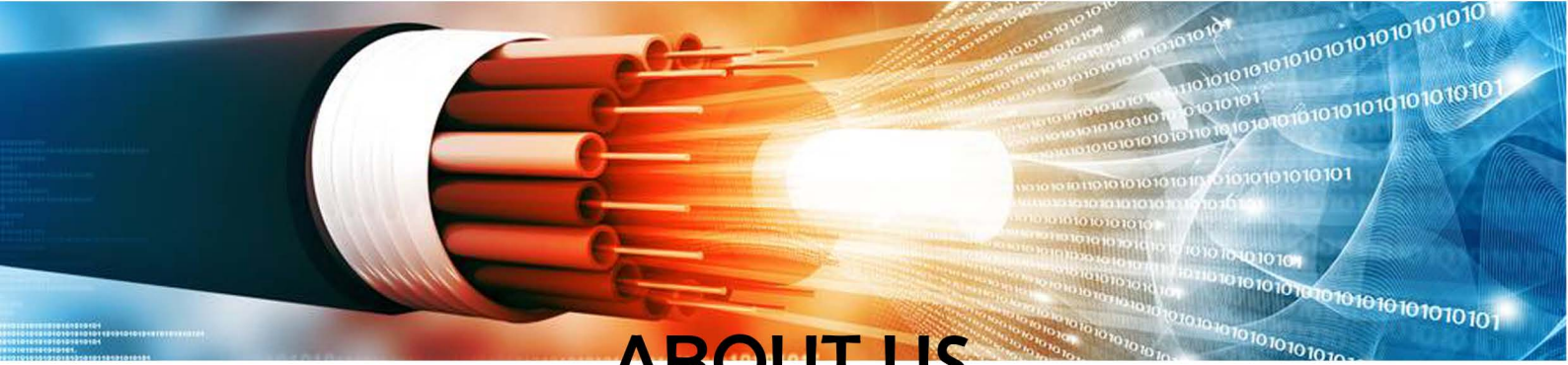


PT. Telematika Media Solusi

COMPANY PROFILE





ABOUT US

PT Telematica Media Solutions is a company engaged in the service sector of the Fiber Optic network infrastructure. Specifically we serve the needs of the installation of Fiber Optic networks in accordance with our scope and demand from potential customers. We are also contractor who is ready to build your Fiber Optic network, both within the city and only limited to the local network of a company. Surely done by experts and professionals in this field.

We have a network operating license from the Ministry of Communication and Information Technology with the type of service

"Packet Switched Based Local Fixed Network"

SKLO number: **195 / TEL.04.02 / 2019**

VISSION

To be a trusted, quality, innovative, flexible and reliable fiber optic network infrastructure provider using professional experts as added value for customers.



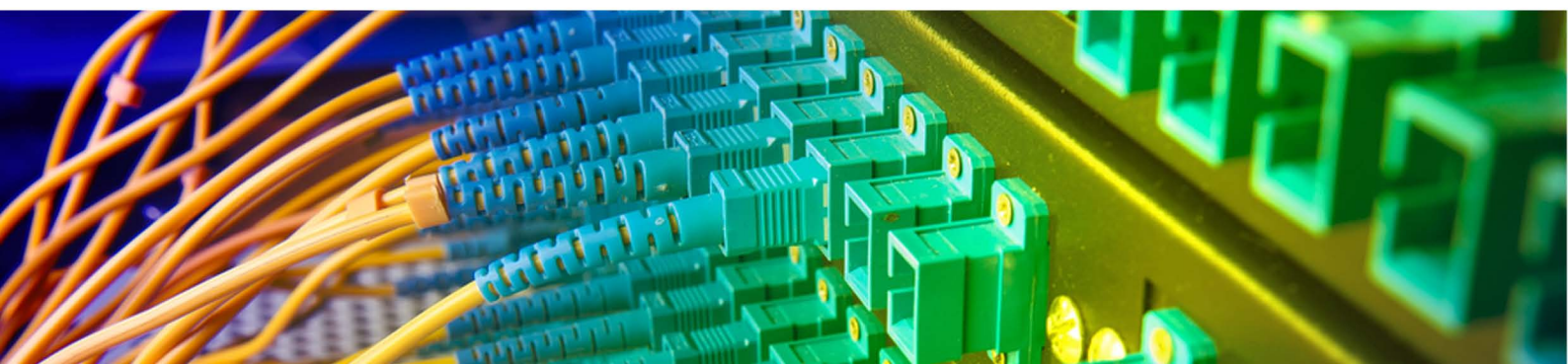
MISSION

Providing the best solution for customers in a reliable fiber optic network infrastructure ✓



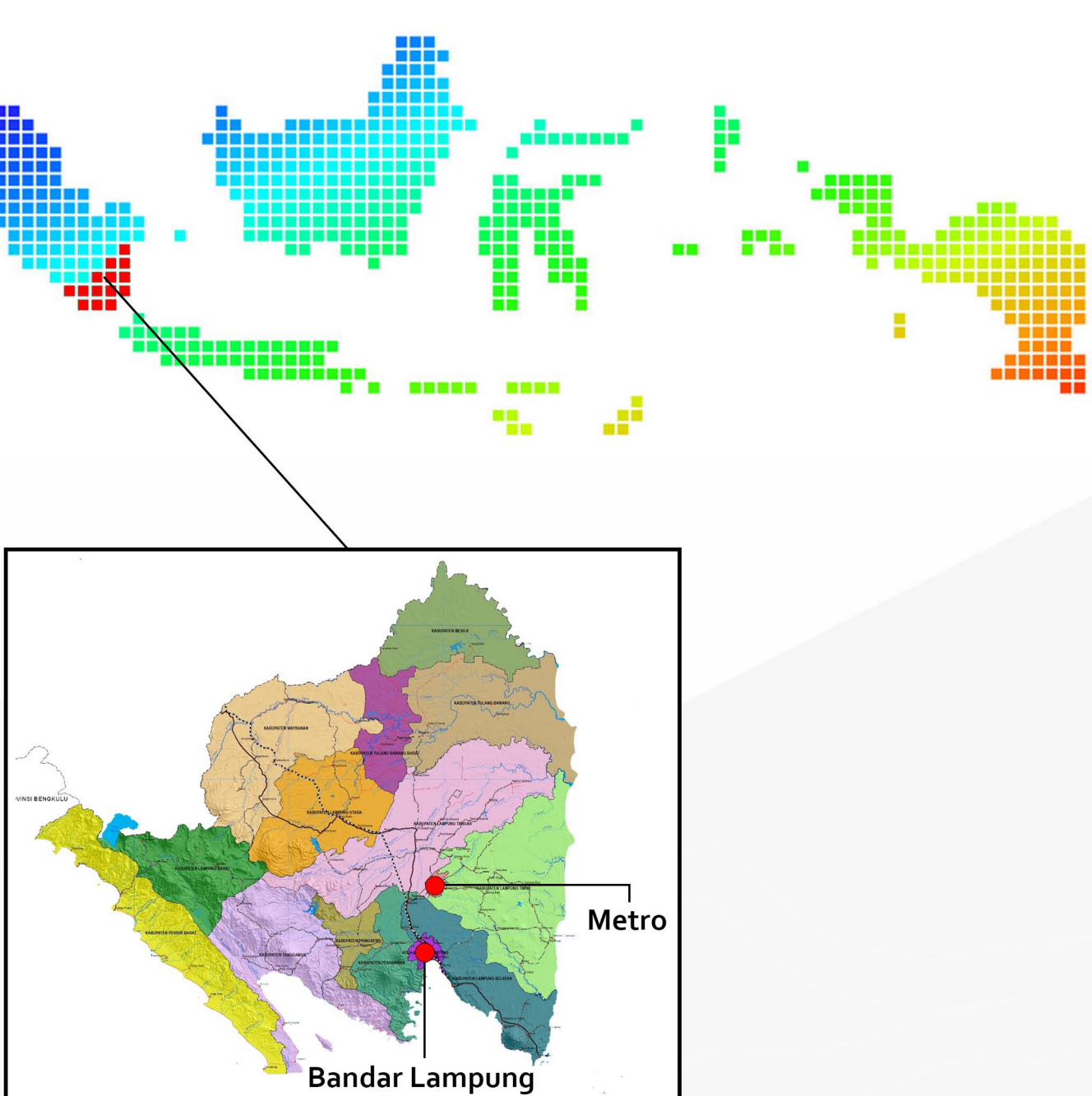
Become a strategic and trusted partner ✓

Being a solution that can help in terms of service to customers ✓



COVERAGE AREA

At present our coverage area is in Lampung Province, namely precisely in the **Bandar Lampung** city and the **Metro** city. And is in the progress of development in other areas.



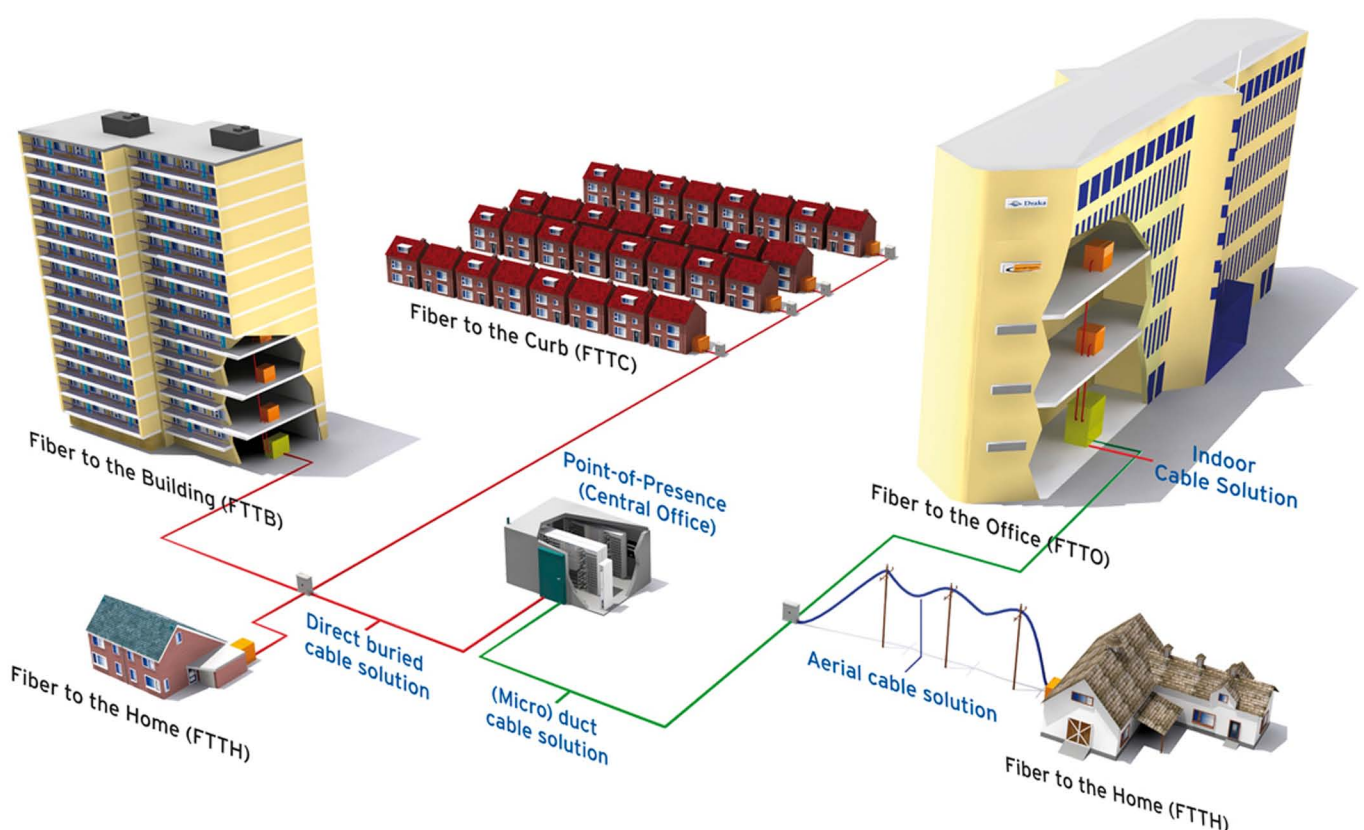


FTTx (Fiber To The “X”)

FTTx (Fiber To The X) is the term of the optical fiber broadband cable network architecture used for last mile telecommunications.

One of the services that can be obtained through FTTx is triple play, which is collecting internet connection, voice and iptv services in one media. Obviously with a much better quality results from copper cable media, faster and more stable.

Providers need not hesitate to use this service.

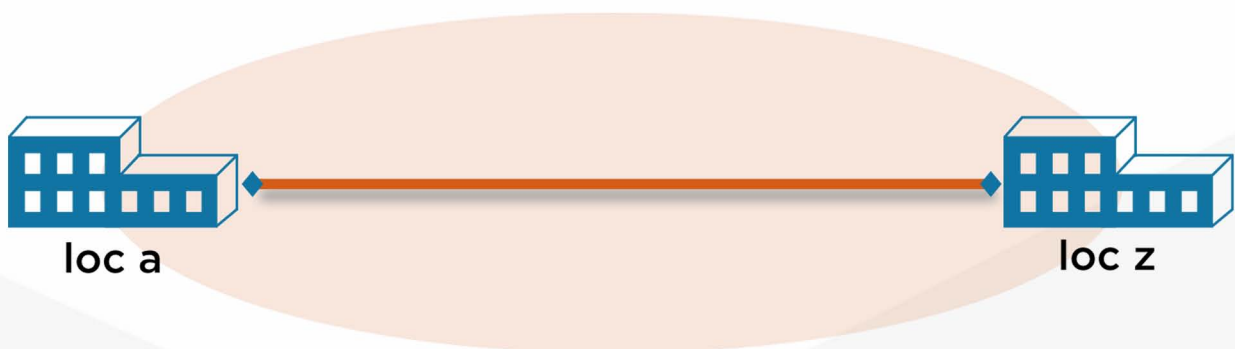




Point to Point / Core to Core

Point To Point is a connected service Directly to customers using pure / intact cores. Whether it's for interconnection or capacity.

One service that can be obtained through service this is a large capacity, which can be adjusted with the provider of the need and the device used.

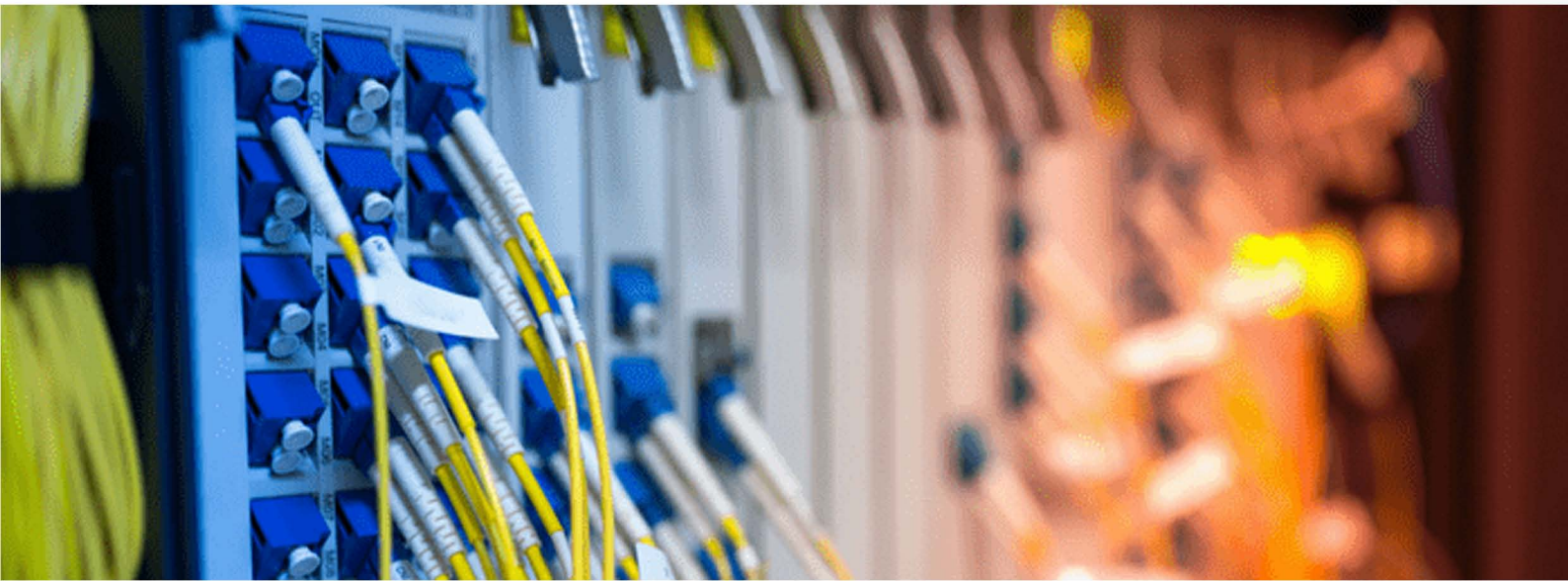


Point-to-Point

SERVICE



The infrastructure that we use is fiber optic cable. With customer service (helpdesk) 7 x 24 hours and its handling Professional technical support or our expert staff who will try to do troubleshooting until it's over.



Besides that, we will do the Customer Visit agenda every month, to ensure that our service remains excellent.

So we dare to provide a 95% Service Level Agreement



ESCALATION MATRIKS



Escalation level

Designation

Email

Desk Phone#

1
(0-2 Hours)

Helpdesk/NOC
Tri Agus S

support@tmsnet.co.id
noc@tmsnet.co.id

+62-811-79000-9

2
(2-4 Hours)

Spv. FOC
Ismaun

ismaun@tmsnet.co.id

+62-822-89-058-423

3
(4-8 Hours)

Manager FOC
N. Arifin

arifin@tmsnet.co.id

+62-821-79-849-087

4
(>8 Hours)

AM & Bussines
Development
Haribudi Saputra

haribudi@tmsnet.co.id

+62-821-77-961-613

+62-811-79000-9



support@tmsnet.co.id



www.tmsnet.co.id



TMS

Telematika Media Solusi



Jl. Urip Sumoharjo
Perum Puri Kencana No. 9 Sukarame
Bandar Lampung - 35133