ABSTRACT

As the development and advancement of information and communication technologies, can be used to create a service-based SMS Gateway in order to facilitate a service company PT PLN (Persero) in providing information and dealing with complaints because of the limitations of time, materials and IT skills possessed by the customer in the service and can facilitate the customer service of providing services..

The research methodology that is perfectly fit to be used is descriptive and action research and of the approach used for the analysis and design of the system is a method of Object Oriented. Another development method used is Ratioanl Unified Process (RUP) and the software that is used to support this application is XAMPP and Gammu.

The result of this research about service in PT.PLN (Persero) APJ Cimahi and UPJ Cimahi Kota by using customer of prepaid electricity service application based on SMS can make the customer easier to get any services both in terms of information or customer complaint services'

Keywords: SMS, Services, Application