSEL</td></tr> <tr><td>Address</td><td>SAKATIGA 01 DS INDRALAYA PALEMBANG SUMSEL</td></tr> <tr><td>RADIUS Package</td><td>INETF20M</td></tr> <tr><td>PCRf Package</td><td>INETF20M</td></tr> <tr><td>Reference Profile</td><td>UP-4506KB0/DOWN-22528KB0</td></tr> <tr><td>Current Profile</td><td>/</td></tr> <tr><td>Customer Status</td><td>ISOLIR (Silakan cek billing pelanggan)</td></tr> <tr><td>Port Binding</td><td>GPON00-D1-IDL-3 pon 0/1/08/1/06/1:3120</td></tr> </table> </div> <div> <p>CPE Overview</p> <table border="1"> <tr><td>Manufacturer</td><td>ZTE</td></tr> <tr><td>Model Name</td><td>F670L</td></tr> <tr><td>Device Serial Number</td><td>ZTEGCE72B45E</td></tr> <tr><td>ONT Serial Number</td><td></td></tr> <tr><td>Hardware Version</td><td>V9.0</td></tr> <tr><td>Software Version</td><td>V9.0.11P1N13</td></tr> <tr><td>CPE IP Address</td><td>10.48.179.7</td></tr> </table> </div> </div>									User	M.PUTRA SHOLAHUDIN	Phone	07117584595	City	SUMSEL	Address	SAKATIGA 01 DS INDRALAYA PALEMBANG SUMSEL	RADIUS Package	INETF20M	PCRf Package	INETF20M	Reference Profile	UP-4506KB0/DOWN-22528KB0	Current Profile	/	Customer Status	ISOLIR (Silakan cek billing pelanggan)	Port Binding	GPON00-D1-IDL-3 pon 0/1/08/1/06/1:3120	Manufacturer	ZTE	Model Name	F670L	Device Serial Number	ZTEGCE72B45E	ONT Serial Number		Hardware Version	V9.0	Software Version	V9.0.11P1N13	CPE IP Address	10.48.179.7
User	M.PUTRA SHOLAHUDIN																																									
Phone	07117584595																																									
City	SUMSEL																																									
Address	SAKATIGA 01 DS INDRALAYA PALEMBANG SUMSEL																																									
RADIUS Package	INETF20M																																									
PCRf Package	INETF20M																																									
Reference Profile	UP-4506KB0/DOWN-22528KB0																																									
Current Profile	/																																									
Customer Status	ISOLIR (Silakan cek billing pelanggan)																																									
Port Binding	GPON00-D1-IDL-3 pon 0/1/08/1/06/1:3120																																									
Manufacturer	ZTE																																									
Model Name	F670L																																									
Device Serial Number	ZTEGCE72B45E																																									
ONT Serial Number																																										
Hardware Version	V9.0																																									
Software Version	V9.0.11P1N13																																									
CPE IP Address	10.48.179.7																																									

Gambar 7. status internet pelanggan terisolir (ACSIS)

#### D. Pastikan status Isolir di STB menggunakan ACS

Buka Aplikasi : [acs-ibooter.telkom.co.id](https://acs-ibooter.telkom.co.id)

1. Masukan nomor IndiHome di kolom yang sudah disediakan
2. Pilih tipe pencarian nomor yang sesuai (No Inet/Telp)
3. Klik kolom cek untuk menampilkan status jaringan pelanggan
4. Klik kolom STB untuk memunculkan status STB pelanggan
5. Setelah muncul kita lihat Status jaringan IPTV di bagian “Status Isolir” apakah normal atau isolir

ACSIS 122107218469 by No Inet/Telp CEK SOP ACS Menu


BRAS OLT ONT

Customer	ONT	STB	OLT	Check Voice	Usage PCRF	Last Five Usage	Last Usage Minitools	Last Usage IPTV	User Online	History A
CPE Overview STB 1										
Manufacturer	ZTE									
Model Name	ZTE B860H V5.0									
STB ID	7B1004990070424000009C2F4E032948									
Hardware Version	STBAS-ANDROIDSTB-079									
Version	V83011303.0033									
STB User	122107218469									
IP Address	10.33.215.191									
MAC Address	9C:2F4E:03:29:48									
User Team & Template	B860HV5.0 HD									
Status Isolir	Normal									
Last Inform ACS	2022-05-13 20:27:35									
Last Login SLCS	2022-05-11 12:54:09									

**Gambar 8.** status IPTV pelanggan normal (ACSIS)

**Note :** Jika menu STB tidak muncul untuk tahap ini bisa di lewat

**E.** Pastikan status NCX Active dan tidak ada order permintaan isolir/suspend by customer di NCX

1. Buka aplikasi ncxtools.telkom.co.id
2. Pilih Menu **Retail** > Klik **Asset**
3. Masukkan ID pelanggan > Klik tombol 
4. Setelah muncul tampilan selanjutnya Klik **Detail**
5. *Scroll* ke bawah jika ada history transaction akan muncul seperti gambar dibawah

Asset Line Item

ROW ID	NAME	TYPE	PROD CD	ND	ND REF	OLD ND	NDOS	STATUS	ALASAN ISOLIR	PROV ACT DT	BILL ACT DT	SUSPE
9-2LH5-2492	Telkom Data Internet	Subscription	Product	122122225057	02129376888		0002	Inactive	Permintaan cabut	13/AUG/2013 00:00:00	03/NOV/2013 00:00:00	

History Transaction

Show

10

entries

CREATED	ORDER NUM	EXT ID	ORDER TYPE	STATUS
19/SEP/2021 03:33:13	3-346703840719	SC517026214	Disconnect	Completed
01/JUL/2021 06:33:22	3-341175694653	SC514916333	Suspend	Completed
22/JUN/2021 19:35:45	3-340624541690		Modify	Completed
25/AUG/2020 02:49:32	3-327990175642	SC507394523	Resume	Completed
08/JUL/2020 09:24:36	3-325837161471	SC505925846	Modify	Completed
13/MAY/2020 07:34:11	3-323176293688	SC304396463	Suspend	Completed

Showing 1 to 6 of 6 entries

Previous

1

Next

Gambar 9. Contoh Status order suspend di NCX

- Copy nomor **EXT ID** atau nomor **SC**
- Klik Sales Order
- Pilih Search by **External ID** -> Masukkan nomor **EXT ID** atau nomor **SC**

Sales Order											
Server	Production										
Search By	RID	3-4CQF76T9									

Order Header											
Open				Submitted				In Progress			
Row ID	:	3-4CQF76T9	:	Ext Created	:	01/JUL/2021 13:31:15	:	Completed	:	01/JUL/2021 13:34:15	:
Order#	:	3-341175694653	:	NCX Created	:	01/JUL/2021 06:33:22	:	Completed	:	01/JUL/2021 13:34:15	:
External ID	:	SC514916333	:	Completed	:	01/JUL/2021 13:34:15	:	Completed	:	01/JUL/2021 13:34:15	:
Order Type	:	Suspend	:	Submit By	:	700235	:	Completed	:	01/JUL/2021 13:34:15	:
Status	:	Completed	:	Ext User ID	:	700235	:	Completed	:	01/JUL/2021 13:34:15	:
Last Miles	:	Completed	:	Ext Username	:	700235	:	Completed	:	01/JUL/2021 13:34:15	:
Sources	:	Starclick	:	ID CA	:	3-2GK4-2338	:	Completed	:	01/JUL/2021 13:34:15	:
Channel	:	Customer Care	:	NCU	:	30430212	:	Completed	:	01/JUL/2021 13:34:15	:
Bundling Type	:	Indihome	:	NIPNAS E	:		:	Completed	:	01/JUL/2021 13:34:15	:
Revision	:	1	:	CA Name	:	JULIANTO MIHARDJA	:	Completed	:	01/JUL/2021 13:34:15	:
Reason	:	Suspend by Customer Request	:	CA#	:	30430212	:	Completed	:	01/JUL/2021 13:34:15	:
Move Flag	:	N	:	Phone#	:	+6281212759666	:	Completed	:	01/JUL/2021 13:34:15	:
Active Flag	:	N	:	Device ID	:	17536513	:	Completed	:	01/JUL/2021 13:34:15	:
Submit Flag	:	Y	:	Device Name	:	ODP-KRG-FEG/15	:	Completed	:	01/JUL/2021 13:34:15	:
PONR Flag	:	Y	:	Reserv Port	:		:	Completed	:	01/JUL/2021 13:34:15	:
DID Flag	:	N	:	Int Status	:		:	Completed	:	01/JUL/2021 13:34:15	:
EBIS Flag	:	N	:	Int Message	:	-	:	Completed	:	01/JUL/2021 13:34:15	:
Depo Flag	:		:	Inflight Flag	:	Y	:	Completed	:	01/JUL/2021 13:34:15	:
K-Contact	:	IN102804683 122122225057 bp wasono 085156091323 permintaan pelanggan minta isolir sementara mulai 30 Juni 2021 sampai 30 September 2021									
Status SC	:	Check Status SC									

Gambar 10. Status pelanggan Suspended by customer di NCX

### Cara Handling :

- a. Apabila hasil pengecekan status tagihan pelanggan masih ada tunggakan, maka Agent informasikan ke pelanggan untuk melakukan pembayaran terlebih dahulu, Jika pelanggan memiliki AM (*Account Manager*) maka Agent bisa informasikan ke pelanggan untuk Koordinasi dengan AM (*Account Manager*) terlebih dahulu.
- b. Apabila hasil pengecekan status tagihan pelanggan sudah lunas dan jaringan internet terindikasi isolir, maka Agent open tiket Buka Isolir (BUKIS) layanan Internet lalu untuk FCR tidak dirubah tetap “YES”, selanjutnya Agent informasikan ke pelanggan bahwa proses Buka Isolir sudah selesai dan pelanggan diarahkan untuk Restart ONT terlebih dahulu dengan estimasi Buka Isolir selamat 15 menit kedepan.
- c. Apabila hasil pengecekan status tagihan pelanggan sudah lunas dan STB terindikasi isolir (*Suspended*), maka Agent open tiket Buka Isolir (BUKIS) layanan IPTV lalu untuk FCR tidak dirubah tetap “YES”, selanjutnya Agent informasikan ke pelanggan bahwa proses Buka Isolir sudah selesai dan pelanggan diarahkan untuk Restart STB terlebih dahulu dengan estimasi Buka Isolir selamat 15 menit kedepan.
- d. Apabila hasil pengecekan status di NCX ada permintaan isolir atau *Suspend by customer*, jika pelanggan adalah customer DBS maka Agent bisa tarik data pelanggan kemudian open tiket Draft di MyCX lalu diinfokan ke TL atau Violet agar dapat di eskalasikan ke tim DBS, jika pelanggan adalah customer DES dan DGS maka Agent informasikan ke pelanggan untuk koordinasi dengan AM (*Account Manager*) terlebih dahulu.
- e. Apabila pelanggan laporan kembali bahwa sudah di buka isolir (bukis) namun masih terisolir, maka Agent open tiket di MyCX dengan menggunakan symptom berikut : IPTV -> Teknis -> Jaringan Layak -> Jaringan Layak - ERROR 70116107 (Layanan anda dalam status ISOLIR)