

## ABSTRACT

Title : The High Speed Internet Service Fault Recurrent Prevention Plan

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In the high bandwidth internet service provision, ~~the after-sales services are key factors.~~ Fault Recurrence due to lack of effective solution may result in higher cost of service.

The objective of this study is to setup a preventive plan that may reduce the cost of operation in high speed internet service provider. The study and plan setting to prevent the fault recurrence is conducted by determining the causes of fault recurrence by investigating the present working process and designing new working steps in the protection schemes using the application software.

Results from the preventive plan setting study reveals that the overall recurring faults during 2013 is 17.87% and during January to May 2014 is 16.70% which are exceeding the target of 12%. After implementing the preventing plan during August to October 2014, the recurring faults decreased to 10.05%, which is lower than the target of 12%.