



This annual fleet report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet.

Out of 52 units under contract with OSV, there were 100 service calls on 32 copiers and printers. While that sounds like a significant amount, 71 calls were for corrective issues such as jamming, error codes, etc. The remaining calls were for preventative maintenance, Uptime was 99.25% with almost 82% of all calls being corrected on the first visit. This is very good for the number of machines in your fleet.

There were four machines with five or more service calls in the reporting period. Each had various issues mostly not related to each other other than the replacement of parts. One unit had six service calls but had an additional eight calls to replace parts or required additional technicians to diagnose issues.

SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. OSV notes their response time from call to arrival as 3.83 hours, which is excellent. Average up time was about 99.25%, which is also excellent for the size of your fleet.

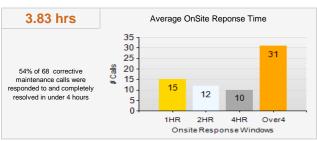
Your last upgrade was 7/1/17. All machines are under a five+ year warranty and service contract that expires on 6/30/23. However, the average model in your fleet was introduced 6.92 years ago. Twenty-seven units are just over 7 years from date of intro, with five machines around 8 years and 2 around 13 years from date of intro. We monitor this detail because as models get more than 10 years out from date of introduction parts become harder to locate and repair times may be longer.

Overall your fleet seems to be performing fairly well, but because some of your equipment is aging, you will want to consider upgrading some of the more unreliable machines in the near future.

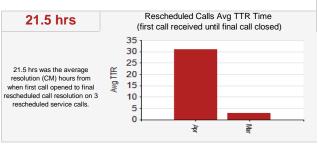


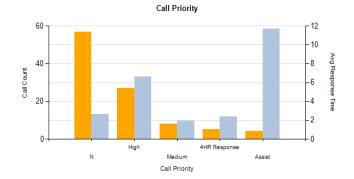












Maple Street C8H078289 10202014 1 1.68 1.776 1.791 1.625 771/2013 8.08 Color Photocopier C9V-05181 Tolhabat-Stadio 5005AC Room At - Replaced \$11020 C1PO51828 7714/2017 2 1.372 1.348 2.666 2.971 771/2013 8.08 Color Photocopier C9V-051810 C1PO51828 7714/2017 2 1.372 1.348 2.666 2.971 771/2013 8.08 Color Photocopier C9V-051810 C1PO51828 C1PO51824 C1P	Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Control Cont	Albert D Lawton Intermediate School : 104 Maple Street											
Concept of Teachines Station Sinson(C)	OSV-03384[Toshiba/E-Studio 3055c]	Library	C8HD78269	10/20/2014	1	1.663	1.776	1.791	1.625	7/1/2013	8.08	Color Photocopier
Content of Technologies Room A. Replaced (1902) Content of Technologies Room A. Replaced (1902) Content of Technologies Content of Techn					2							
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Septimental Post-Field Substant Flashes Subst		ROUTH B21 - Teachers ROUTH	CARDISOSS	10/20/2014	3	11,903	U	10,546	0	6/1/2014	7.17	black Protocopier
Septimental Post-Field Substant Flashes Subst	OSV 03304[Tochiba/TOSHESSE7]	Administrative Office (Poem E100)	CAUD14007	10/20/2014	1	2 977	0	1 254	0	6/1/2014	7 17	Plack Photocopier
Sex-Osside Flame Flame Flame Sex							-	,	-			
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Convolution		8/11/20										·
Content Cont												
CSV-04378 Toshbar TOSH-SSIAN Roum M127 Community Ed M Wing - Replaced 77/200 SMS80670 10/20/2014 3 977 220 1,121 275 91/2006 12.02 Color Network Pirster												
CSV-4078F8 Teshball-Shadin Shadin School 10,000,000 13,0	OSV-03390[Toshiba/TOSHES657]	Room M127 Community Ed M Wing	CAHD14098	10/20/2014	2	4,707	0	1,733	0	6/1/2014		
SMS80670 1020/2014 3 977 220 1,121 276 91/2008 1,282 Color Network Printer		Room M127 Community Ed M Wing -	C2BJ13826	10/20/2020			0	0	0	1/1/2008		
OSV-03786[ToshbarE-Studio 6570c] Office / Copy Room	OSV-03389[Toshiba/E-Studio 4540cg]		SMI380670	10/20/2014	3	977	220	1,121	275	9/1/2008	12.92	Color Network Printer
Sov.	Essex Elementary School : 1 Bixby Hill Road											
Solid Toshbar Studie Style Room 33 Teacher's Room - Replaced CABF31366 3/31/2016 0 10,320 0 403 0 61/2014 7.17 Black Photocopier	OSV-03786[Toshiba/E-Studio 6570c]	Office / Copy Room	SSAF90726	3/31/2016	14	4,702	3,710	12,494	7,535	4/1/2014	7.33	Color Photocopier
Seventian		Room 33 Teachers' Room - Replaced	CABF31366	3/31/2016	0	10,320	0	403	0	6/1/2014		
CSV-03398 Toshibar(TOSHES857)	OSV-05104[Toshiba/TOSHES8508A]		CICG17086	7/14/2017	6	10,320	0	36,700	0	7/1/2016	5.08	Black Photocopier
OSY-0338 ToshibarE-Studio 3055c Maintenance CYH078684 1020/2014 1 601 278 535 516 77/2013 8.08 Color Photocopier OSY-035016 ToshibarE-Studio 557] Room A99 - Guidance CAHD14261 1020/2014 2 2 _ 2,371 0	Essex High School : 2 Educational Drive											
OSV-03937 Teshiba/FSB10d S77 Room A99 - Guidance CAHD14261 10/20/2014 2 2.371 0 1.153 0 6/1/2014 7.17 Black Photocopier OSV-05102 Teshiba/TOSHE\$8508A Room C109 CLG17114 7.14/2017 2 0 0 0 19.034 0 7/1/2016 5.08 Black Photocopier OSV-05102 Teshiba/TOSHE\$8508A Room C109 CLG15190 7/14/2017 2 0 0 0 19.034 0 7/1/2016 5.08 Black Photocopier OSV-05102 Teshiba/TOSHE\$8508A Room C109 CLG15190 7/14/2017 3 15.755 0 15.892 0 7/1/2016 5.08 Black Photocopier OSV-04825 Teshiba/TSSHE\$8508A Room C109 Room	OSV-03398[Toshiba/TOSHES657]	Food Services	CAHD14105	10/20/2014	0	4,847	0	1,381	0	6/1/2014	7.17	Black Photocopier
OSV-03937 Teshiba/FSB10d S77 Room A99 - Guidance CAHD14261 10/20/2014 2 2.371 0 1.153 0 6/1/2014 7.17 Black Photocopier OSV-05102 Teshiba/TOSHE\$8508A Room C109 CLG17114 7.14/2017 2 0 0 0 19.034 0 7/1/2016 5.08 Black Photocopier OSV-05102 Teshiba/TOSHE\$8508A Room C109 CLG15190 7/14/2017 2 0 0 0 19.034 0 7/1/2016 5.08 Black Photocopier OSV-05102 Teshiba/TOSHE\$8508A Room C109 CLG15190 7/14/2017 3 15.755 0 15.892 0 7/1/2016 5.08 Black Photocopier OSV-04825 Teshiba/TSSHE\$8508A Room C109 Room	OSV-03388[Toshiba/E-Studio 3055c]	Maintenance	CYHD78644	10/20/2014	1	601	278	535	516	7/1/2013	8.08	Color Photocopier
OSV-05101 Toshiba/TOSHES8508A Room C109		Room A99 - Guidance	CAHD14261	10/20/2014	2	2.371	0	1.153				
OSV-05102 ToshibarTOSHESS00A Room C109							0		0			
GSV-05107 ToshibarCSHES508A Room C109B Copy Room RIGHT - 1st Floor CBLF40093 R3232017 0 18,441 0 92 0 11/2015 6.58 High Production Black Photocopier CSV-04824 ToshibarE-Studio 1057 Room C109B Copy Room RIGHT - 1st Floor CBLF40093 R3232017 0 15,755 0 250 0 11/2015 6.58 High Production Black Photocopier CSV-04824 ToshibarE-Studio 1057 Room C109B Copy Room LEFT - 1st Floor CBLF40093 R3232017 0 15,755 0 250 0 11/2015 6.58 High Production Black Photocopier CSV-04824 ToshibarE-Studio 757 Room C130-A - Special Education CAHD13768 10/20/2014 3 7,320 0 4,309 0 6/1/2014 7.17 Black Photocopier CSV-05105 ToshibarTOSHES508A Room C238 CIAG15908 7/14/2017 2 12,826 0 6,855 0 7/1/2016 5.08 Black Photocopier CSV-04826 ToshibarE-Studio 1057 Room C238 Copy Room LEFT - 2nd Floor CBLF40101 R2/32017 0 12,639 0 179 0 1/1/2015 6.58 High Production Black Photocopier CSV-04826 ToshibarE-Studio 1057 Room C238 Copy Room LEFT - 2nd Floor CBLF40101 R2/32017 0 12,639 0 179 0 1/1/2015 6.58 High Production Black Photocopier CSV-04826 ToshibarE-Studio 1057 Room C238 Copy Room RIGHT - 2nd Floor CBLF40101 R2/32017 0 12,639 0 179 0 1/1/2015 6.58 High Production Black Photocopier CSV-04826 ToshibarE-Studio 1057 Room C238 Copy Room RIGHT - 2nd Floor CBLF40118 R2/32017 0 12,826 0 7 0 1/1/2015 6.58 High Production Black Photocopier CSV-04823 ToshibarE-Studio 1057 Room C238 Copy Room RIGHT - 2nd Floor CBLF40118 R2/32017 0 12,826 0 7 0 1/1/2015 6.58 High Production Black Photocopier CSV-04823 ToshibarE-Studio 5570 Room C238 Copy Room RIGHT - 2nd Floor CBLF40118 R2/32017 0 12,826 0 7 0 6/1/2014 7.17 Black Photocopier CSV-05183 ToshibarE-Studio 5570 Room 103 SAF90713 3/31/2016 5 11,104 3,840 12,619 3,859 4/1/2014 7.33 Color Photocopier CSV-05183 ToshibarE-Studi									0			
SV-04825 Toshiba/E-Studio 1057 Room C109B Copy Room RIGHT - 1st Floor CBJE40093 8/23/2017 0 18,441 0 92 0 1/1/2015 6.58 High Production Black Photocopier CSV-04824 Toshiba/E-Studio 1057 Room C109B Copy Room LEFT - 1st Floor - CBAF40183 8/23/2017 0 15,755 0 250 0 1/1/2015 6.58 High Production Black Photocopier CSV-03396 Toshiba/E-Studio 757 Room C130-A - Special Education CAHD13768 10/20/2014 3 7,320 0 4,309 0 6/1/2014 7,17 Black Photocopier CSV-05181 Toshiba/TOSHE58508A Room C238 CIACIS908 7/1/42017 2 12,826 0 6,855 0 7/1/2016 5.08 Black Photocopier CSV-05181 Toshiba/TOSHE58508A Room C238 CICCI17115 7/1/42017 4 12,639 0 4,741 0 7/1/2016 5.08 Black Photocopier CSV-05181 Toshiba/TOSHES9508A Room C238 CICCI1715 7/1/42017 4 12,639 0 4,741 0 7/1/2016 5.08 Black Photocopier CSV-04826 Toshiba/E-Studio 1057 Room C238 Copy Room LEFT - 2nd Floor - CBJE40101 8/23/2017 0 12,639 0 179 0 1/1/2015 6.58 High Production Black Photocopier CSV-04823 Toshiba/E-Studio 1057 Room C238 Copy Room RIGHT - 2nd Floor - CBJE40118 8/23/2017 0 12,826 0 7 0 1/1/2015 6.58 High Production Black Photocopier CSV-04823 Toshiba/E-Studio 1057 Room C238 Copy Room RIGHT - 2nd Floor - CBJE40118 8/23/2017 0 12,826 0 7 0 1/1/2015 6.58 High Production Black Photocopier CSV-03394 Toshiba/E-Studio 6570c Room 103C SSAF90713 3/31/2016 5 11,104 3,840 12,619 3,859 4/1/2014 7.33 Color Photocopier CSV-03763 Toshiba/E-Studio 6570c Room 258 CABF31362 3/31/2016 0 9,110 0 17 0 6/1/2014 7.17 Black Photocopier CSV-03764 Toshiba/E-Studio 5560cT Room 258 CABF31362 3/31/2016 2 2,668 1,882 1,521 732 4/1/2014 7.33 Color Photocopier CSV-03764 Toshiba/E-Studio 5560cT Copier CSBE17738 3/31/2016 2 2,668 1,882 1,521 732 4/1/2014 7.33 Color Photocopier CSW-03764 Toshiba/E-Stud							-		-			
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CSV-05105 Toshiba/TOSHES8508A Room C238 CIG615908 7/14/2017 2 12,826 0 6,855 0 7/1/2016 5.08 Black Photocopier	OSV-04824[Toshiba/E-Studio 1057]		CBAF40183	8/23/2017	0	15,755	0	250	0	1/1/2015	6.58	High Production Black Photocopier
OSV-05105 Toshiba/TOSHES8508A Room C238 CIAG15908 7/14/2017 2 12,826 0 6,855 0 7/1/2016 5.08 Black Photocopier	OSV-03396[Toshiba/EStudio 7571		CAHD13768	10/20/2014	3	7.320	0	4.309	0	6/1/2014	7.17	Black Photocopier
CSV-04826 Toshiba/TOSHES8508A Room C238 Copy Room LEFT - 2nd Floor - Replaced 8/11/20 Room C238 Copy Room LEFT - 2nd Floor - Replaced 8/11/20 Room C238 Copy Room LEFT - 2nd Floor - Replaced 8/11/20 Room C238 Copy Room LEFT - 2nd Floor - Replaced 8/11/20 Room C238 Copy Room RIGHT - 2nd Floor - CBJE40101 8/23/2017 0 12,639 0 179 0 1/1/2015 6.58 High Production Black Photor Replaced 8/11/20 Room C238 Copy Room RIGHT - 2nd Floor - CBJE40118 8/23/2017 0 12,639 0 7 0 1/1/2015 6.58 High Production Black Photor Replaced 8/11/20 Room C238 Copy Room RIGHT - 2nd Floor - CBJE40118 8/23/2017 0 12,626 0 7 0 1/1/2015 6.58 High Production Black Photor Replaced 8/11/20 Room L101 - Library CEHD29792 10/20/2014 2 364 0 392 0 6/1/2014 7.17 Black Photocopier Essex Middle School : 60 Founders Road CSV-03787[Toshiba/E-Studio 6570c] Room 103C SSAF90713 3/31/2016 5 11,104 3,840 12,619 3,859 4/1/2014 7.33 Color Photocopier SV-03783[Toshiba/E-Studio 857] Room 258 - Replaced 8/11/20 CABF31362 3/31/2016 0 9,110 0 17 0 6/1/2014 7.17 Black Photocopier Essex Town School District : 58 Founders Road CSSE17738 3/31/2016 2 2,668 1,682 1,521 732 4/1/2014 7.33 Color Photocopier Essex Westford School District : 51 Park Street - Central Office West CSSE17738 3/31/2016 2 2,668 1,682 1,521 732 4/1/2014 7.33 Color Photocopier Essex Westford School District : 51 Park Street - Central Office West CSSE17738 3/31/2016 2 2,668 1,682 1,521 732 4/1/2014 7.33 Color Photocopier Essex Westford School District : 51 Park Street - Central Office West CSSE17738 3/31/2016 2 2,668 1,682 1,521 732 4/1/2014 7.33 Color Photocopier Essex Westford School District : 51 Park Street - Central Office West CSSE17738 3/31/2016 CSSE17738 3/31/2016 CSSE17738 3/31/2016 CSSE17738 3/31/2016 CSSE17738 CSSE17738 CSSE17738 CSSE17738 CSSE17738 CSS												
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OSV-03394 Toshiba/EStudio 207 Room L101 - Library CEHD29792 10/20/2014 2 364 0 392 0 6/1/2014 7.17 Black Photocopier	OSV-04823[Toshiba/E-Studio 1057]	Room C238 Copy Room RIGHT - 2nd Floor -	CBJE40118	8/23/2017	0	12,826	0	7	0	1/1/2015	6.58	High Production Black Photocopier
OSV-03787[Toshiba/E-Studio 6570c] Room 103C SSAF90713 3/31/2016 5 11,104 3,840 12,619 3,859 4/1/2014 7.33 Color Photocopier	OSV-03394[Toshiba/EStudio 207]		CEHD29792	10/20/2014	2	364	0	392	0	6/1/2014	7.17	Black Photocopier
OSV-03787[Toshiba/E-Studio 6570c] Room 103C SSAF90713 3/31/2016 5 11,104 3,840 12,619 3,859 4/1/2014 7.33 Color Photocopier	Essex Middle School : 60 Founders Road											
OSV-03783 Toshiba/Estudio 857 Room 258 - Replaced 8/11/20 CABF31362 3/31/2016 OSV-05183 Toshiba/TOSHES8508A Room 258 CABF31362 12/1/2017 Description 2 OSV-05183 Toshiba/TOSHES8508A Room 258 CABF31362 12/1/2017 Description 2 Osv-05183 Toshiba/TOSHES8508A Osv-05183 Toshiba/TOSHES8508A Osv-03784 Toshiba/E-Studio 5560cT Copier CSBE17738 3/31/2016 Description 2 Osv-03784 Toshiba/E-Studio 5560cT Copier CSBE17738 Osv-03784 Toshiba/E-Studio 5560cT Osv-03784 Tos		Room 103C	SSAF90713	3/31/2016	5	11 104	3 840	12 619	3 859	4/1/2014	7 33	Color Photocopier
OSV-05183[Toshiba/TOSHES8508A] Room 258 CABF31362 12/1/2017 2 9,110 0 9,981 0 7/1/2016 5.08 Black Photocopier					0		- 71	,				
Central Office East Copier CSBE17738 3/31/2016 2 2,668 1,682 1,521 732 4/1/2014 7.33 Color Photocopier Essex Westford School District : 51 Park Street - Central Office West									-			
Essex Westford School District : 51 Park Street - Central Office West		-										
Central Office West	OSV-03784[Toshiba/E-Studio 5560cT]	Copier	CSBE17738	3/31/2016	2	2,668	1,682	1,521	732	4/1/2014	7.33	Color Photocopier
00.100 0 4,124 0 0,172014 7.17 DIAM FINUOUPIDI		Room 112	CAHD13841	10/20/2014	2	8 150	0	4 124	n	6/1/2014	7 17	Black Photocopier
OSV-03385[Toshiba/E-Studio 3055c] Room 206 C7HD78664 10/20/2014 2 639 1,449 665 461 7/1/2013 8.08 Color Photocopier												

Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Founders Memorial School : 33 Founders Road											
OSV-03386[Toshiba/TOSHES457]	Library	CEHD28685	10/20/2014	5	166	0	8.475	0	6/1/2014	7.17	Black Photocopier
OSV-05099[Toshiba/E-Studio 6506AC]	Office	CHEG18488	7/14/2017	2	8.280	3,165	16,401	8,245	7/1/2016	5.08	Color Photocopier
OSV-03785[Toshiba/E-Studio 6570c]	Office - Replaced 8/11/20	SSAF90722	3/31/2016	0	8,280	3,165	172				Color Photocopier
OSV-03782[Toshiba/Estudio 857]	Room C226 - Replaced 8/11/20	CABF31365	3/31/2016	0	9,463	0	1	0			Black Photocopier
OSV-05111[Toshiba/TOSHES8508A]	Room C226	CIAG15904	7/14/2017	3	9,463	0	25,285	0	7/1/2016		Black Photocopier
Hiawatha Elementary School : 34 Hiawatha Avenue											
OSV-03751[Toshiba/TOSHES457]	Room 28C - Removed 7/20/20	CEKE47064	1/28/2016	0	50	0	0	0	6/1/2014	7.17	Black Photocopier
OSV-03400[Toshiba/Estudio 857]	Teachers' Room	CAHD13828	10/20/2014	6	9,580	0	18,519	0	6/1/2014	7.17	Black Photocopier
Thomas Fleming Elementary School : 21 Prospect Street											
OSV-03387[Toshiba/E-Studio 3055c]	Main Office - Replaced 8/11/20	C7HD78665	10/20/2014	0	514	788	29	71	7/1/2013	8.08	Color Photocopier
OSV-03404[Toshiba/EStudio 557]	Main Office - Replaced 8/11/20	CAHD14264	10/20/2014	0	1,067	0	41	0	6/1/2014	7.17	Black Photocopier
OSV-05210[Toshiba/E-Studio 5005AC]	Main Office	CFDG61930	7/14/2017	2	514	788	2,857	2,203	1/1/2016	5.58	Color Photocopier
OSV-03402[Toshiba/TOSHES657]	Room 105 Hallway - Replaced 8/25/20	CAHD14073	10/20/2014	0	2,017	0	64	0	6/1/2014	7.17	Black Photocopier
OSV-04412[Toshiba/TOSHES8508A]	Room 105 Hallway	CIJF13411	12/20/2016	3	3,083	0	8,823	0	7/1/2016	5.08	Black Photocopier
OSV-03403[Toshiba/TOSHES657]	Room 213 Hallway - Replaced 8/11/20	CAHD14100	10/20/2014	0	3,731	0	39	0	6/1/2014	7.17	Black Photocopier
OSV-05103[Toshiba/TOSHES8508A]	Room 213 Hallway	CIAG16050	7/14/2017	1	3,731	0	7,483	0	7/1/2016	5.08	Black Photocopier
Westford Elementary School : 146 Brookside Road											
OSV-05112[Toshiba/TOSHES8508A]	Common Room	CIAG15905	7/14/2017	2	1,234	0	3,659	0	7/1/2016	5.08	Black Photocopier
OSV-03405[Toshiba/EStudio 557]	Room 161 - Replaced 8/11/20	CAHD14259	10/20/2014	0	1,234	0	0	0			Black Photocopier
TOTALS & AVERAGES				100	5,940	472	5,217	582		6.92	

Equipment with 5 or more calls for the reporting period of 7/1/2020 to 6/30/2021

Current Equipment	Location	Serial Number	# Service Calls	Current Total Meter	Avg Response Time	Avg Monthly Volume Total	Reasons for service calls
E-Studio 6570c eq#:OSV-03786	Office/Copy Room	SSAF90726	14	1042981	4.54		The first service call was for maintenance on 1/21/21; 2 calls in February were related to a jam where parts had to be ordered and installed on the 2nd call. In March a drum was replaced and on 4/15 a call was made for jamming. This was resolved by cleaning and adjusting; however, on 4/16 another jam message came up even though there was no jam. This necessistated 4 more service calls for parts and additional service technician assistance. In May the copier was down, which again necessitated additional technician assistance and parts replaced. In the latter case the main board had to be replaced. In Summary, there were 6 actual service calls; the remaining calls were follow up with Toshiba technicians or installing of parts that had to be ordered.
E-Studio 8508A eq# OSV-05104	Room 33 Teachers' Room	CICG17086	6	948,560			There were 6 service calls on 6 different issues; nothing was serious and parts were replaced on the same call.
E-Studio 6570c eq# OSV-03787	Room 103C	SSAF90713	5	1,665,195			Two calls were for an error code; two calls were for a jam where parts had to be ordered and installed.

Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
E-Studio 857 eg# OSV-03400	Teachers' Room	CAHD13828	6	1,741,608			similar situation	o occurred with o be ordered	h the 3rd and and and installed	4th service calls	and replaced on the 2nd call; a swhere there was an error code er; the last service call was in May

Caller	Call Count
	1
E-Studio 5005AC	
Toshiba E-Studio 5005AC 50PPM DIGITAL COLOR MFP EQ# OSV-05113	1
COPY QUALITY POOR	1
	15
E-Studio 4540cg	
Toshiba E-Studio 4540cg 45 PPM Color MFP EQ# OSV-03389	1
Lines on copy	1
TOSH5518A	
Toshiba EStudio 5518A Digital Copier w/DSDF 55ppm EQ# 04977	1
Rebuild/Refurbish	1
TOSHES457	
Toshiba eStudio 457 B/W Copier A3 45 PPM Copy, Print, Scan, Fax EQ#	1
Customer requests cleaning	1
TOSHES657	
Toshiba EStudio 657 EQ# OSV-03390	2
Customer requests cleaning	2
Toshiba EStudio 657 EQ# OSV-03392	2
MAINT LITE	2
TOSHES8508A	
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05101	2
NOISE	2
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05102	1
JAMMING	1
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05104	3
Finisher Problem	3
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05105	1
COPY QUALITY POOR	1
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05112	1
Customer requests cleaning	1
Barbara Edwards	3
E-Studio 5005AC	

Caller	Call Count
Toshiba E-Studio 5005AC 50PPM DIGITAL COLOR MFP EQ# OSV-05118	1
COPY QUALITY POOR	1
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03382	1
?Unknown Problem?	1
Toshiba Estudio 857 EQ# OSV-03383	1
Message	1
Corina Lawrence	1
TOSHES657	
Toshiba EStudio 657 EQ# OSV-03391	1
ADF JAMS	1
Donna Sturgess	15
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03786	12
HAS PART	12
TOSHES8508A	
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05104	3
Lines on copy	3
Ethan Kichura	4
TOSHES457	
Toshiba eStudio 457 B/W Copier A3 45 PPM Copy, Print, Scan, Fax EQ#	1
JAMMING	1
TOSHES8508A	
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05111	2
NOISE	2
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05112	1
Paper Tray Issue	1
Glen Cioffi	2
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03400	2
Parts in Box	2
Glenn Cioffi	3

Caller	Call Count
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03400	3
Streaks	3
Jane Olesen	7
E-Studio 6506AC	
Toshiba E-Studio 6506AC Color Copier EQ# OSV-05099	2
NOISE	2
TOSHES457	
Toshiba eStudio 457 B/W Copier A3 45 PPM Copy, Print, Scan, Fax EQ#	4
Lines on copy	4
TOSHES8508A	
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05111	1
Finisher Problem	1
Jean Lawrance	2
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03401	2
JAMMING	2
Jill Aldrich	1
E-Studio 5005AC	
Toshiba E-Studio 5005AC 50PPM DIGITAL COLOR MFP EQ# OSV-05210	1
JAMMING	1
Kim Connelly	1
E-Studio 3055c	
Toshiba E-Studio 3055c Color Copier EQ# OSV-03388	1
Paper Tray Issue	1
Kim Maiberger	6
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03787	4
DOWN MAC NOTRUN	4
TOSHES8508A	
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05183	2
Finisher Problem	2

Caller	Call Count
Michael Finn	1
E-Studio 5560cT	
Toshiba E-Studio 5560cT Color Copier EQ# OSV-03784	1
Streaks	1
Olivia	23
EStudio 207	
EStudio 207 EQ# OSV-03394	2
COPY QUALITY POOR	2
E-Studio 3055c	
Toshiba E-Studio 3055c Color Copier EQ# OSV-03384	1
Streaks	1
Toshiba E-Studio 3055c Color Copier EQ# OSV-03385	2
Customer requests cleaning	2
E-Studio 5005AC	
Toshiba E-Studio 5005AC 50PPM DIGITAL COLOR MFP EQ# OSV-05118	1
Customer requests cleaning	1
Toshiba E-Studio 5005AC 50PPM DIGITAL COLOR MFP EQ# OSV-05210	1
ADF Issues	1
E-Studio 5560cT	
Toshiba E-Studio 5560cT Color Copier EQ# OSV-03784	1
Customer requests cleaning	1
EStudio 557	
Toshiba Estudio 557 EQ# OSV-03397	2
Noisy Operation	2
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03786	3
ERROR CODE	3
Toshiba E-Studio 6570c Color Copier EQ# OSV-03787	1
WRENCH	1
EStudio 757	
EStudio 757 copier EQ# OSV-03396	1
NOISE	1

Caller	Call Count
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03382	1
NOISE	1
Toshiba Estudio 857 EQ# OSV-03383	2
MAINT LITE	2
Toshiba Estudio 857 EQ# OSV-03400	1
Fuser problem	1
TOSHES8508A	
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-04412	3
Paper Tray Issue	3
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05103	1
ADF JAMS	1
Paul 802-373-4043	1
E-Studio 4540cg	
Toshiba E-Studio 4540cg 45 PPM Color MFP EQ# OSV-03389	1
Finisher Problem	1
Paul 802-373-4043	4
TOSHES8508A	
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05107	2
Customer requests cleaning	2
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05181	2
JAMMING	2
Paul Scharf	8
E-Studio 4540cg	
Toshiba E-Studio 4540cg 45 PPM Color MFP EQ# OSV-03389	1
JAMMING	1
E-Studio 5005AC	
Toshiba E-Studio 5005AC 50PPM DIGITAL COLOR MFP EQ# OSV-05113	1
Streaks	1
TOSHES8508A	
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05101	1
Service Code	1

Caller	Call Count
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05102	1
NOISE	1
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05105	1
Service Code	1
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05107	1
DUPLEX JAM	1
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05181	2
Noisy Operation	2
Paul Scharf 802-373-4043 pscharf@ewsd.org	2
EStudio 757	
EStudio 757 copier EQ# OSV-03396	2
Part Broke off	2
Sandra Sherman	1
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03401	1
MAINT LITE	1
Total	101

											Repair Hours	Time		Call Ba
nter for Technology			% Calls in SLA	Total Calls	In SL				4.93	3.83	1.0	3.8	14	4
rt D Lawton Intermediate School : Maple Street			100.00%	6		6								
E-Studio 3055c [Toshiba]									0.28	0.28	0.9	1.1	()
OSV-03384 sn:C7HD78	629								0.28	0.28	0.9	1.1	()
SC259507														
Cal	SC259507	Streaks [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			1.13	()
	Assigned Tech				2021/05/28 11:45	Response Hours:	0.28	Call Priority:						
		: Olivia			2021/05/28 11:46	CM Response Hours:	0.28	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc	streaks			2021/05/28 12:02	Travel Hours:	0.27							
				Completed	2021/05/28 12:53	Repair Hours:	0.85							
						Resolution Hours:	1.13							
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
E-Studio 5005AC [Toshiba]									2.10					כ
OSV-05118 sn:CFDG61									2.10	2.12	0.6	1.2	()
SC248659														
Cal	SC248659	COPY QUALITY POOR [C	CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			2.37	()
	Assigned Tech	· David Prior		Received:	2021/02/09 14:08	Response Hours:	2.12	Call Priority:	N					
		: Barbara Edwards			2021/02/09 15:35	CM Response Hours:	2.12			Parts Labor Travel Toner				-
		: Light yellow on top of all the	e conies		2021/02/09 15:55	Travel Hours:	0.67	Bill Code.	OSV Copier Maint Inci i	raits Labor Traver Torier				-
	Call Desc	. Light yellow on top or all the	e copies		2021/02/09 16:15	Repair Hours:	0.25							
				Completed	2021/02/09 16:56									
						Resolution Hours:	2.37							
	D 11 0 1													
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
SC258956								_						
Cal	SC258956	Customer requests cleaning	ng [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			0	(ס
	Assigned Tech	: David Prior		Received:	2021/05/24 16:57	Response Hours:	2.07	Call Priority:	Medium					
	Caller			Dispatched:	2021/05/25 09:32	CM Response Hours:				Parts Labor Travel Toner				
	Call Desc	: cleaning requested			2021/05/25 10:04	Travel Hours:	0.53		·					
					2021/05/25 10:55	Repair Hours:	0.85							
						Resolution Hours:	0							
							ŭ							
	ProblemCodes													
	Problem Code:	Image Quality												
	i Tobiem Code.	inage Quality												
	Resolution Code:		Class /A divert											
E Otadio EEOO EEbib.	Resolution Code:		Clean/Adjust											
E-Studio 5560c [Toshiba]														
OSV-03381 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	
tudio 857 [Toshiba]									1.51	1.55	0.	7	.9	0
OSV-03382 sn:CAHD138	322								1.09	1.09	1.0	0 2	2.0	0
SC251803														
	SC251803	?Unknown Problem? [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			1	95	0
ou.	00201000	(,		Odii iii OD ii	. 100	OZYTTOOPONGO TIGUIO.	1.00	oomada	00.10.00 001 01			•		
	Assigned Tech:	David Prior		Received:	2021/03/11 13:50	Response Hours:	1.02	Call Priority:	N					
	Caller:	: Barbara Edwards		Dispatched:	2021/03/11 14:21	CM Response Hours:	1.02	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	printing but given message	"Time for periodic	Arrived:	2021/03/11 14:51	Travel Hours:	0.5							
		maintenance fuser cleaning	weh "	Completed	2021/03/11 15:47	Repair Hours:	0.93							
						Resolution Hours:	1.95							
														-
														-
	ProblemCodes													
	Problem Code:	Machine Fault/Error Co	ode/Fault Code											
	Resolution Code:		Clean/Adjust											
SC259047														
Call	SC259047	NOISE [CM]		Call In SLA:	: Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			2.	13	0
		D			2021/05/25 14:02		4.45	0.11.01.11						
	Assigned Tech:					Response Hours:	1.15	Call Priority:						
	Caller:				2021/05/25 14:11	CM Response Hours:	1.15	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	noises			2021/05/25 15:11	Travel Hours:	1							
				Completed	2021/05/25 16:10	Repair Hours:	0.98							
						Resolution Hours:	2.13							
	ProblemCodes													
	Problem Code:	Noise												
	Resolution Code:		Clean/Adjust											
	Resolution Code:		Lubricate											
OSV-03383 sn:CAHD138			Lubricate						1.80	2.02	2 0.0	6 .	.8	0
03V-03303 SII.CAND 130	555								1.00	2.02	. 0.1	0	.0	U
SC249091														
Call	SC249091	MAINT LITE [PM]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01				0	0
	Assigned Tech:	David Prior		Received:	2021/02/12 14:37	Response Hours:	1.35	Call Priority:	N					
	Caller:				2021/02/12 15:08	CM Response Hours:		-		Parts Labor Travel Toner				
		cleaning lite			2021/02/12 15:58	Travel Hours:	0.83	Dill Code.	CC. Copier Maint IIIci	. a.to Zabor Traver Torier				
	Call Desc:	o.caig iito			2021/02/12 15:58	Repair Hours:	0.83							
				Completed	2021/02/12 16:35									
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
			Clean/Adjust											
	Resolution Code:													_
	Resolution Code: Resolution Code:	Roller Cle	ean or Replacement											
		Roller Cle	ean or Replacement											
SC251802	Resolution Code:		ean or Replacement	Call In SI A	· Yes	SI A Response Hours	4.00	Contract#	CON6706-OSV-01			2	68	0
SC251802		Message [CM]	ean or Replacement	Call In SLA:	: Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			2.	68	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Bac
									·	·		Time		
		: Barbara Edwards			2021/03/11 15:47	CM Response Hours:	2.17	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	printing but given message	ge "cannot print due to		2021/03/11 15:59	Travel Hours:	0.2							
				Completed	2021/03/11 16:53	Repair Hours:	0.52							
						Resolution Hours:	2.68							
	ProblemCodes													
	Problem Code:	Machine Fault/Error (Code/Fault Code											
	Resolution Code:		No Problem Found											
	Resolution Code:		Clean/Adjust											
SC259391														
Cal	II SC259391	NOISE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			2.58	8	0
	Assigned Tech:	: David Prior		Received:	2021/05/27 13:25	Response Hours:	1.87	Call Priority:	N					
	Caller:				2021/05/27 13:27	CM Response Hours:	1.87	-		Parts Labor Travel Toner				
	Call Desc:				2021/05/27 15:17	Travel Hours:	1.83	Jiii Oode.	- 1 Copio. Maint illoi P	Labor Travol Toriel				
	Can Desc.				2021/05/27 16:00	Repair Hours:	0.72							
				Completed	202.700/27 10.00	Resolution Hours:	2.58							
						resolution riouls.	2.50							
	ProblemCodes													
		Noise												
	Problem Code:	INOISE												
	Resolution Code:		Ola an (Adiiyat											
			Clean/Adjust											
	Resolution Code:		Lubricate											
ter for Technology : 2 Educational			25.00%	4		1								
													_	
E-Studio 4540cg [Toshiba]									5.72					0
OSV-03389 sn:SMI3806									5.72	8.40	1.0	6.3	3	0
SC246414		F : 1												
(:a'	II SC246414	Finisher Problem [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			11.72	2	0
Gu														
- Ga	Assigned Tech:			Received:	2021/01/19 11:17	Response Hours:	10.62	Call Priority:	High					
oa.					2021/01/19 11:17 2021/01/20 12:50	Response Hours: CM Response Hours:	10.62 10.62	-	=	Parts Labor Travel Toner				
O.	Caller:	: David Prior	correctly and keeps	Dispatched:				-	=	Parts Labor Travel Toner				
O.	Caller:	: David Prior :: Paul 802-373-4043	correctly and keeps	Dispatched: Arrived:	2021/01/20 12:50	CM Response Hours:	10.62	-	=	Parts Labor Travel Toner				
	Caller:	: David Prior :: Paul 802-373-4043	correctly and keeps	Dispatched: Arrived:	2021/01/20 12:50 2021/01/20 13:24	CM Response Hours: Travel Hours: Repair Hours:	10.62 0.57	-	=	Parts Labor Travel Toner				
G.	Caller:	: David Prior :: Paul 802-373-4043	correctly and keeps	Dispatched: Arrived:	2021/01/20 12:50 2021/01/20 13:24	CM Response Hours: Travel Hours:	10.62 0.57 1.1	-	=	Parts Labor Travel Toner				
G.	Caller:	: David Prior :: Paul 802-373-4043	correctly and keeps	Dispatched: Arrived:	2021/01/20 12:50 2021/01/20 13:24	CM Response Hours: Travel Hours: Repair Hours:	10.62 0.57 1.1	-	=	Parts Labor Travel Toner				
Gu	Caller:	: David Prior : Paul 802-373-4043 : Finisher is not lining up or immine	correctly and keeps	Dispatched: Arrived:	2021/01/20 12:50 2021/01/20 13:24	CM Response Hours: Travel Hours: Repair Hours:	10.62 0.57 1.1	-	=	Parts Labor Travel Toner				
G.	Call Desc:	: David Prior : Paul 802-373-4043 : Finisher is not lining up or immine	correctly and keeps	Dispatched: Arrived:	2021/01/20 12:50 2021/01/20 13:24	CM Response Hours: Travel Hours: Repair Hours:	10.62 0.57 1.1	-	=	Parts Labor Travel Toner				
Gu	Call Desc:	David Prior Paul 802-373-4043 Finisher is not lining up of lamming	correctly and keeps	Dispatched: Arrived:	2021/01/20 12:50 2021/01/20 13:24	CM Response Hours: Travel Hours: Repair Hours:	10.62 0.57 1.1	-	=	Parts Labor Travel Toner				
G.	Caller: Call Desc: ProblemCodes Problem Code:	David Prior Paul 802-373-4043 Finisher is not lining up of lamming		Dispatched: Arrived:	2021/01/20 12:50 2021/01/20 13:24	CM Response Hours: Travel Hours: Repair Hours:	10.62 0.57 1.1	-	=	Parts Labor Travel Toner				
G.	Call Desc:	David Prior Paul 802-373-4043 Finisher is not lining up of lamming	orrectly and keeps Misc Adjustment Clean/Adjust	Dispatched: Arrived:	2021/01/20 12:50 2021/01/20 13:24	CM Response Hours: Travel Hours: Repair Hours:	10.62 0.57 1.1	-	=	Parts Labor Travel Toner				
	Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code:	David Prior Paul 802-373-4043 Finisher is not lining up of lamming	Misc Adjustment	Dispatched: Arrived:	2021/01/20 12:50 2021/01/20 13:24	CM Response Hours: Travel Hours: Repair Hours:	10.62 0.57 1.1	-	=	Parts Labor Travel Toner				
SC247578	Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code:	David Prior Paul 802-373-4043 Finisher is not lining up of lamming	Misc Adjustment	Dispatched: Arrived: Completed	2021/01/20 12:50 2021/01/20 13:24 2021/01/20 14:30	CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	10.62 0.57 1.1 11.72	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner		7.07	7	0
SC247578	Caller: Call Desc: Problem Codes Problem Code: Resolution Code: Resolution Code: 9	: David Prior : Paul 802-373-4043 : Finisher is not lining up or committee in the committee	Misc Adjustment	Dispatched: Arrived: Completed Call In SLA:	2021/01/20 12:50 2021/01/20 13:24 2021/01/20 14:30	CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	10.62 0.57 1.1 11.72	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner		7.07	7	0
SC247578	Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code: 9 Il SC247579 Assigned Tech:	David Prior Paul 802-373-4043 Finisher is not lining up of immining	Misc Adjustment	Dispatched: Arrived: Completed Call In SLA: Received:	2021/01/20 12:50 2021/01/20 13:24 2021/01/20 14:30 No 2021/01/29 09:26	CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	10.62 0.57 1.1 11.72	Bill Code: Contract#: Call Priority:	OSV Copier Maint Incl F			7.07	7	0
SC247578	Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code: Resolution Code: Assigned Tech: Caller:	David Prior Paul 802-373-4043 Finisher is not lining up of lamming Finisher JAMMING [CM] David Prior Paul Scharf	Misc Adjustment Clean/Adjust	Dispatched: Arrived: Completed Call In SLA: Received:	2021/01/20 12:50 2021/01/20 13:24 2021/01/20 14:30 No 2021/01/29 09:26 2021/01/29 14:59	CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	10.62 0.57 1.1 11.72 4.00 6.18 6.18	Bill Code: Contract#: Call Priority:	OSV Copier Maint Incl F	Parts Labor Travel Toner		7.07	7	0
SC247578	Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code: Resolution Code: Assigned Tech: Caller:	David Prior Paul 802-373-4043 Finisher is not lining up of immining	Misc Adjustment Clean/Adjust	Dispatched: Arrived: Completed Call In SLA: Received:	2021/01/20 12:50 2021/01/20 13:24 2021/01/20 14:30 No 2021/01/29 09:26	CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours:	10.62 0.57 1.1 11.72	Bill Code: Contract#: Call Priority:	OSV Copier Maint Incl F			7.07	7	0
SC247578	Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code: Resolution Code: Assigned Tech: Caller:	David Prior Paul 802-373-4043 Finisher is not lining up of lamming Finisher JAMMING [CM] David Prior Paul Scharf	Misc Adjustment Clean/Adjust	Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2021/01/20 12:50 2021/01/20 13:24 2021/01/20 14:30 No 2021/01/29 09:26 2021/01/29 14:59	CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	10.62 0.57 1.1 11.72 4.00 6.18 6.18	Bill Code: Contract#: Call Priority:	OSV Copier Maint Incl F			7.07	7	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	ProblemCode	S												
	Problem Code:	Finisher												
	Problem Code:	Jamming/Jammed												
	Resolution Code:		Misc Adjustment											
	Resolution Code:		Clean/Adjust											
SC2605	70													
	all SC260570	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	: CON6706-OSV-01				0	0
	Assigned Tecl				2021/06/10 08:59	Response Hours:	0.35	Call Priority						
		r:			2021/06/10 09:00	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Des	; lines		Arrived:	2021/06/10 09:20	Travel Hours:	0.33							
				Completed	2021/06/10 10:25	Repair Hours:	1.08							
						Resolution Hours:	0							
	ProblemCode	s												
	Problem Code:	Image Quality												
		gumj												
	Resolution Code:		Clean/Adjust											
F O: 1: FF00 T IT 1 1 1	ixesolution code.		ClearinAujust											
E-Studio 5560cT [Toshiba]														
OSV-03393 sn:														
TOSH5518A [Toshiba]									29.3		1.1			0
04977 sn:C2BJ13826									29.3	3	1.1	1 0.	0	0
SC2491	51													
С	all SC249151	Rebuild/Refurbish [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	: CON6706-OSV-01				0	0
	Assigned Teel	: Ethan Connor		Pacairad:	2021/02/15 10:54	Response Hours:	29.33	Call Priority	· Low					-
		i. Litan Conno		iveceiveu.	2021/02/13 10:54	response mours.		Call Filolity.						
				Dianatahadı	2021/02/10 14:44	CM Response Hours		Pill Code	OCV Copier Maint Incl					
		r:			2021/02/18 14:44	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
		r: c: refurb for resale		Arrived:	2021/02/18 14:44	Travel Hours:	0	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
				Arrived:		Travel Hours: Repair Hours:	0 1.12	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
				Arrived:	2021/02/18 14:44	Travel Hours:	0	Bill Code:	: OSV Copier Maint Incl	Parts Labor I ravel Toner				
				Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desi	refurb for resale		Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desi	refurb for resale		Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code:	: OSV Copier Maint Incl	Parts Labor I ravel I oner				
	Call Desi	refurb for resale		Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code:	: OSV Copier Maint Incl	Parts Labor I ravel I oner				
	Call Desi	refurb for resale		Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code	: OSV Copier Maint Incl	Parts Labor I ravel I oner				
	Call Desi	refurb for resale	pair or Replacement	Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code:	: OSV Copier Maint Incl	Parts Labor I ravel I oner				
TOSHES457 [Toshiba]	Problem Code:	refurb for resale	pair or Replacement	Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code:	COSV Copier Maint Incl	Parts Labor I ravel I oner				
TOSHES457 [Toshiba] OSV-03395 sn:	Problem Code:	refurb for resale	pair or Replacement	Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code:	: OSV Copier Maint Incl	Parts Labor I ravel I oner				
	Problem Code:	refurb for resale	pair or Replacement	Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code:	: OSV Copier Maint Incl	Parts Labor I ravel I oner				
TOSHES457 [Toshiba] OSV-03395 sn:	Problem Code:	refurb for resale	pair or Replacement	Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code:	: OSV Copier Maint Incl	Parts Labor I ravel I oner				
OSV-03395 sn:	Problem Code:	refurb for resale	pair or Replacement	Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code:			1 05	3 1	5	0
OSV-03395 sn: TOSHES657 [Toshiba]	Problem Code: Resolution Code:	refurb for resale	pair or Replacement	Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code:	1.7	7 3.1				0
OSV-03395 sn:	Problem Code: Resolution Code:	refurb for resale	pair or Replacement	Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code:		7 3.1				0000
OSV-03395 sn: TOSHES657 [Toshiba]	Problem Code: Resolution Code:	refurb for resale	pair or Replacement	Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code:	1.7	7 3.1				
OSV-03395 sn: TOSHES657 [Toshiba] OSV-03390 sn:CAHD	ProblemCode Problem Code: Resolution Code:	refurb for resale	pair or Replacement	Arrived:	2021/02/18 14:44	Travel Hours: Repair Hours:	0 1.12	Bill Code:	1.7	7 3.1				
OSV-03395 sn: TOSHES657 [Toshiba] OSV-03390 sn:CAHD SC2503:	Problem Code: Problem Code: Resolution Code:	s Broken Part Fuser Re	pair or Replacement	Arrived: Completed	2021/02/18 14:44 2021/02/18 15:51	Travel Hours: Repair Hours: Resolution Hours:	0 1.12 0		1.7	7 3.1		3 0.	5	0
OSV-03395 sn: TOSHES657 [Toshiba] OSV-03390 sn:CAHD SC2503:	ProblemCode Problem Code: Resolution Code:	refurb for resale	pair or Replacement	Arrived:	2021/02/18 14:44 2021/02/18 15:51	Travel Hours: Repair Hours:	0 1.12		1.7	7 3.1			5	
OSV-03395 sn: FOSHES657 [Toshiba] OSV-03390 sn:CAHD SC2503:	Problem Code: Problem Code: Resolution Code:	s Broken Part Fuser Re	pair or Replacement	Arrived: Completed	2021/02/18 14:44 2021/02/18 15:51	Travel Hours: Repair Hours: Resolution Hours:	0 1.12 0		1.7 0.5	7 3.1		3 0.	5	0

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Ca
	Call Desc	getting straks			2021/02/25 16:29	Travel Hours:	0.9							
				Completed	2021/02/25 16:58	Repair Hours:	0.02							
						Resolution Hours:	1.02							
	ProblemCode													
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
SC25876														
Ca	all SC258763	Customer requests clea	aning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	: CON6706-OSV-01			()	0
	Assigned Tech	: David Prior		Received:	2021/05/21 14:20	Response Hours:	0.05	Call Priority:	: N					Н
		:			2021/05/21 14:22	CM Response Hours:		-		Parts Labor Travel Toner				
	Call Desc				2021/05/21 14:23	Travel Hours:	0.02							
		ŭ			2021/05/21 14:55	Repair Hours:	0.53							
				Completed		Resolution Hours:	0.00							
						resolution riodis.	3							
	ProblemCode													
	Problem Code:	Image Quality												-
	Problem Code.	illage Quality												-
	Resolution Code:		Clean/Adjust											+
OSV-03391 sn:CAHD1			Clean/Aujust						5.22	2 5.22	1.4	1 6.6		0
05V-03391 SII:CAHD1	14097								5.2	5.22	1.4	+ 6.0		U
														_
2000405	20													-
SC26189	all SC261893	ADF JAMS [CM]		Call In SLA:	N-	CLA Decrees House	4.00	0	: CON6706-OSV-01			6.63		0
Ca	all 5C261893	ADF JAMS [CM]		Call in SLA:	NO	SLA Response Hours:	4.00	Contract#:	: CON6706-OSV-01			6.63	•	U
	Assigned Tech	: David Prior		Received:	2021/06/23 11:19	Response Hours:	5.22	Call Priority:	: High					
	Caller	: Corina Lawrence		Dispatched:	2021/06/24 07:47	CM Response Hours:	5.22	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: ADF Jamming		Arrived:	2021/06/24 08:02	Travel Hours:	0.25							
				Completed	2021/06/24 09:27	Repair Hours:	1.42							
						Resolution Hours:	6.63							
	ProblemCode	s												
	Problem Code:	Doc feed												
	Problem Code:	Jamming/Jammed												+
		Ş												
	Resolution Code:		Clean/Adjust											
OSV-03392 sn:CAHD1			,,,,						1.28	3	1.1	1 0.0		0
												0.0		
SC24576	60													
	all SC245760	MAINT LITE [PM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			(0
00														
	Assigned Tech				2021/01/12 13:36	Response Hours:	0.33	Call Priority:						
	Caller	:			2021/01/12 13:39	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
					2021/01/12 13:56	Travel Hours:	0.28							
	Call Desc	: maintenance light				Haver Hours.								
	Call Desc	maintenance light			2021/01/12 13:56	Repair Hours:	1.17							
	Call Desc	: maintenance light												

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Bac
	D 11 0 1											Time		
	ProblemCodes													
	Problem Code:	Machine Fault/Error C	Code/Fault Code											
	Resolution Code:		Clean/Adjust											
SC262035			, , ,											
Call	SC262035	Customer requests cleaning	ng [CC]	Call In SLA:		SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01				0)
	Assigned Tech:				2021/06/24 11:16	Response Hours:	2.23	Call Priority:						
	Caller				2021/06/24 11:30	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	cleaning			2021/06/24 13:30	Travel Hours:	2							
				Completed	2021/06/24 14:31	Repair Hours:	1.02							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
enter for Technology : - issingAddress			#DIV/0!	0		0								
TOSHES457 [Toshiba]									1.2	2	0.9	0.	0)
OSV-03395 sn:CEHD28	690								1.2		0.9)
SC255385														
	SC255385	Customer requests cleaning	ng [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01				0)
	Assigned Tech:	David Prior		Received:	2021/04/15 11:35	Response Hours:	1.22	Call Priority:	Medium					
	Caller			Dispatched:	2021/04/15 12:18	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	needs cleaning		Arrived:	2021/04/15 12:48	Travel Hours:	0.5							
				Completed	2021/04/15 13:42	Repair Hours:	0.9							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Image Quality												
	riobiciii oode.	image Quanty												
	Resolution Code:		Clean/Adjust											
sex Elementary School : 1 Bixby Hill			46.154%	13		6								
pad														
E-Studio 6570c [Toshiba]	1								6.0	8 4.5	1.3	7.	1	7
OSV-03786 sn:SSAF90	726								6.0	8 4.5	1.3	7.	1	7
SC246687														
Call	SC246687	Service Code [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			6.4	2)
	Assigned Tech:	David Prior		Received:	2021/01/21 09:57	Response Hours:	5.55	Call Priority:	High					
		Donna Sturgess		Dispatched:	2021/01/21 15:30	CM Response Hours:	5.55			Parts Labor Travel Toner				
	Call Desc	service code for maint: 01	108	Arrived:	2021/01/21 15:30	Travel Hours:	0							
				Completed	2021/01/21 16:22	Repair Hours:	0.87							
						Resolution Hours:	6.42							
	ProblemCodes													
	Fioblemcodes													

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	Resolution Code:		Clean/Adjust											
SC2487														
С	all SC248713	DUPLEX JAM [CM]		Call In SLA:		SLA Response Hours:	4.00		CON6706-OSV-01			8.8	(0
	Assigned Tech	: David Prior		Received:	2021/02/10 09:14	Response Hours:	7.73	Call Priority:	High					
	Caller	: Donna Sturgess		Dispatched:	2021/02/11 08:00	CM Response Hours:	7.73	Bill Code:	Unassigned					
	Call Desc	: Duplex jams		Arrived:	2021/02/11 08:28	Travel Hours:	0.47							
				Completed	2021/02/11 09:38	Repair Hours:	1.17	Incompleted	Needs Parts Urgent,					
						Resolution Hours:	8.9		Operational					
	ProblemCode													
	Problem Code:	Broken Part												
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Guide/Baffle R	lepair or Replacement											
C	all SC248869	HAS PART [O]	3i Nopidoomon	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			() .	1
	Assigned Tech	David Brian		Pagainad	2021/02/11 09:44	Response Hours:	15.07	Call Priority:	Lliah					
							15.07	-	=					
		: Donna Sturgess	e DARTE		2021/02/17 09:37	CM Response Hours:	0.4	Bill Code:	Unassigned					
	Call Desc	: Down - Duplex jams HA	STARIS		2021/02/17 10:01	Travel Hours:	0.4							
				Departure	2021/02/17 11:08	Repair Hours:	1.12							
						Resolution Hours:	0							
SC2488	69													
	ProblemCode	3												
	Problem Code:	Jamming/Jammed												
	Resolution Code: Resolution Code:		Clean/Adjust											
		Guide/Battle R	tepair or Replacement											
	Resolution Code:		Rebuild											_
SC2496	Resolution Code:	Sensor R	tepair or Replacement											_
	all SC249692	Streaks [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	CON6706-OSV-01			9.28		0
												9.20	,	U
	Assigned Tech				2021/02/19 14:17	Response Hours:	7.88	Call Priority:						
		: Donna Sturgess			2021/02/22 13:16	CM Response Hours:	7.88	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	red & blues streaks acro	ss the copies		2021/02/22 13:40	Travel Hours:	0.4							
				Completed	2021/02/22 15:04	Repair Hours:	1.4	Incompleted	Need Parts - Operational					
						Resolution Hours:	9.28		.,					
	B.11. 3													
	Problem Code:													
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Drum R	tepair or Replacement											+
С	all SC249852	HAS PART [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			(1
		D. 11D1		Pagainad	2021/02/22 15:05	Response Hours:	4.67	Call Priority:	High					
	Assigned Tech	: David Prior												
	Assigned Tech Caller	: David Prior : Donna Sturgess			2021/03/05 08:04	CM Response Hours:	4.07	-	=	Parts Labor Travel Toner				

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
				Departure	2021/03/05 10:04	Repair Hours:	1.57						
						Resolution Hours:	0						
SC249852													
00243002													
	ProblemCodes												
	Problem Code:	Image Quality											
	Resolution Code:		Clean/Adjust										
	Resolution Code:	Drum Re	epair or Replacement										
SC255324													
Call	SC255324	Remove Jam [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#: CON6706-OSV-01			3.67	,	0
	Assigned Tech:	David Prior		Received:	2021/04/15 08:17	Response Hours:	2.75	Call Priority: Medium					
	Caller:	Donna Sturgess		Dispatched:	2021/04/15 09:59	CM Response Hours:	2.75	Bill Code: OSV Copier Maint I	ncl Parts Labor Travel Toner				
	Call Desc:	machine jammed and can	nnot find jam to remove	Arrived:	2021/04/15 11:02	Travel Hours:	1.05						
				Completed	2021/04/15 11:57	Repair Hours:	0.92						
						Resolution Hours:	3.67						
	D. I												
	ProblemCodes												
	Problem Code:	Jamming/Jammed											
	Resolution Code:		Clean/Adjust										
	Resolution Code:		Remove Jam										
SC255465	i												
Cal	SC255465	False paper jam message	e [CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#: CON6706-OSV-01			6.48	3	0
	Assigned Tech:	David Prior		Received:	2021/04/16 08:22	Response Hours:	4.45	Call Priority: N					
	Caller:	Donna Sturgess		Dispatched:	2021/04/16 12:20	CM Response Hours:	4.45	Bill Code: OSV Copier Maint I	ncl Parts Labor Travel Toner				
	Call Desc:	false jams in the finisher		Arrived:	2021/04/16 12:49	Travel Hours:	0.48						
				Completed	2021/04/16 14:51	Repair Hours:	2.03	Incompleted Need Parts -					
								Operational					
						Resolution Hours:	6.48						
	ProblemCodes												
		Doc feed											
	Problem Code:	Doc feed											
	Problem Code: Problem Code:	Doc feed Image Quality											
	Problem Code:	Doc feed											
	Problem Code: Problem Code: Problem Code:	Doc feed Image Quality	Close/Adius										
	Problem Code: Problem Code: Problem Code: Resolution Code:	Doc feed Image Quality Jamming/Jammed	Clean/Adjust										
	Problem Code: Problem Code: Problem Code: Resolution Code: Resolution Code:	Doc feed Image Quality Jamming/Jammed	Clean/Adjust										
	Problem Code: Problem Code: Problem Code: Resolution Code:	Doc feed Image Quality Jamming/Jammed		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#: CON6706-OSV-01					1
	Problem Code: Problem Code: Problem Code: Problem Code: Resolution Code: Resolution Code: SC255538	Doc feed Image Quality Jamming/Jammed Fuser Re											1
	Problem Code: Problem Code: Problem Code: Problem Code: Resolution Code: Resolution Code: SC255538 Assigned Tech:	Doc feed Image Quality Jamming/Jammed Fuser Re HAS PART [O] David Prior		Received:	2021/04/16 14:52	Response Hours:	4.00	Call Priority: High	nncl Parts Labor Travel Toner				1
	Problem Code: Problem Code: Problem Code: Problem Code: Resolution Code: Resolution Code: SC255538 Assigned Tech: Caller:	Doc feed Image Quality Jamming/Jammed Fuser Re HAS PART [0] David Prior Donna Sturgess		Received: Dispatched:	2021/04/16 14:52 2021/04/19 13:41	Response Hours: CM Response Hours:	4.07		ncl Parts Labor Travel Toner				1
	Problem Code: Problem Code: Problem Code: Problem Code: Resolution Code: Resolution Code: SC255538 Assigned Tech: Caller:	Doc feed Image Quality Jamming/Jammed Fuser Re HAS PART [O] David Prior		Received: Dispatched: Arrived:	2021/04/16 14:52 2021/04/19 13:41 2021/04/19 14:07	Response Hours: CM Response Hours: Travel Hours:	4.07 0.43	Call Priority: High	ncl Parts Labor Travel Toner				1
	Problem Code: Problem Code: Problem Code: Problem Code: Resolution Code: Resolution Code: SC255538 Assigned Tech: Caller:	Doc feed Image Quality Jamming/Jammed Fuser Re HAS PART [0] David Prior Donna Sturgess		Received: Dispatched: Arrived:	2021/04/16 14:52 2021/04/19 13:41	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.07 0.43 1.7	Call Priority: High	ncl Parts Labor Travel Toner				
	Problem Code: Problem Code: Problem Code: Problem Code: Resolution Code: Resolution Code: SC255538 Assigned Tech: Caller:	Doc feed Image Quality Jamming/Jammed Fuser Re HAS PART [0] David Prior Donna Sturgess		Received: Dispatched: Arrived:	2021/04/16 14:52 2021/04/19 13:41 2021/04/19 14:07	Response Hours: CM Response Hours: Travel Hours:	4.07 0.43	Call Priority: High	ncl Parts Labor Travel Toner				1
Call	Problem Code: Problem Code: Problem Code: Resolution Code: Resolution Code: SC255538 Assigned Tech: Caller: Call Desc:	Doc feed Image Quality Jamming/Jammed Fuser Re HAS PART [0] David Prior Donna Sturgess		Received: Dispatched: Arrived:	2021/04/16 14:52 2021/04/19 13:41 2021/04/19 14:07	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.07 0.43 1.7	Call Priority: High	ncl Parts Labor Travel Toner				1
	Problem Code: Problem Code: Problem Code: Resolution Code: Resolution Code: SC255538 Assigned Tech: Caller: Call Desc:	Doc feed Image Quality Jamming/Jammed Fuser Re HAS PART [O] David Prior Donna Sturgess false jams in the finisher		Received: Dispatched: Arrived:	2021/04/16 14:52 2021/04/19 13:41 2021/04/19 14:07	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.07 0.43 1.7	Call Priority: High	ncl Parts Labor Travel Toner				1
Call SC255759	Problem Code: Problem Code: Problem Code: Resolution Code: Resolution Code: SC255538 Assigned Tech: Caller: Call Desc:	Doc feed Image Quality Jamming/Jammed Fuser Re HAS PART [0] David Prior Donna Sturgess		Received: Dispatched: Arrived:	2021/04/16 14:52 2021/04/19 13:41 2021/04/19 14:07 2021/04/19 15:49	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.07 0.43 1.7	Call Priority: High	ncl Parts Labor Travel Toner		1.43		

									esponse Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	Caller:	Olivia		Dispatched:	2021/04/20 15:27	CM Response Hours:	1.03	Bill Code: C	SV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	error code - down		Arrived:	2021/04/20 15:54	Travel Hours:	0.45							
				Completed	2021/04/20 16:18	Repair Hours:	0.4		leeds Parts Urgent,					
						Resolution Hours:	1.43	C	perational					
						Resolution Hours.	1.43							
	ProblemCodes													
		Machine Fault/Error	. C-d-/Et-C-d-											
	Problem Code:	Machine Fault/Error	Code/Fault Code											
	D 15 0 1		2											
0.1	Resolution Code:	ERROR CODE [CM]	Repair or Replacement	0.111.014	1/4	014.0	4.00	0 1 1"	0010700 001104			24.0		
Cai	SC255779	ERROR CODE [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#: C	ON6706-OSV-01			34.0	3	1
	Assigned Tech:	David Prior		Received:	2021/04/20 16:23	Response Hours:	1.2	Call Priority: N	I					
	Caller:	Olivia		Dispatched:	2021/04/26 14:28	CM Response Hours:		Bill Code: C	SV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Down - error code - dov	wn	Arrived:	2021/04/26 15:39	Travel Hours:	1.18							
	-			Departure	2021/04/26 16:25	Repair Hours:	0.77	Incompleted N	leeds Assistance					
						Resolution Hours:	34.03							
Cal	SC256255	ERROR CODE [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#: C	ON6706-OSV-01			27.7	2	1
	Assigned Tech:				2021/04/26 16:27	Response Hours:	25.6	Call Priority: N						
		Donna Sturgess			2021/04/30 08:00	CM Response Hours:		Bill Code: C	SV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Down - error code - dov	vn	Arrived:	2021/04/30 08:03	Travel Hours:	0.05							
				Departure	2021/04/30 10:10	Repair Hours:	2.12		leeds Parts Urgent,					
						Resolution Hours:	27.72	C	perational					
						Resolution Hours.	21.12							
Cal	SC256695	HAS PART [O]		Call In SLA:	NI/A	SLA Response Hours:	4.00	Contract#: C	ON6706-OSV-01				0	1
Cai	30230093	HAS PART [O]		Call III SLA.	IN/A	SLA Response Hours.	4.00	Contract#. C	ON6706-03V-01			'	,	'
	Assigned Tech:	David Prior		Received:	2021/04/30 10:11	Response Hours:	3.7	Call Priority: F	ligh					
	Caller	Donna Sturgess		Dispatched:	2021/05/05 08:01	CM Response Hours:		Bill Code: C	SV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Down - Down - error co	de - down	Arrived:	2021/05/05 08:31	Travel Hours:	0.5							
				Departure	2021/05/05 10:11	Repair Hours:	1.67		leeds Parts Urgent,					
						B . 1 C . 11	2	C	perational					
						Resolution Hours:	0							
													_	
Cal	SC257122	HAS PART [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#: C	ON6706-OSV-01			'	0	1
	Assigned Tech:	David Prior		Received:	2021/05/05 10:25	Response Hours:	0.48	Call Priority: N	I					
		Donna Sturgess		Dispatched:	2021/05/07 08:00	CM Response Hours:		Bill Code: C	SV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Needs over night down	for a week - Down - Down -	Arrived:	2021/05/07 08:30	Travel Hours:	0.5							
	-	error code - down			2021/05/07 10:34	Repair Hours:	2.07							
						Resolution Hours:	0							
SC255779														
55250775														
	ProblemCodes													
		Machine Fault/Error	r Code/Fault Code											
	obiciii oode.		SSGO/T duit OUGE											
	Resolution Code:		Board Replacement											
SC256255			board Replacement											_
50256255														
	Drok! O- !													
	Problem Codes		C-d-/FIt C											
	Problem Code:	Machine Fault/Error	Code/Fault Code											

	D 15 0 :								Response Hours	CMResponse Hours	·	Resolution Time	Rescheduled	Call Ba
	Resolution Code:		Board Replacement											
SC2566	95													
	D 11 0 1													
	ProblemCodes		0.1/5.1/0.1											
	Problem Code:	Machine Fault/Error	Code/Fault Code											
	Resolution Code:		5 15 1											
000505			Board Replacement											
SC2595	all SC259594	ERROR CODE [CM]		Call In SLA	. N-	CLA Deserve Herre	4.00	0	CON6706-OSV-01			F 40		0
C	all SC259594	ERROR CODE [CM]		Call in SLA	.: No	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			5.42		U
	Assigned Tech	: David Prior		Received	: 2021/06/01 12:06	Response Hours:	4.4	Call Priority:	N					
	Caller	: Donna Sturgess		Dispatched	: 2021/06/02 07:50	CM Response Hours:	4.40	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	error code C-360 **macl	hine down possible phone	Arrived	: 2021/06/02 08:00	Travel Hours:	0.17							
		fiv		Complete	2021/06/02 09:01	Repair Hours:	1.02							
						Resolution Hours:	5.42							
	ProblemCodes	3												
	Problem Code:	Machine Fault/Error	Code/Fault Code											
	Resolution Code:		Clean/Adjust											
	Resolution Code:		Rebuild											
SC2626	55													
С	all SC262655	COPY QUALITY POOR	R [CM]	Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			3.45		0
	Assigned Tech				: 2021/07/01 12:36	Response Hours:	2.55	Call Priority:						
		: Olivia			: 2021/07/01 14:27	CM Response Hours:	2.55	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: PCQ			: 2021/07/01 15:09	Travel Hours:	0.7							
				Complete	2021/07/01 16:03	Repair Hours:	0.9	Incompleted	Needs Assistance					
						Resolution Hours:	3.45							
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:		Repair or Replacement											
	Resolution Code:	Drum R	Repair or Replacement											
tudio 857 [Toshiba]														
OSV-03781 sn:														
SHES8508A [Toshiba]									2.88					0
OSV-05104 sn:CICG1									2.88	2.7	7 0.9	3.0		0
SC2495														
C	all SC249515	JAMMING [CM]		Call In SLA	.: No	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			7.85		0
	Assigned Tech	: David Prior		Received	: 2021/02/18 10:05	Response Hours:	6.83	Call Priority:	N					
		: Donna Sturgess			: 2021/02/19 08:03	CM Response Hours:	6.83	-		Parts Labor Travel Toner				
		: Jamming from bottom tra	ray		1: 2021/02/19 08:25	Travel Hours:	0.37							
					2021/02/19 09:26	Repair Hours:	1.02							
				. , ,		Resolution Hours:	7.85							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	Problem Code:	Jamming/Jammed												
	Description Code		Ola an /A dissat											
	Resolution Code: Resolution Code:	Delles Class	Clean/Adjust											
000505		Roller Clean	or Replacement											
SC25055	all SC250553	DOWN MAC NOTRUN [CM]		Call In SLA:		014.0	4.00		CON6706-OSV-01			6.35		0
Ca	ali 50250553	DOWN MAC NOTRON [CM]		Call In SLA:	INO	SLA Response Hours:	4.00	Contract#:	CON6706-05V-01			6.33	'	U
	Assigned Tech:	David Prior		Received:	2021/03/01 09:28	Response Hours:	5.93	Call Priority:	down machine					
	Caller	Donna Sturgess		Dispatched:	2021/03/01 15:24	CM Response Hours:	5.93	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Latch to remove jam is stuck		Arrived:	2021/03/01 15:24	Travel Hours:	0							
				Completed	2021/03/01 15:49	Repair Hours:	0.42							
						Resolution Hours:	6.35							
	ProblemCodes													
	Problem Code:	Broken Part												
	Resolution Code:		Clean/Adjust											
	Resolution Code:		Rebuild											
SC25198	89													
Ci	all SC251989	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			0		0
	Assigned Tech:	David Prior		Pacairad:	2021/03/15 07:21	Response Hours:	3.42	Call Priority:	Acciet					
		Donna Sturgess			2021/03/15 10:52	CM Response Hours:	3.42			Parts Labor Travel Toner				
	Call Desc:				2021/03/15 11:25	Travel Hours:	0.55	Dill Code.	OOV Oopici Maint inci	Taris Labor Travel Torier				
	- Can Desc.	5,			2021/03/15 12:22	Repair Hours:	0.95							
				Completed	2021/00/10 12:22	Resolution Hours:	0.33							
						Troopidion Floure.	· ·							
	ProblemCodes													
	Problem Code:	Broken Part												
	Problem Code:	Image Quality												
		9,												
	Resolution Code:		Misc Adjustment											
	Resolution Code:		Clean/Adjust											
SC25447														
	all SC254471	Finisher Problem [CM]		Call In SLA:	Yes	SLA Response Hours:			CON6706-OSV-01			1.38		0
							4.00	Contract#:						
							4.00							
	Assigned Tech:	David Prior		Received:	2021/04/06 15:07	Response Hours:	0.58	Call Priority:	N					
	Assigned Tech:	David Prior		Received: Dispatched:	2021/04/06 15:07 2021/04/06 15:10	Response Hours: CM Response Hours:	0.58 0.58	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech:	David Prior		Received: Dispatched: Arrived:	2021/04/06 15:07 2021/04/06 15:10 2021/04/06 15:42	Response Hours: CM Response Hours: Travel Hours:	0.58 0.58 0.53	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech:	David Prior		Received: Dispatched: Arrived:	2021/04/06 15:07 2021/04/06 15:10	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.58 0.58 0.53 0.8	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech:	David Prior		Received: Dispatched: Arrived:	2021/04/06 15:07 2021/04/06 15:10 2021/04/06 15:42	Response Hours: CM Response Hours: Travel Hours:	0.58 0.58 0.53	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech:	David Prior		Received: Dispatched: Arrived:	2021/04/06 15:07 2021/04/06 15:10 2021/04/06 15:42	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.58 0.58 0.53 0.8	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc:	David Prior finisher will not connect		Received: Dispatched: Arrived:	2021/04/06 15:07 2021/04/06 15:10 2021/04/06 15:42	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.58 0.58 0.53 0.8	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc:	David Prior finisher will not connect		Received: Dispatched: Arrived:	2021/04/06 15:07 2021/04/06 15:10 2021/04/06 15:42	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.58 0.58 0.53 0.8	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc: ProblemCodes	David Prior finisher will not connect		Received: Dispatched: Arrived:	2021/04/06 15:07 2021/04/06 15:10 2021/04/06 15:42	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.58 0.58 0.53 0.8	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc:	David Prior finisher will not connect		Received: Dispatched: Arrived:	2021/04/06 15:07 2021/04/06 15:10 2021/04/06 15:42	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.58 0.58 0.53 0.8	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Problem Code:	David Prior finisher will not connect		Received: Dispatched: Arrived:	2021/04/06 15:07 2021/04/06 15:10 2021/04/06 15:42	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.58 0.58 0.53 0.8	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Problem Code: Resolution Code:	David Prior finisher will not connect	Clean/Adjust	Received: Dispatched: Arrived:	2021/04/06 15:07 2021/04/06 15:10 2021/04/06 15:42	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.58 0.58 0.53 0.8	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc: Problem Code: Problem Code: Problem Code: Resolution Code: Resolution Code:	David Prior finisher will not connect	Clean/Adjust Rebuild	Received: Dispatched: Arrived:	2021/04/06 15:07 2021/04/06 15:10 2021/04/06 15:42	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.58 0.58 0.53 0.8	Call Priority:	N	Parts Labor Travel Toner				
SC25738	Assigned Tech: Caller: Call Desc: Problem Code: Problem Code: Problem Code: Resolution Code: Resolution Code:	David Prior finisher will not connect Broken Part Finisher	-	Received: Dispatched: Arrived: Completed	2021/04/06 15:07 2021/04/06 15:10 2021/04/06 15:42 2021/04/06 16:45	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.58 0.58 0.53 0.8 1.38	Call Priority: Bill Code:	N OSV Copier Maint Incl	Parts Labor Travel Toner				
SC25738	Assigned Tech: Caller: Call Desc: Problem Code: Problem Code: Problem Code: Resolution Code: Resolution Code:	David Prior finisher will not connect	-	Received: Dispatched: Arrived:	2021/04/06 15:07 2021/04/06 15:10 2021/04/06 15:42 2021/04/06 16:45	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.58 0.58 0.53 0.8	Call Priority: Bill Code:	N	Parts Labor Travel Toner		1.17		0

									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Back
	0.11	:		D:	0004/05/07 40 05	OHD	0.10	D.11 O. 1				Time		
					2021/05/07 10:35	CM Response Hours:		Bill Code:	: OSV Copier Maint Inci	Parts Labor Travel Toner				
	Call Desc	finiishe isnt shutting right			2021/05/07 10:38	Travel Hours:	0.05							
				Completed	2021/05/07 11:42	Repair Hours:	1.07							
						Resolution Hours:	1.17							
	ProblemCode													
	Problem Code:	Broken Part												
	Problem Code:	Finisher												
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Guide/Baffle Re	epair or Replacement											
SC26246	6													
Ca	II SC262466	NOISE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	CON6706-OSV-01			1.2	7	0
	Assigned Task	Dovid Drigg		Page :	2021/06/29 15:04	Donnono House	0.42	Call Driit-	N					
	Assigned Tech					Response Hours:	0.42	Call Priority		B				
	Caller				2021/06/29 15:18	CM Response Hours:	0.42	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	noise			2021/06/29 15:29	Travel Hours:	0.18							
				Completed	2021/06/29 16:20	Repair Hours:	0.85							
						Resolution Hours:	1.27							
	ProblemCode	S												
	Problem Code:	Noise												
	Resolution Code:		Misc Adjustment											
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Guide/Baffle Re	epair or Replacement											
ex High School : 2 Educational			47.368%	19		9								
е														
E-Studio 1057 [Toshiba]														-
OSV-04823 sn:														
O3V-04623 SII.														
001/04004														
OSV-04824 sn:														
0.01/ 1.111														
OSV-04825 sn:														
001/01														
OSV-04826 sn:														
EStudio 207 [Toshiba]									1.10					0
OSV-03394 sn:CEHD2	9792								1.10	1.	1.0	6 2.	/	0
SC24678														
Ca	II SC246782	Noisy Operation [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01				4	0
	Assigned Tech	: David Prior		Received:	2021/01/21 15:30	Response Hours:	1.57	Call Priority	Medium					
		: Olivia			2021/01/22 08:01	CM Response Hours:	1.57	-		Parts Labor Travel Toner				
	Calici			pator.ou.				D 0000						

								Resp	oonse Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
				Completed	2021/01/22 11:00	Repair Hours:	2.43							
						Resolution Hours:	4							
	ProblemCode	s												
	Problem Code:	Machine Fault/Error	Code/Fault Code											
	Resolution Code:		Clean/Adjust											
	Resolution Code:		Optics											
SC25444	1													
Ca	II SC254441	COPY QUALITY POOR	R [CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#: CON	6706-OSV-01			1.47		0
	Assigned Tech	0. 1101		5	2021/04/06 12:59	Response Hours:	0.62	Call Priority: N						_
		r: Olivia			2021/04/06 12:59	CM Response Hours:	0.62	•	Carian Maint In al I	Parts Labor Travel Toner				_
	Call Desc				2021/04/06 13:04	Travel Hours:	0.62	Bill Code: USV	Copier Maint Inci i	Parts Labor Travel Toner				_
	- Cail Desc	,. ou			2021/04/06 13:36	Repair Hours:	0.85							
				Completed	2021/04/00 14:27	Resolution Hours:	1.47							
						Resolution Hours:	1.47							
	ProblemCode	6												
	Problem Code:	Image Quality												
	Flobletti Code.	illage Quality												
	Resolution Code:		Clean/Adjust											
udio 3055c [Toshiba]	resolution code.		Olcarinnajust						4.85	4.85	5 1.0	5.8		0
OSV-03388 sn:C7HD7	DC 4.4								4.85					0
SC24558	9													
Ca	II SC245589	Paper Tray Issue [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#: CON	6706-OSV-01			5.8	,	0
	Assigned Tech	: David Prior		Received:	2021/01/11 12:07	Response Hours:	4.85	Call Priority: High						
	-	r: Kim Connelly		Dispatched:	2021/01/12 08:01	CM Response Hours:	4.85			Parts Labor Travel Toner				
		paper tray LP is not fee	deing properly		2021/01/12 08:28	Travel Hours:	0.45							
				Completed	2021/01/12 09:25	Repair Hours:	0.95							
						Resolution Hours:	5.8							
	ProblemCode	s												
	Problem Code:	Jamming/Jammed												
	Resolution Code:		Clean/Adjust											
udio 5005AC [Toshiba]									3.68					0
OSV-05113 sn:CFDG6									3.68	3.68	0.6	4.3	1	0
SC25300														
Ca	II SC253009	Streaks [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#: CON	6706-OSV-01			6.72		0
	Assigned Tech	n: David Prior		Received:	2021/03/23 09:17	Response Hours:	6.53	Call Priority: High						
		r: Paul Scharf			2021/03/23 15:27	CM Response Hours:	6.53			Parts Labor Travel Toner				
		: 802-373-4043 streaks a	all over the pages		2021/03/23 15:49	Travel Hours:	0.37							
	-				2021/03/23 16:00	Repair Hours:	0.18							
						Resolution Hours:	6.72							
							02							

									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Ba
												Time		
	Problem Code:	Doc feed												
	Problem Code:	Image Quality												
	Resolution Code:		Misc Adjustment											
	Resolution Code:		Clean/Adjust											_
SC262567														
		COPY QUALITY POOR	ICMI	Call In SLA:	Vos	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			1.88		0
Call	30202307	COL L GOALITT LOOK	. [OW]	Call III SLA.	res	SLA Response nours.	4.00	Contract#	. CON6706-03V-01			1.00	•	U
	Assigned Tech:	David Prior		Received:	2021/06/30 14:12	Response Hours:	0.82	Call Priority	: N					
	Caller:			Dispatched:	2021/06/30 14:30	CM Response Hours:	0.82	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	CQ			2021/06/30 15:01	Travel Hours:	0.52		·					
	Odii 2000.				2021/06/30 16:05	Repair Hours:	1.07							
				Completed	2021/00/30 10.03	Resolution Hours:	1.88							
						Resolution Hours:	1.88							
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
EStudio 557 [Toshiba]									1.13	3 0.52	1.0	0.0	2	0
	204								1.13					0
OSV-03397 sn:CAHD14	261								1.13	0.52	1.0	0.0	3	U
SC245761														
Call	SC245761	MAINT LITE [PM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			()	0
	Assigned Tech:				2021/01/12 13:37	Response Hours:	1.73	Call Priority						
	Caller:			Dispatched:	2021/01/12 15:07	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	maintenance light		Arrived:	2021/01/12 15:21	Travel Hours:	0.23							
				Completed	2021/01/12 16:19	Repair Hours:	0.97							
						Resolution Hours:	0							
SC261792														
		u : 0 rom		0.111.014	V .	01 4 5	4.00	0	00110700 0011 04			4 =		0
Call	SC261792	Noisy Operation [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	: CON6706-OSV-01			1.52	2	0
	Assigned Tech:	David Prior		Received:	2021/06/22 14:47	Response Hours:	0.52	Call Priority	: N					
	Caller:				2021/06/22 15:08	CM Response Hours:	0.52	-		Parts Labor Travel Toner				
								Dill Code.	. Odv Copier Maint Inci	raits Labor Traver Torier				
	Call Desc:	noises			2021/06/22 15:18	Travel Hours:	0.17							
				Completed	2021/06/22 16:18	Repair Hours:	1							
						Resolution Hours:	1.52							
	ProblemCodes													
	Problem Code:	Noise												
	Resolution Code:		Clean/Adjust											
														-
	Resolution Code:		Lubricate											
Studio 757 [Toshiba]									6.76					1
OSV-03396 sn:CAHD13	768								6.76	7.16	0.9	5.3	3	1
SC246059														
	SC246059	Part Broke off [CM]		Call In SLA:	Vec	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			2.62	,	0
Call	00240003	Drone on [Owi		Call III SLA:	103	OLA Nesponse Hours.	4.00	COITHACI#	. 00110700-034-01			2.02		0

				-					Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call Ba
		Paul Scharf 802-37			2021/01/14 13:27	CM Response Hours:	2.02	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	Plastic Piece broke off in	Finisher so parts are not		2021/01/14 14:27	Travel Hours:	1							
		Carrier		Completed	2021/01/14 15:03	Repair Hours:	0.6	Incompleted	d Need Parts -					
									Operational					
						Resolution Hours:	2.62							
	ProblemCodes	S .												
	Problem Code:	Broken Part												
	Problem Code:	Finisher												-
	Resolution Code:	Guido/Rafflo Pa	epair or Replacement											
		HAS PART [O]	epail of Replacement			21.1.2								
C	all SC246104	HAS PART [U]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	: CON6706-OSV-01			C	1	1
	Assigned Tech	David Prior		Received:	2021/01/14 15:04	Response Hours:	5.97	Call Priority	: High					
		: Paul Scharf 802-37	72 4042		2021/01/20 09:52	CM Response Hours:	****			Parts Labor Travel Toner				-
	Callel	Plastic Piece broke off in	73-4043					Bill Code.	. OSV Copiei iviaini inci	rans Labor Haver Toner				
	Call Desc	Plastic Piece broke off in	Finisher so parts are not		2021/01/20 10:01	Travel Hours:	0.15							
				Departure	2021/01/20 11:08	Repair Hours:	1.12							
						Resolution Hours:	0							
SC2461)4													
	ProblemCodes													
	Problem Code:	Broken Part												
	Problem Code:	Broken Part												
	Resolution Code:		Clean/Adjust											
	Resolution Code:		Rebuild											
SC2610	50													
С	all SC261050	NOISE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	: CON6706-OSV-01			13.2	,	0
	Assigned Tech				2021/06/15 12:48	Response Hours:	12.3	Call Priority						
	Caller	Olivia		Dispatched:	2021/06/17 07:52	CM Response Hours:	12.30	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	noise		Arrived:	2021/06/17 08:06	Travel Hours:	0.23							
				Completed	2021/06/17 09:00	Repair Hours:	0.9							
						Resolution Hours:	13.2							
						Trocoldion Floure.	10.2							
	ProblemCodes													
	Problem Code:	Noise												
	Resolution Code:		Clean/Adjust											
	Resolution Code:		Lubricate											
FOSHES657 [Toshiba]											-			+
OSV-03398 sn:														
U3V-U3398 SN:														
FOSHES8508A [Toshiba]									3.6	4.30			,	1
OSV-05101 sn:CICG1	7114								2.00	2.9	8 1.0	2.7		0
SC2494	39													
	all SC249489	Service Code [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			6.25	5	0
-														
	Assigned Teeb	David Prior		Received:	2021/02/18 08:40	Response Hours:	5.28	Call Priority	: High					
	Assigned recit													
		: Paul Scharf		Dispatched:	2021/02/18 13:04	CM Response Hours:	5.28	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Caller	: Paul Scharf code C4-E2			2021/02/18 13:04 2021/02/18 13:57		5.28 0.88	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				

Problem Cod Resolution C Resolution C SC260543 Call SC260543 Assigne	e: Machine Fault/E ode: NOISE [CM] d Tech: David Prior Caller: Il Desc: noises occodes e: Noise	No Problem Found Clean/Adjust	Dispatched Arrived Completed Call In SLA Received	i: 2021/05/05 13:02 i: 2021/05/05 13:18 i: 2021/05/05 13:42 d 2021/05/05 14:54	SLA Response Hours: Response Hours: Response Hours: Travel Hours: Repair Hours: Resolution Hours:	4.00 0.67 0.67 0.4 1.2 1.87	Call Priority: Bill Code:		Parts Labor Travel Toner		1.87		0
Problem Cod Resolution C SC257161 Call SC257161 Assigne Problem Cod Resolution C Resolution C Resolution C SC260543 Call SC260543 Assigne Problem Cod	e: Machine Fault/E dde: NOISE [CM] d Tech: David Prior Caller: Il Desc: noises accodes e: Noise dde: Customer requests d Tech: David Prior Caller:	Clean/Adjust No Problem Found Clean/Adjust	Received Dispatched Arrived Completed Call In SLA	d: 2021/05/05 13:02 d: 2021/05/05 13:18 d: 2021/05/05 13:42 d: 2021/05/05 14:54	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.67 0.67 0.4 1.2 1.87	Call Priority: Bill Code:	: N	Parts Labor Travel Toner		1.87		2
Problem Cod Resolution C SC257161 Call SC257161 Assigne Problem Cod Resolution C Resolution C Resolution C SC260543 Call SC260543 Assigne Problem Cod	e: Machine Fault/E dde: NOISE [CM] d Tech: David Prior Caller: Il Desc: noises accodes e: Noise dde: Customer requests d Tech: David Prior Caller:	Clean/Adjust No Problem Found Clean/Adjust	Received Dispatched Arrived Completed Call In SLA	d: 2021/05/05 13:02 d: 2021/05/05 13:18 d: 2021/05/05 13:42 d: 2021/05/05 14:54	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.67 0.67 0.4 1.2 1.87	Call Priority: Bill Code:	: N	Parts Labor Travel Toner		1.87		
Problem Cod Resolution C SC257161 Call SC257161 Assigne Problem Cod Resolution C Resolution C Resolution C SC260543 Call SC260543 Assigne Problem Cod	e: Machine Fault/E dde: NOISE [CM] d Tech: David Prior Caller: Il Desc: noises accodes e: Noise dde: Customer requests d Tech: David Prior Caller:	Clean/Adjust No Problem Found Clean/Adjust	Received Dispatched Arrived Completed Call In SLA	d: 2021/05/05 13:02 d: 2021/05/05 13:18 d: 2021/05/05 13:42 d: 2021/05/05 14:54	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.67 0.67 0.4 1.2 1.87	Call Priority: Bill Code:	: N	Parts Labor Travel Toner		1.87		0
Resolution C SC257161 Call SC257161 Assigne Problem Problem Cod SC260543 Call SC260543 Assigne Problem Cod	NOISE [CM] If Tech: David Prior Caller: Il Desc: noises ICodes e: Noise Customer requests If Tech: David Prior Caller:	Clean/Adjust No Problem Found Clean/Adjust	Received Dispatched Arrived Completed Call In SLA	d: 2021/05/05 13:02 d: 2021/05/05 13:18 d: 2021/05/05 13:42 d: 2021/05/05 14:54	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.67 0.67 0.4 1.2 1.87	Call Priority: Bill Code:	: N	Parts Labor Travel Toner		1.87		0
SC257161 Call SC257161 Assigne Problem Cod Resolution C Resolution C SC260543 Call SC260543 Assigne Call Call SC260543 Assigne	NOISE [CM] d Tech: David Prior Caller: Il Desc: noises Codes e: Noise Customer requests d Tech: David Prior Caller:	No Problem Found Clean/Adjust	Received Dispatched Arrived Completed Call In SLA	d: 2021/05/05 13:02 d: 2021/05/05 13:18 d: 2021/05/05 13:42 d: 2021/05/05 14:54	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.67 0.67 0.4 1.2 1.87	Call Priority: Bill Code:	: N	Parts Labor Travel Toner		1.87		0
SC257161 Call SC257161 Assigne Problem Cod Resolution C Resolution C SC260543 Call SC260543 Assigne Call Call SC260543 Assigne	NOISE [CM] d Tech: David Prior Caller: Il Desc: noises Codes e: Noise Customer requests d Tech: David Prior Caller:	No Problem Found Clean/Adjust	Received Dispatched Arrived Completed Call In SLA	d: 2021/05/05 13:02 d: 2021/05/05 13:18 d: 2021/05/05 13:42 d: 2021/05/05 14:54	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.67 0.67 0.4 1.2 1.87	Call Priority: Bill Code:	: N	Parts Labor Travel Toner		1.87		0
Call SC257161 Assigne Probler Problem Cod Resolution C Resolution C SC260543 Call SC260543 Assigne Call Problem Cod	d Tech: David Prior Caller: Il Desc: noises Codes e: Noise Customer requests d Tech: David Prior Caller:	Clean/Adjust	Received Dispatched Arrived Completed Call In SLA	d: 2021/05/05 13:02 d: 2021/05/05 13:18 d: 2021/05/05 13:42 d: 2021/05/05 14:54	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.67 0.67 0.4 1.2 1.87	Call Priority: Bill Code:	: N	Parts Labor Travel Toner		1.87		0
Problem Cod Resolution Co Resolution Cod Resolution Cod Resolution Cod SC260543 Call SC260543 Assigne Call Problem Cod	Caller: Il Desc: noises Codes e: Noise dde: Customer requests d Tech: David Prior Caller:	Clean/Adjust	Dispatched Arrived Completed Call In SLA Received	f: 2021/05/05 13:18 f: 2021/05/05 13:42 d 2021/05/05 14:54	CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours:	0.67 0.4 1.2 1.87	Bill Code:		Parts Labor Travel Toner				
Problem Cod Resolution Co Resolution Cod Resolution Cod Resolution Cod SC260543 Call SC260543 Assigne Call Problem Cod	Caller: Il Desc: noises Codes e: Noise dde: Customer requests d Tech: David Prior Caller:	Clean/Adjust	Dispatched Arrived Completed Call In SLA Received	f: 2021/05/05 13:18 f: 2021/05/05 13:42 d 2021/05/05 14:54	CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours:	0.67 0.4 1.2 1.87	Bill Code:		Parts Labor Travel Toner				
Problem Cod Resolution C Resolution C SC260543 Call SC260543 Assigne Ca	Desc: noises nCodes e: Noise ode: Customer requests dTech: David Prior Caller:	Clean/Adjust	Arrived Completed Call In SLA Received	t: 2021/05/05 13:42 d 2021/05/05 14:54	Travel Hours: Repair Hours: Resolution Hours:	0.4 1.2 1.87		OSV Copier Maint Incl	Paris Labor I ravei I oner				
Problem Cod Resolution C Resolution C SC260543 Call SC260543 Assigne Ca	Codes e: Noise ode: Customer requests d Tech: David Prior Caller:	Clean/Adjust	Call in SLA	d 2021/05/05 14:54	Repair Hours: Resolution Hours:	1.2	Contract#						
Problem Cod Resolution Co Resolution Co Resolution Co SC260543 Call SC260543 Assigne Call Problem Cod	e: Noise ode: Customer requests d Tech: David Prior Caller:	Clean/Adjust	Call In SLA Received	ı: N/A	Resolution Hours:	1.87	Contract#						
Problem Cod Resolution Co Resolution Co Resolution Co SC260543 Call SC260543 Assigne Call Problem Cod	e: Noise ode: Customer requests d Tech: David Prior Caller:	Clean/Adjust	Received		SLA Response Hours:		Contract#						
Problem Cod Resolution Co Resolution Co Resolution Co SC260543 Call SC260543 Assigne Call Problem Cod	e: Noise ode: Customer requests d Tech: David Prior Caller:	Clean/Adjust	Received			4.00	Contract#						
Problem Cod Resolution Co Resolution Co Resolution Co SC260543 Call SC260543 Assigne Call Problem Cod	e: Noise ode: Customer requests d Tech: David Prior Caller:	Clean/Adjust	Received			4.00	Contract#						
Problem Cod Resolution Cod Resolution Cod Resolution Cod SC260543 Call SC260543 Assigne Call Problem Cod	e: Noise ode: Customer requests d Tech: David Prior Caller:	Clean/Adjust	Received			4.00	Contract#						
Resolution C Resolution C Resolution C SC260543 Call SC260543 Assigne Ca Problem Cod	Customer requests d Tech: David Prior Caller:	Clean/Adjust	Received			4.00	Contract#						
Resolution C SC260543 Call SC260543 Assigne Ca	Customer requests d Tech: David Prior Caller:	Clean/Adjust	Received			4.00	Contract#						
Resolution C SC260543 Call SC260543 Assigne Ca	Customer requests d Tech: David Prior Caller:	Clean/Adjust	Received			4.00	Contract#					-	
SC260543 Call SC260543 Assigne Call Problem Cod	Customer requests d Tech: David Prior Caller:	,	Received			4.00	Contract#						
Assigne Ca Problem Cod	d Tech: David Prior Caller:	cleaning [CC]	Received			4.00	Contract#			1			
Problem Cod	Caller:			d: 2021/06/09 15:17	Bassanas Haurri		Jonitaciff.	: CON6706-OSV-01			0	j	0
Problem Cod	Caller:			1: 2021/06/09 15:17									
Problem Cod					Response Hours:	0.13	Call Priority:		Darte I about Townel Towner				_
Problem Cod	Desc: cleaning			d: 2021/06/09 15:19 d: 2021/06/09 15:25	CM Response Hours: Travel Hours:	0.1	Bill Code:	: OSV Copier Maint Inci	Parts Labor Travel Toner				
Problem Cod				d 2021/06/09 15:25	Repair Hours:	0.1							
Problem Cod			Completed	2021/06/09 16:21	Repair Hours:	0.93							-
Problem Cod					Resolution Hours.	O							-
Problem Cod													-
Problem Cod	Codes												
Pagelution C													
Resolution C	ode:	Clean/Adjust											+
OSV-05102 sn:CIAG15910								2.8	6 2.86	6 1.2	2 4.0	1	0
SC249590													
Call SC249590	JAMMING [CM]		Call In SLA	x: Yes	SLA Response Hours:	4.00	Contract#:	: CON6706-OSV-01			2.28	3	0
Aggigne	d Tech: David Prior		Pagainad	d: 2021/02/18 14:13	Response Hours:	1.17	Call Priority:	. N					
Assigne	Caller:			d: 2021/02/18 15:10	CM Response Hours:	1.17	,		Parts Labor Travel Toner				
C-	Caller: Il Desc: jamming			i: 2021/02/18 15:10 i: 2021/02/18 15:23	Travel Hours:	0.22	Biii Code:	. Oov Copier Maint Incl	rans Labor (favel 10f)ef				
	i Doso, janining			d 2021/02/18 15:23	Repair Hours:	1.12							
			Completed	3 232 1/02/10 10:42	Resolution Hours:	2.28							
					Nosoration Flours.	2.20							
Probler	Codes												
Problem Cod		ied											
	3 · · · · · · · · · · · · · · · · · · ·												+
Resolution C	ode:	Clean/Adjust											
Resolution C	ode: Rol	ller Clean or Replacement											
SC256958				·				1					

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	C
	Assigned Tech	: David Prior		Received:	2021/05/04 09:40	Response Hours:	4.55	Call Priority	: N					
		: Paul Scharf		Dispatched:	2021/05/04 13:42	CM Response Hours:	4.55	-		Parts Labor Travel Toner				
		: noise & jamming			2021/05/04 14:13	Travel Hours:	0.52	2300						
		g			2021/05/04 15:25	Repair Hours:	1.2							H
				Completed	2021/05/04 15.25	Resolution Hours:	5.75							-
						Resolution Hours:	5./5							_
	ProblemCode	S												
	Problem Code:	Jamming/Jammed												
	Problem Code:	Noise												
OSV-05105 sn:CIAG	15908								3.05	3.05	0.9	3.9)	0
SC250														
	Call SC250340	COPY QUALITY POOR	ICMI	Call In SLA:	Voo	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			1.82		0
	Gail 30230340	COPT QUALITY POOR	[Civi]	Call in SLA:	162	SLA Response Hours:	4.00	Contract#	. CON0/00-05V-01			1.82		U
	Assigned Tech	: David Prior		Received:	2021/02/25 13:45	Response Hours:	1	Call Priority	: N					
	Caller				2021/02/25 14:21	CM Response Hours:	1.00	-		Parts Labor Travel Toner				-
		marks on copies			2021/02/25 14:45	Travel Hours:	0.4	Diii Oode		Labor ravor roller				
	Call Desc	. marks on copies												
				Completed	2021/02/25 15:34	Repair Hours:	0.82							
						Resolution Hours:	1.82							
	ProblemCode	S												
	Problem Code:	Image Quality												
		. 3												
	Resolution Code:		Clean/Adjust											
00050			Olean/Aujust											
SC250														
	Call SC250527	Service Code [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			6.05		0
	Assigned Tech	: David Prior		Received:	2021/03/01 08:15	Response Hours:	5.1	Call Priority	: High					
		: Paul Scharf			2021/03/01 12:46	CM Response Hours:	5.10	-	-	Parts Labor Travel Toner				
					2021/03/01 12:46	· ·		Dill Code	. Oov Copier iviaint inci	rans Labor Haver Toner				
	Call Desc	message to close the du the door is shut	piexer not recognizing			Travel Hours:	0.58							
				Completed	2021/03/01 14:18	Repair Hours:	0.95							
						Resolution Hours:	6.05							
	ProblemCode	s												
	Problem Code:	Machine Fault/Error	Code/Fault Code											
		T date Enter												
	Daneluting Co. 1		Adina Adinatan											
	Resolution Code:		Misc Adjustment											_
	Resolution Code:		Clean/Adjust											
OSV-05107 sn:CICG									4.55	6.21	0.0	9 4.7	1	0
SC250	645													
	Call SC250645	DUPLEX JAM [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			9.37	,	0
	Assigned Tech				2021/03/01 14:19	Response Hours:	8.48	Call Priority	-					
		: Paul Scharf		Dispatched:	2021/03/02 13:26	CM Response Hours:	8.48	Bill Code	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	close the duplexer even	though its closed	Arrived:	2021/03/02 14:18	Travel Hours:	0.87							
				Completed	2021/03/02 15:11	Repair Hours:	0.88							
				•		Resolution Hours:	9.37							
														H
	Problem Code:	Jamming/Jammed												

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	C
	Resolution Code:		Misc Adjustment											
	Resolution Code:		Clean/Adjust											
SC25716														
C	all SC257162	Noisy Operation [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			4.8	3	0
	Assigned Tech	David Prior		Received:	2021/05/05 13:03	Response Hours:	3.93	Call Priority	: High					ŀ
	Caller	Paul 802-373-4043 -		Dispatched:	2021/05/06 08:02	CM Response Hours:	3.93	Bill Code	: OSV Copier Maint Incl	Parts Labor Travel Toner				ŀ
	Call Desc	noises			2021/05/06 08:29	Travel Hours:	0.45		·					ŀ
	_			Completed	2021/05/06 09:21	Repair Hours:	0.87							ŀ
						Resolution Hours:	4.8							ŀ
														ŀ
														ŀ
	ProblemCodes	3												
	Problem Code:	Broken Part												
	Resolution Code:		Clean/Adjust											I
	Resolution Code:	Guide/Baffle Re	epair or Replacement											
SC26054														
C	all SC260544	Customer requests clean	ing [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			(0	0
	Assigned Tech	David Prior		Received:	2021/06/09 15:18	Response Hours:	1.25	Call Priority	: Medium					-
	Caller	Paul 802-373-4043 -		Dispatched:	2021/06/10 07:45	CM Response Hours:		Bill Code	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	cleaning		Arrived:	2021/06/10 08:03	Travel Hours:	0.3							-
				Completed	2021/06/10 08:58	Repair Hours:	0.92							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Image Quality												
	D 15 0 1		01 / 15 /											
OSV-05181 sn:CICG1	Resolution Code:		Clean/Adjust						4.9	7 5.6	9 0.5	5.5	5	1
SC24968									4.9	5.0	9 0.8	5.0	5	4
	all SC249681	JAMMING [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			5.05	5	0
												0.00		Ĭ
	Assigned Tech				2021/02/19 12:52	Response Hours:	4.2	Call Priority						
		: Paul 802-373-4043 -			2021/02/22 08:03	CM Response Hours:	4.20	Bill Code	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	Jamming issues			2021/02/22 08:34	Travel Hours:	0.52							
				Completed	2021/02/22 09:25	Repair Hours:	0.85							
						Resolution Hours:	5.05							
	ProblemCodes													-
		Jamming/Jammed												
	Problem Code:	9												
		9.7	Clean/Adjust										-	+
	Problem Code:	-	Clean/Adjust											
SC2505;	Problem Code: Resolution Code: Resolution Code:	-												
	Problem Code: Resolution Code: Resolution Code:	-		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			6.83	3	0
	Problem Code: Resolution Code: Resolution Code: 28 all SC250528	Roller C										6.83	3	0
	Problem Code: Resolution Code: Resolution Code: 28 all SC250528 Assigned Tech	Roller C Service Code [CM] David Prior	Clean or Replacement	Received:	2021/03/01 08:17	Response Hours:	6.35	Call Priority	: High	Data labor Travel Tr		6.83	3	0
	Problem Code: Resolution Code: Resolution Code: 28 all SC250528 Assigned Tech Caller	Roller C Service Code [CM] David Prior Paul 802-373-4043	ean or Replacement	Received: Dispatched:	2021/03/01 08:17	Response Hours: CM Response Hours:	6.35 6.35	Call Priority	: High	Parts Labor Travel Toner		6.83	3	0
	Problem Code: Resolution Code: Resolution Code: 28 all SC250528 Assigned Tech Caller	Roller C Service Code [CM] David Prior	ean or Replacement	Received: Dispatched: Arrived:	2021/03/01 08:17	Response Hours:	6.35	Call Priority	: High	Parts Labor Travel Toner		6.83	3	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
												Time		
	ProblemCode	S												
	Problem Code:	Broken Part												
	Resolution Code:		Clean/Adjust											
	Resolution Code:		Rebuild											
SC252156	3													
Cal	SC252156	Noisy Operation [CM]		Call In SLA:	: No	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			7.	2	0
	Assissed Took	Devid Dies		Danis and	2021/03/16 08:28	Danasaa Hawai	0.50	C-II Dai-air	. 11:					
	Assigned Tech	: David Prior : Paul Scharf			2021/03/16 08:28	Response Hours: CM Response Hours:	6.52 6.52	Call Priority	-	Parts Labor Travel Toner				
		making a dramatic know	aking agund		2021/03/16 14:08	Travel Hours:	0.85	Biii Code	: OSV Copier Maint Inci	Paris Labor Travel Toner				
	Call Desc	: making a dramatic knot	cking sound											
				Completed	2021/03/16 15:40	Repair Hours:	0.68	incompleted	Needs Parts Urgent, Operational					
						Resolution Hours:	7.2							
	ProblemCode	S												
	Problem Code:	Noise												
	Resolution Code:	Fuser I	Repair or Replacement											
Cal	SC252325	Noisy Operation [CM]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			2.83	3	1
	A	D. 11D1			0004/00/40 45 44		0.0	0.115: 11						
	Assigned Tech				2021/03/16 15:41	Response Hours:	2.8	Call Priority						
		: Paul Scharf			2021/03/17 08:00	CM Response Hours:	4.00	Bill Code	: OSV Copier Maint Inci	Parts Labor Travel Toner				
	Call Desc	: Down overnight - makin	ng a dramatic knocking		2021/03/17 09:59	Travel Hours:	1.98							
				Departure	2021/03/17 10:01	Repair Hours:	0.03							
						Resolution Hours:	2.83							
SC252325														
	ProblemCode													
	Problem Code:	Broken Part												
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Fuser I	Repair or Replacement											
sex Middle School : 60 Founders ad			33.333%	6	•	2								
E-Studio 6570c [Toshiba]									8.9	0 8.6	66 1.2	2 7.9	3	1
OSV-03787 sn:SSAF90	712								8.9					1
03V-03707 SII.33AI 90	713								0.3	0.0	1	1.	1	
SC247404														
	SC247404	WRENCH [CM]		Call In SLA:	· No	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			8.3	,	0
Cal												0		
	Assigned Tech	: David Prior			2021/01/28 08:11	Response Hours:	7.07	Call Priority						
	Caller	: Olivia		Dispatched:	2021/01/28 14:23	CM Response Hours:	7.07	Bill Code	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	flashing code F101		Arrived:	2021/01/28 15:15	Travel Hours:	0.87							
				Completed	2021/01/28 16:23	Repair Hours:	1.13							
						Resolution Hours:	8.2							
	D 11 0 1													
	ProblemCode	3												

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled
	Resolution Code:		Clean/Adjust										
	Resolution Code:		Update Firmware										
SC247718	3												
Cal	I SC247718	DOWN MAC NOTRUN	[CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			19.08	
	Assigned Tech				2021/02/01 08:08	Response Hours:	17.45	-	down machine				
		: Kim Maiberger			2021/02/03 08:00	CM Response Hours:	17.45	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner			
	Call Desc	4 F101 code		Arrived:	2021/02/03 08:35	Travel Hours:	0.58						
				Completed	2021/02/03 10:13	Repair Hours:	1.63						
						Resolution Hours:	19.08						
	ProblemCodes	3											
	Problem Code:	Machine Fault/Error	Code/Fault Code										
	Resolution Code:		Update Firmware										
	Resolution Code:		Board Replacement										
SC255437	7												
Cal	I SC255437	JAMMING [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			5.67	
	Assigned Tech	David Prior		Received:	2021/04/15 14:55	Response Hours:	4.67	Call Priority:	· N				
		: Kim Maiberger			2021/04/16 10:21	CM Response Hours:	4.67	-		Parts Labor Travel Toner			
		jamming upon exit - no a	acces starting Manday		2021/04/16 11:05	Travel Hours:	0.73	Dill Code.	. Oov copier iviaint inci	raits Labor Traver Torier			
	Call Desc	. jainining upon exit - no a	ccess starting intoriday.										
				Completed	2021/04/16 12:05	Repair Hours:	1	incompleted	Needs Parts Urgent, Operational				
						Resolution Hours:	5.67						
	ProblemCodes	3											
	Problem Code:	Jamming/Jammed											
	Resolution Code:	Fuser R	epair or Replacement										
Cal	I SC255509	Parts Shipped [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			0	
		D. 11D1		B	0004/04/40 40 00		0.00	0 11 5					
	Assigned Tech				2021/04/16 12:06	Response Hours:	9.88	Call Priority:					
		: Kim Maiberger			2021/04/20 10:18	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner			
	Call Desc	jamming upon exit - no a	ccess starting Monday.		2021/04/20 11:13	Travel Hours:	0.92						
				Departure	2021/04/20 12:10	Repair Hours:	0.95						
						Resolution Hours:	0						
SC255509	9												
	ProblemCodes												
	Problem Code:	Jamming/Jammed											
	Resolution Code:	Fuser R	epair or Replacement										
SC257228		JAMMING [CM]		Call In SLA:	NI-	CLA Paranas Haves	4.00	O	CONC700 OOV 04			0.70	
Cal	I SC257228	JAMMING [CM]		Call In SLA:	INO	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			6.73	
	Assigned Tech	David Prior		Received:	2021/05/06 08:35	Response Hours:	5.43	Call Priority:	: N				
	Caller	: Kim Maiberger		Dispatched:	2021/05/06 13:15	CM Response Hours:	5.43	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner			
		jammed **machine dowr	customer would like eta		2021/05/06 14:01	Travel Hours:	0.77						
	-	nlasea			2021/05/06 15:19	Repair Hours:	1.3						

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call B
												Time		
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	1 Toblem Code.	oanning/oannined												
	Resolution Code:		Misc Adjustment											
	Resolution Code:		Clean/Adjust											
	Resolution Code:		Remove Jam											
Estudio 857 [Toshiba]														
OSV-03783 sn:														
FOSHES8508A [Toshiba]									0.89	0.89	0.8	1.7		0
OSV-05183 sn:CIFG204	20								0.89					0
SC255526														
	SC255526	Finisher Problem [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			2.13		0
	Assigned Tech:				2021/04/16 13:52	Response Hours:	1.38	Call Priority:						
		Kim Maiberger			2021/04/16 14:52	CM Response Hours:	1.38	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	finisher will not shut			2021/04/16 15:15	Travel Hours:	0.38							
				Completed	2021/04/16 16:00	Repair Hours:	0.75							
						Resolution Hours:	2.13							
	ProblemCodes													
	Problem Code:	Finisher												
	Resolution Code:		Misc Adjustment											
	Resolution Code:		Clean/Adjust											
SC257331								_						
Call	SC257331	Finisher Problem [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			1.3	'	0
	Assigned Tech:	David Prior		Received:	2021/05/06 15:05	Response Hours:	0.4	Call Priority:	N					
		Kim Maiberger		Dispatched:	2021/05/06 15:21	CM Response Hours:	0.40	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	finisher will not close		Arrived:	2021/05/06 15:29	Travel Hours:	0.13							
				Completed	2021/05/06 16:23	Repair Hours:	0.9							
						Resolution Hours:	1.3							
	ProblemCodes													
	Problem Code:	Finisher												
	Resolution Code:		Misc Adjustment											
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Guide/Baffle Rep	pair or Replacement											
own School District : 58			0.00%	1		0								
ers Road														
E-Studio 5560cT [Toshiba]									3.68	4.55	0.9	2.8		0
OSV-03784 sn:CSBE17	738								3.68	4.55	0.9	2.8		0
SC252960														

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Ba
	Assigned Tech	David Prior		Received:	2021/03/22 15:04	Response Hours:	4.55	Call Priority	· High			Time		
		: Michael Finn			2021/03/23 09:52	CM Response Hours:	4.55	-	-	Parts Labor Travel Toner				
	Call Desc				2021/03/23 09:32	Travel Hours:	1.25	Dill Code.	. Oov Copiei Maint Inci	rans Labor Haver Folier				
	Call Desc	streaks												
				Completed	2021/03/23 12:06	Repair Hours:	0.98							
						Resolution Hours:	5.53							
	ProblemCode	3												
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Drum I	Repair or Replacement											
SC25752														
	all SC257526	Customer requests clea	aning (CC)	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			,	0	0
Ca	30237320	Customer requests cler	ailing [CO]	Call III SLA.	N/A	SLA Response Hours.	4.00	Contract#	. CON6706-03V-01			,	J	U
	Assigned Tech	David Prior		Received:	2021/05/10 11:08	Response Hours:	2.8	Call Priority	: 4HR Response					
	Caller	Olivia		Dispatched:	2021/05/10 13:08	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc				2021/05/10 13:56	Travel Hours:	0.8							
		ŭ			2021/05/10 14:39	Repair Hours:	0.72							
				Completed	2021/03/10 14.39	Resolution Hours:	0.72							
						Resolution Hours:	0							
	ProblemCode	3												
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
Westford School District : 51			50.00%	2		1								
Street														
E-Studio 3055c [Toshiba]									0.87	1.33	3 0.9	1.2	2	0
OSV-03385 sn:C7HD7	8664								0.87	1.33	3 0.9	1.2	2	0
SC24745	i3													
	all SC247453	Customer requests clea	aning (CC)	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			(0	0
	002 11 100		9 ()	Ouii II OL I.		CE Troopense Tibare.	1.00	oonada.				,		•
	Assigned Tech	David Prior		Received:	2021/01/28 09:51	Response Hours:	0.4	Call Priority	: N					
	Caller	Olivia		Dispatched:	2021/01/28 09:56	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	needs cleaning		Arrived:	2021/01/28 10:15	Travel Hours:	0.32							
	-				2021/01/28 11:02	Repair Hours:	0.78							
				Completed	2021/01/2011/02	Resolution Hours:	00							
						Nosoradon Hours.	O .							
	D 0 .													
	ProblemCode													
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
SC25596	52					'	,							
Ca	all SC255962	COPY QUALITY POOR	R [CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			2.3	3	0
	Assigned Tech				2021/04/22 12:42	Response Hours:	1.33	Call Priority						
		Olivia			2021/04/22 12:58	CM Response Hours:	1.33	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
		colors are off		Arrived:	2021/04/22 14:02	Travel Hours:	1.07							
	Call Desc	. Colors are on		Allivou.										
	Call Desc	, coors are on			2021/04/22 15:00	Repair Hours:	0.97							

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call Ba
	ProblemCode	s												
	Problem Code:	Image Quality												
		,												
	Resolution Code:		Misc Adjustment											
	Resolution Code:		Clean/Adjust											
tudio 857 [Toshiba]									8.41	4.32	1.1	1.8	3	1
OSV-03401 sn:CAHD	13841								8.41	4.32	1.1	1.8	3	1
SC2465	76													
	all SC246576	JAMMING [CM]		Call In SLA:	: No	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			5.47		0
	Assigned Tech	n: David Prior		Received	2021/01/20 10:47	Response Hours:	4.32	Call Priority	· N					
		r: Jean Lawrance			2021/01/20 10:47	CM Response Hours:	4.32	-		Parts Labor Travel Toner				
		: machine is still jamming			2021/01/20 14:41	Travel Hours:	0.42	Dill Code.	. 334 Sopiel Maint IIICI	. a. a Labor Flaver Forler				
	Can Desc	,			2021/01/20 16:15	Repair Hours:	1.15	Incompleted	Needs Parts Urgent,					
						Resolution Hours:	5.47		Operational					
	ProblemCode													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Roller C	Clean or Replacement											
C	all SC246640	HAS PART [O]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			C)	1
	Assigned Tech	. David Prior		Received	2021/01/20 16:07	Response Hours:	20.43	Call Priority	High					
		r: Jean Lawrance			2021/01/28 08:03	CM Response Hours:	20.10	-	-	Parts Labor Travel Toner				
		; machine is still jamming l	HAS PARTS		2021/01/28 08:33	Travel Hours:	0.5							
	-	, ,			2021/01/28 09:42	Repair Hours:	1.15							
						Resolution Hours:	0							
SC2466	40													
	ProblemCode:	Jamming/Jammed												
		<u> </u>												
	Resolution Code:		Rebuild											
SC2541														
С	all SC254147	MAINT LITE [PM]		Call In SLA:		SLA Response Hours:	4.00		: CON6706-OSV-01			C)	0
	Assigned Tech				2021/04/01 16:41	Response Hours:	0.47	Call Priority						
		r: Sandra Sherman			2021/04/02 08:01	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: maintencance lite			2021/04/02 08:28	Travel Hours:	0.45							
				Completed	2021/04/02 09:34	Repair Hours:	1.1							
						Resolution Hours:	0							
	ProblemCode													
	Problem Code:	Machine Fault/Error	Code/Fault Code											
	Resolution Code:		Misc Adjustment											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bac
	Resolution Code:		Key Operator Training											
ders Memorial School : 33 ders Road			71.429%	7		5								
E-Studio 6506AC [Toshiba]									0.43	0.43	0.8	1.2		0
OSV-05099 sn:CHEG	18488								0.43	0.43	0.8	1.2		0
SC2515	92													
C	all SC251592	NOISE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			1.53		0
	Assigned Tech	David Prior		Received:	2021/03/10 10:13	Response Hours:	0.63	Call Priority:	N					_
	-	: Jane Olesen			2021/03/10 10:43	CM Response Hours:	0.63	-		Parts Labor Travel Toner				
		: banging grinding noise	5		2021/03/10 10:51	Travel Hours:	0.13							
					2021/03/10 11:45	Repair Hours:	0.9							
						Resolution Hours:	1.53							
	ProblemCode	s												
	Problem Code:	Broken Part												
	Problem Code:	Noise												
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Guide/Baffle F	Repair or Replacement											
SC2570								_						
C	all SC257065	NOISE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			0.95		0
	Assigned Tech	: David Prior		Received:	2021/05/04 15:23	Response Hours:	0.22	Call Priority:	N					
	Caller	: Jane Olesen			2021/05/04 15:25	CM Response Hours:	0.22	Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc	: noises			2021/05/04 15:36	Travel Hours:	0.18							
				Completed	2021/05/04 16:20	Repair Hours:	0.73							
						Resolution Hours:	0.95							
E-Studio 6570c [Toshiba]														
OSV-03785 sn:														
E-4di- 057 [E4:4-1														
Estudio 857 [Toshiba] OSV-03782 sn:														
03V-03762 SII.														
TOSHES457 [Toshiba]									9.70	5.87	1.0	2.7		1
OSV-03386 sn:CEHD	28685								9.70					1
SC2464	66													
C	all SC246466	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			0		0
	Assigned Tech	: David Prior		Received:	2021/01/19 13:47	Response Hours:	1.77	Call Priority	4HR Response					
		: Jane Olesen			2021/01/19 15:16	CM Response Hours:		-		Parts Labor Travel Toner				
	Call Desc				2021/01/19 15:33	Travel Hours:	0.28	D 00dc.						
					2021/01/19 16:22	Repair Hours:	0.82							
				,		Resolution Hours:	0							
	ProblemCode	S												
	Problem Code:	Image Quality												

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled
	Resolution Code:		Clean/Adjust										
SC25154	6												
Ca	III SC251546	DUPLEX JAM [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			3.28	
	Assigned Tech				2021/03/09 15:56	Response Hours:	2.3	-	: 4HR Response				
	Caller	: Jane Olesen		Dispatched:	2021/03/10 09:27	CM Response Hours:	2.30	Bill Code:	: OSV Copier Maint Inc	Parts Labor Travel Toner			
	Call Desc	paper jams in the right d	uplexer only open until 11	Arrived:	2021/03/10 09:44	Travel Hours:	0.28						
		am on wannaendu for fa	mote van varv	Completed	2021/03/10 10:43	Repair Hours:	0.98						
						Resolution Hours:	3.28						
	ProblemCodes	3											
	Problem Code:	Broken Part											
	Problem Code:	Jamming/Jammed											
		-											
	Resolution Code:		Clean/Adjust										
	Resolution Code:		Rebuild										
SC25173													
	all SC251732	JAMMING [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			10.07	
ou.	00201702			oun in ob i		CENTROOPONGO NIGUIO.	1.00	Communi	. 00.10.00 001 01			10.01	
	Assigned Tech	: David Prior		Received:	2021/03/11 09:52	Response Hours:	9.43	Call Priority	: N				
	Caller	: Ethan Kichura		Dispatched:	2021/03/12 10:28	CM Response Hours:	9.43	Bill Code:	: OSV Copier Maint Inc	Parts Labor Travel Toner			
	Call Desc	frequently jamming on the	e right side of the	Arrived:	2021/03/12 10:48	Travel Hours:	0.33						
		machine		Completed	2021/03/12 11:26	Repair Hours:	0.63						
						Resolution Hours:	10.07						
	ProblemCodes												
	Problem Code:	Jamming/Jammed											
	Troblom Godo.	ourining/ouriniou											
	Resolution Code:		Clean/Adjust										
	Resolution Code:		Key Operator Training										
SC25627			ntoy operator Training										
	III SC256275	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			0	
ou.	00200270			oun in ob i		CENTROOPONGO NIGUIO.	1.00	oomidon.	. 00.10.00 001 01			· ·	
	Assigned Tech	: David Prior		Received:	2021/04/27 08:41	Response Hours:	8.43	Call Priority	: High				
	Caller	: Jane Olesen		Dispatched:	2021/04/28 08:01	CM Response Hours:		Bill Code:	: OSV Copier Maint Inc	Parts Labor Travel Toner			
	Call Desc	: black line thru entire cop	у	Arrived:	2021/04/28 08:37	Travel Hours:	0.6						
				Completed	2021/04/28 10:05	Repair Hours:	1.47		Needs Parts Urgent,				
									Operational				
						Resolution Hours:	0						
	ProblemCodes	3											
	Problem Code:	Image Quality											
Ca	III SC256432	HAS PART [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			0	
	Angierad T	Dovid Price		D	2024/04/22 40:00	Page 11	00.50	Oell Date 1	Lliab				
	Assigned Tech				2021/04/28 10:06	Response Hours:	26.58	Call Priority	=				
		: Jane Olesen			2021/05/05 10:26	CM Response Hours:		Bill Code:	: OSV Copier Maint Inc	Parts Labor Travel Toner			
	Call Desc	: black line thru entire cop	y HAS PARTS		2021/05/05 11:13	Travel Hours:	0.78						
				Departure	2021/05/05 12:32	Repair Hours:	1.32						
						Resolution Hours:	0						

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	ProblemCode	s												
	Problem Code:	Image Quality												
	Resolution Code:	Drum R	epair or Replacement											
	Resolution Code:	Fuser R	epair or Replacement											
SHES8508A [Toshiba]									2.96	2.96	1.6	4.6		0
OSV-05111 sn:CIAG1	5904								2.96	2.96	1.6	4.6		0
SC25182	20													
Ca	all SC251820	JAMMING [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			6.38	-	0
	Assigned Tech	David Daine		Danakandi	2021/03/11 14:49	Response Hours:	5.43	Call Priority:	. NI					
								-		D				
		r: Ethan Kichura			2021/03/12 11:26	CM Response Hours:	5.43	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	jamming in the side finial	ner and also on duplex		2021/03/12 11:45	Travel Hours:	0.32							
				Completed	2021/03/12 12:42	Repair Hours:	0.95							
						Resolution Hours:	6.38							
	ProblemCode													
	Problem Code:	Jamming/Jammed												
	Resolution Code:		Clean/Adjust											
	Resolution Code:		Key Operator Training											
SC25745														
Ca	all SC257457	NOISE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			3.93	•	0
	Assigned Tech	: David Prior		Received:	2021/05/07 15:32	Response Hours:	1.6	Call Priority:	: N					
	Calle	r: Ethan Kichura		Dispatched:	2021/05/10 08:01	CM Response Hours:	1.60	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: loud gringing noise		Arrived:	2021/05/10 08:38	Travel Hours:	0.62							
				Completed	2021/05/10 10:58	Repair Hours:	2.33							
						Resolution Hours:	3.93							
	ProblemCode	S												
	Problem Code:	Noise												
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Fuser R	epair or Replacement											
SC25870	08													
Ca	all SC258708	Finisher Problem [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			3.5	(0
		0. 1101			0004/05/07			0						
	Assigned Tech				2021/05/21 09:55	Response Hours:	1.85	Call Priority:		Dode Labor To 1. T				
		r: Jane Olesen p: jamming issues & custor	mor ann't get finishes has		2021/05/21 11:03 2021/05/21 11:46	CM Response Hours:	1.85	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	on machine	mer can't get imisner back			Travel Hours:	0.72							
				Completed	2021/05/21 13:25	Repair Hours:	1.65 3.5							
						Resolution Hours:	3.5							
	B.11.2													
	ProblemCode													
		Jamming/Jammed												
	Problem Code:	-												
	Resolution Code:		Clean/Adjust											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
atha Elementary School : 34 atha Avenue			50.00%	4		2								
Estudio 857 [Toshiba]									12.51	4.95	1.2	3.8	3	2
OSV-03400 sn:CAHD1	3828								12.51	4.95	1.2	3.8	3	2
SC25137	70													
	all SC251378	Streaks [CM]		Call In SLA:	: Yes	SLA Response Hours:	4.00	Contract#:	: CON6706-OSV-01			3.02	2	0
	Assigned Tech	: David Prior		Received:	2021/03/08 14:44	Response Hours:	2.27	Call Priority:	: 4HR Response					
	_	: Glenn Cioffi			2021/03/09 08:01	CM Response Hours:	2.27			Parts Labor Travel Toner				
	Call Desc				2021/03/09 08:30	Travel Hours:	0.48							-
	- Call Desc	, streaking			2021/03/09 09:15	Repair Hours:	0.75	Incompleted	Need Parts -	l				
						Resolution Hours:	3.02		Operational					
	ProblemCode													
	Problem Code:	Image Quality												
	Resolution Code:	Developer R	tepair or Replacement											
	Resolution Code:	Drum R	tepair or Replacement											
Ca	all SC251435	HAS PART [O]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			C)	1
	Assigned Tech	: David Prior		Received:	2021/03/09 09:16	Response Hours:	51.9	Call Priority:	High					
	_	: Glenn Cioffi		Dispatched:	2021/03/18 10:05	CM Response Hours:			-	Parts Labor Travel Toner				
		streaking part shipped 3	8/10/2021		2021/03/18 10:10	Travel Hours:	0.08							
	Call Desc	171X21570368505151	J 10/2021											
				Departure	2021/03/18 13:47	Repair Hours:	3.62							
						Resolution Hours:	0							
SC25143	25													
5025143	35													
	ProblemCode	S												
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
	Resolution Code:		tepair or Replacement											
	Resolution Code:	Drum R	tepair or Replacement											
SC25365	all SC253654	Service Code [CM]		Call In SLA:	. No	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			10.15		0
												10.15	,	
	Assigned Tech				2021/03/29 13:56	Response Hours:	9.7	Call Priority:	-					
	Call Desc	: Glen Cioffi			2021/03/30 14:49	CM Response Hours: Travel Hours:	9.70 0.32	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	. 0070			2021/03/30 15:35	Repair Hours:	0.45	Incompleted	Needs Parts Urgent,					
						Resolution Hours:	10.15	,	Operational					
						Resolution Hours:	10.15							
	Problem Code:		0-4-/5											
	Problem Code:	Machine Fault/Error	Code/Fault Code											
	Resolution Code:		Misc Adjustment											
	all SC253836	Parts in Box [O]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			C)	1
Ca	30233636													

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller:	Glen Cioffi		Dispatched:	2021/03/31 15:14	CM Response Hours:		Bill Code	: OSV Copier Maint Incl	Parts Labor Travel Toner		Tillie		
	Call Desc:	Down - C 970 PARTS A	T SHOP		2021/03/31 15:49	Travel Hours:	0.58							
					2021/03/31 16:29	Repair Hours:	0.67							
						Resolution Hours:	0							
SC253836														
	ProblemCodes													
	Problem Code:	Machine Fault/Error	Code/Fault Code											
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Transfer Belt R	tepair or Replacement											
SC256538					l .									
	SC256538	Cleaning Web [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			7.93	3	0
	Assigned Tech:				2021/04/29 08:20	Response Hours:	7.1	Call Priority	-					
		Glenn Cioffi			2021/04/29 14:30	CM Response Hours:	7.10	Bill Code	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	fabric came off from insid	de the machine		2021/04/29 15:26	Travel Hours:	0.93							
				Completed	2021/04/29 16:16	Repair Hours:	0.83							
						Resolution Hours:	7.93							
	ProblemCodes													
	Problem Code:	Broken Part												
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Fuser R	tepair or Replacement											
SC258389														
Call	SC258389	Fuser problem [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	: CON6706-OSV-01			1.57	7	0
	Assigned Tech:	David Prior		Received:	2021/05/18 14:44	Response Hours:	0.73	Call Priority	- N					
	Caller				2021/05/18 14:46	CM Response Hours:	0.73			Parts Labor Travel Toner				
	Call Desc:				2021/05/18 15:25	Travel Hours:	0.65	2 0000	. Cor copioi maini inoi	ratio Labor Travor Torior				
	Gail Desc.				2021/05/18 16:15	Repair Hours:	0.83							
				Completed	2021/00/10 10:10	Resolution Hours:	1.57							
						ixesolution riours.	1.57							
	ProblemCodes													
	Problem Code:	Follow up												
	i iobietti code.	1 Ollow up												
	Resolution Code:		Clean/Adjust											
TOSHES457 [Toshiba]			Olean/Aujust											
OSV-03751 sn:														
037-03/31 311.														
omas Fleming Elementary School :			100.00%	5		5								
Prospect Street			100.00 %	5										
E-Studio 3055c [Toshiba]														
OSV-03387 sn:														
00 v 00007 SH.														
									2.16	3 2.16	0.9	3.4		0
E-Studio 5005AC [Toshiba]									2.10	2.10	. 0.8		1	~
E-Studio 5005AC [Toshiba] OSV-05210 sn:CFDG61	930								2.16		0.9			0

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call B
Call	SC255997	ADF Issues [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	: CON6706-OSV-01			1.13	3	0
	Assigned Tech	: David Prior		Received:	2021/04/22 16:40	Response Hours:	0.42	Call Priority:	: N					
	Caller	: Olivia		Dispatched:	2021/04/23 08:00	CM Response Hours:	0.42	Bill Code:	: OSV Copier Maint Inc	Parts Labor Travel Toner				
	Call Desc	papers bending when us	sing the doc feeder	Arrived:	2021/04/23 08:25	Travel Hours:	0.42							
				Completed	2021/04/23 09:08	Repair Hours:	0.72							
						Resolution Hours:	1.13							
	ProblemCode	s												
	Problem Code:	Doc feed												
	Resolution Code:		Misc Adjustment											
SC257706	6						'			'		'		
Call	SC257706	JAMMING [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	: CON6706-OSV-01			5.05	5	0
	A	D 11D1		5	2021/05/11 12:58		0.0	0 11 5						
	Assigned Tech	: David Prior :: Jill Aldrich			2021/05/11 12:58 2021/05/12 08:00	Response Hours: CM Response Hours:	3.9 3.90	Call Priority:		Parts Labor Travel Toner				
		: JIII Aldrich : 11x17 draw jamming						Biii Code:	. Osv Copier iviaint inc	rans Labor Travel Toner				
	Call Desc	; TIXT/ draw jamining			2021/05/12 08:22	Travel Hours:	0.37							
				Completed	2021/05/12 09:31	Repair Hours:	1.15							
						Resolution Hours:	5.05							
	Deable as Code	_												
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:		Clean/Adjust											
Studio 557 [Toshiba]	Resolution Code.		Clear/Aujust											
OSV-03404 sn:														
03V-03404 Sil.														
OSHES657 [Toshiba]													I	
OSV-03402 sn:														
00 V 00 40 Z 311.														
OSV-03403 sn:														
501 00 100 SH.														
OSHES8508A [Toshiba]									0.9	3 1.0	5 0.4	4 1.1		0
OSV-04412 sn:CIJF134	111								0.4					0
SC254771														
Call	II SC254771	Paper Tray Issue [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	: CON6706-OSV-01			0.68	3	0
	Assigned Tech				2021/04/08 15:49	Response Hours:	0.35	Call Priority:						
		: Olivia		•	2021/04/08 15:50	CM Response Hours:	0.35	Bill Code:	: OSV Copier Maint Inc	Parts Labor Travel Toner				
	Call Desc	: shows no paper when the	her is		2021/04/08 16:10	Travel Hours:	0.33							
				Completed	2021/04/08 17:25	Repair Hours:	0.33							
						Resolution Hours:	0.68							
	ProblemCode		0.1/5.1/6.											
	Problem Code:	Machine Fault/Error	Code/Fault Code											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	Resolution Code:	Guide/Baffle R	epair or Replacement											
SC25605														
Ca	III SC256050	ADF Issues [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			1.03	•	0
	Assigned Tech	: David Prior		Received:	2021/04/23 13:40	Response Hours:	0.35	Call Priority:	: N					
		: Olivia			2021/04/23 13:46	CM Response Hours:	0.35			Parts Labor Travel Toner				
		ADF misfeeds			2021/04/23 14:01	Travel Hours:	0.25							
	-				2021/04/23 14:42	Repair Hours:	0.68							
						Resolution Hours:	1.03							
	ProblemCodes	3												
	Problem Code:	Doc feed												
	i iobioiii oodo.	2001000												
	Resolution Code:		Misc Adjustment											
	Resolution Code:		Clean/Adjust											-
SC25788														
	all SC257889	Customer requests clean	ning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			C		0
			• • •											
	Assigned Tech				2021/05/12 15:26	Response Hours:	0.57	Call Priority:						
		: Olivia			2021/05/12 15:27	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	claening			2021/05/12 16:00	Travel Hours:	0.55							
				Completed	2021/05/12 16:40	Repair Hours:	0.5							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
OSV-05103 sn:CIAG16									2.4	5 2.4	5 0.3	2.7	1	0
SC25063														
Ca	III SC250635	ADF JAMS [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			2.7	•	0
	Assigned Tech	· David Prior		Received:	2021/03/01 13:48	Response Hours:	2.45	Call Priority	4HR Response					-
		: Olivia			2021/03/01 15:50	CM Response Hours:	2.45			Parts Labor Travel Toner				-
		: Doc feeder won't close -			2021/03/01 16:15	Travel Hours:	0.42							-
	-				2021/03/01 16:52	Repair Hours:	0.25							-
						Resolution Hours:	2.7							
														-
														-
	ProblemCodes													
	Problem Code:	Doc feed												
	Resolution Code:		Misc Adjustment											
	Resolution Code:		Clean/Adjust											+
tford Elementary School : 146			0.00%	1		0								+
kside Road			0.00,0			1								
EStudio 557 [Toshiba]	1													
OSV-03405 sn:														
TOSHES8508A [Toshiba]									5.5	8 6.6	3 0.6	3.4		0
OSV-05112 sn:CIAG15									5.5	8 6.6	3 0.6	3.4		0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	SC253727				'		'							
	Call SC253727	Paper Tray Issue [CM]]	Call In SLA	x: No	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			6.78		0
	Assigned Tech	: David Prior		Received	d: 2021/03/30 09:43	Response Hours:	6.63	Call Priority:	High					
	Calle	r: Ethan Kichura		Dispatched	1: 2021/03/30 15:44	CM Response Hours:	6.63	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc		en new paper is added in the	Arriveo	d: 2021/03/30 16:21	Travel Hours:	0.62							
		trave		Complete	d 2021/03/30 17:16	Repair Hours:	0.15							
						Resolution Hours:	6.78							
	ProblemCode	_												
	Problem Code:		or Code/Fault Code											
	Problem Code:	Machine Fault/Erro	or Code/Fault Code											
	Resolution Code:	Guide/Baffle	Repair or Replacement											
	Resolution Code:		Key Operator Training											
	SC261581													
	Call SC261581	Customer requests cle	eaning [CC]	Call In SLA	a: N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01			0		0
	Assigned Tech	: David Prior		Received	1: 2021/06/21 11:59	Response Hours:	4.52	Call Priority:	High					
	Calle	r:		Dispatched	1: 2021/06/22 07:42	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	c: cleaning		Arriveo	i: 2021/06/22 08:00	Travel Hours:	0.3							
				Complete	d 2021/06/22 09:08	Repair Hours:	1.13							
						Resolution Hours:	0							
	ProblemCode	s												
	Problem Code:	Image Quality												_
	i iobiciii oode.	age wanty												
	Resolution Code:		Clean/Adjust											
Total									4.93	3.83	100.03	387.5	14	4