

**SURAT PERINTAH KERJA**  
**DOWNGRADE WORK ORDER**

Nomor SPK : \_\_\_\_\_ Hari/Tanggal : \_\_\_\_\_  
WO Number Day/Date

Nama pelanggan : \_\_\_\_\_ Penghubung : \_\_\_\_\_  
Customer name Contact person

Alamat pelanggan : \_\_\_\_\_ Telepon : \_\_\_\_\_  
Customer address Telephone

Layanan : \_\_\_\_\_ No. Jaringan : \_\_\_\_\_  
Services Circuit ID

Jenis Perangkat : \_\_\_\_\_ Kecepatan : \_\_\_\_\_  
Type of device Bandwidth

Akses Vlan-ID : \_\_\_\_\_

Lokasi pelanggan : \_\_\_\_\_  
Customer location

Petugas : \_\_\_\_\_ Telepon : \_\_\_\_\_  
Officer Telephone

Waktu pelaksanaa : 

Mulai	Tanggal	Jam
Start	Date	Hour

Selesai	Tanggal	Jam
Finished	Date	Hour

**Deskripsi pekerjaan***Job descriptions***A. Kondisi permasalahan***Conditions of the problem*

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**B. Penanganan permasalahan***Handling of Problem*

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**C. Pemecahan masalah***Problem solving*

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Kuisiener diisi oleh pelanggan***Questionnaires filled out by the customer*

Ya ☐ / Tidak ☐ : Petugas datang tepat waktu dan sopan  
Yes No *Officer came on time and polite*

Ya ☐ / Tidak ☐ : Petugas mengenakan seragam dan ID Card  
Yes No *Officers wear a uniform and ID Card*

Ya ☐ / Tidak ☐ : Hasil pekerjaan dilakukan dengan baik dan rapih  
Yes No *The results of a job well done and neatly*

Yang Menerbitkan /Publisher,		Pelaksana / Implementers,	Pelanggan / Customer ,
Petugas Admin		Petugas Teknisi	Nama perusahaan : Company Name
Ditandatangani secara elektronik		Name :	Name :
		Title : Teknisi	Title :