



Bekasi, 22 March 2017

Number : 378 /BBPPT.31/SP.04.06/03/2017
About : Testing Problem

To:
Mr.Frank
Global Compliance Co.Ltd.

Dear Frank,

With reference to the letter of Global Compliance Co. Ltd. On March 7th , 2017, concerning your experience to use the new system (submit online).

Currently, we have been migrating to be a new business process from offline to online to make our public service better. So many customer submit their files for testing purpose at the same time, it resulted many file that we must verify and make our resources in overload condition. Because of that made long queue and customer wait longer than before. We do our best to create a strategy to resolved this issue as soon as possible

Thank you for your attention and cooperation.

ON BEHALF DIRECTOR OF
TESTING LABORATORY OF
TELECOMMUNICATION EQUIPMENT



DYAH KUNTI PRATIWI