

## Essex Westford School District - Office Systems of Vermont Fleet Service Report FY21



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.

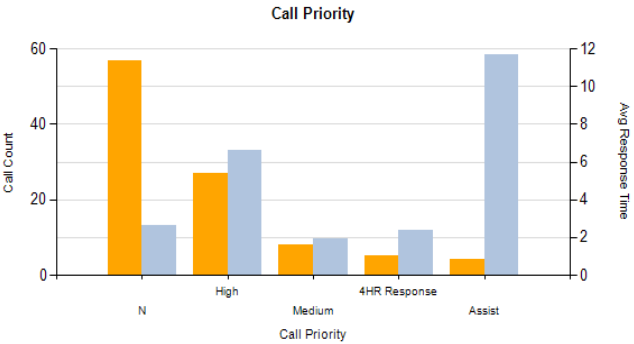
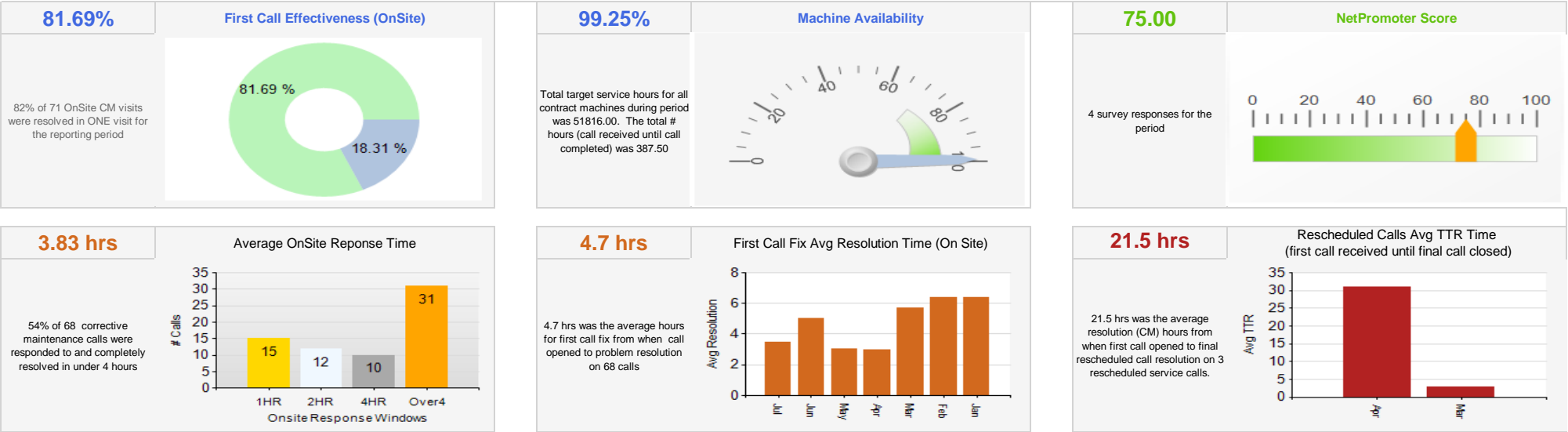
There were four machines with five or more service calls in the reporting period. Each had various issues mostly not related to each other other than the replacement of parts. One unit had six service calls but had an additional eight calls to replace parts or required additional technicians to diagnose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

# Essex Westford School District - Office Systems of Vermont Fleet Service Report FY21



**Essex Westford School District - Office Systems of Vermont  
Fleet Service Report FY21**

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
<b>Albert D Lawton Intermediate School : 104 Maple Street</b>											
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
OSV-05118[ Toshiba/E-Studio 5005AC]	Room A4	CFDG61928	7/14/2017	2	1,372	1,348	2,666	2,971	7/1/2013	8.08	Color Photocopier
OSV-03381[ Toshiba/E-Studio 5560c]	Room A4 - Replaced 8/10/20	CSHD13464	10/20/2014	0	1,372	1,348	188	420	4/1/2014	7.33	Color Photocopier
OSV-03382[ Toshiba/Estudio 857]	Room B21 - Teachers Room	CAHD13822	10/20/2014	2	14,663	0	13,816	0	6/1/2014	7.17	Black Photocopier
OSV-03383[ Toshiba/Estudio 857]	Room B21 - Teachers Room	CAHD13835	10/20/2014	3	11,965	0	10,548	0	6/1/2014	7.17	Black Photocopier
<b>Center for Technology : 2 Educational Drive</b>											
OSV-03391[ Toshiba/TOSHES657]	Administrative Office (Room E100)	CAHD14097	10/20/2014	1	2,877	0	1,354	0	6/1/2014	7.17	Black Photocopier
OSV-03395[ Toshiba/TOSHES457]	Building Trades	CEHD28690	10/20/2014	1	810	0	584	0	6/1/2014	7.17	Black Photocopier
OSV-03393[ Toshiba/E-Studio 5560cT]	Room D101 - Student Services - Replaced 8/11/20	CSHD13646	10/20/2014	0	1,613	485	50	34	4/1/2014	7.33	Color Photocopier
OSV-05113[ Toshiba/E-Studio 5005AC]	Room D101 - Student Services	CFDG61934	7/14/2017	2	1,613	485	2,751	1,205	1/1/2016	5.58	Color Photocopier
OSV-03392[ Toshiba/TOSHES657]	Room E109 - Skill Tech & Co-op	CAHD14096	10/20/2014	2	1,838	0	2,083	0	6/1/2014	7.17	Black Photocopier
OSV-03390[ Toshiba/TOSHES657]	Room M127 Community Ed M Wing	CAHD14098	10/20/2014	2	4,707	0	1,733	0	6/1/2014	7.17	Black Photocopier
OSV-04977[ Toshiba/TOSH518A]	Room M127 Community Ed M Wing - Replaced 7/2/20	C2BJ13826	10/20/2020	1	50	0	0	0	1/1/2008	13.58	Black Photocopier
OSV-03389[ Toshiba/E-Studio 4540cg]	Room R124 - Cosmetology	SMI380670	10/20/2014	3	977	220	1,121	275	9/1/2008	12.92	Color Network Printer
<b>Essex Elementary School : 1 Bixby Hill Road</b>											
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
OSV-03781[ Toshiba/Estudio 857]	Room 33 Teachers' Room - Replaced 8/11/20	CABF31366	3/31/2016	0	10,320	0	403	0	6/1/2014	7.17	Black Photocopier
OSV-05104[ Toshiba/TOSHES8508A]	Room 33 Teachers' Room	CICG17086	7/14/2017	6	10,320	0	36,700	0	7/1/2016	5.08	Black Photocopier
<b>Essex High School : 2 Educational Drive</b>											
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-03388[ Toshiba/E-Studio 3055c]	Maintenance	CYHD78644	10/20/2014	1	601	278	535	516	7/1/2013	8.08	Color Photocopier
OSV-03397[ Toshiba/Estudio 557]	Room A99 - Guidance	CAHD14261	10/20/2014	2	2,371	0	1,153	0	6/1/2014	7.17	Black Photocopier
OSV-05101[ Toshiba/TOSHES8508A]	Room C109	CICG17114	7/14/2017	3	18,441	0	6,410	0	7/1/2016	5.08	Black Photocopier
OSV-05102[ Toshiba/TOSHES8508A]	Room C109	C1AG15910	7/14/2017	2	0	0	19,034	0	7/1/2016	5.08	Black Photocopier
OSV-05107[ Toshiba/TOSHES8508A]	Room C109	CICG17106	7/14/2017	3	15,755	0	16,892	0	7/1/2016	5.08	Black Photocopier
OSV-04825[ Toshiba/E-Studio 1057]	Room C109B Copy Room RIGHT - 1st Floor - Replaced 8/11/20	CBJE40093	8/23/2017	0	18,441	0	92	0	1/1/2015	6.58	High Production Black Photocopier
OSV-04824[ Toshiba/E-Studio 1057]	Room C109B Copy Room LEFT - 1st Floor - Replaced 8/11/20	CBAF40183	8/23/2017	0	15,755	0	250	0	1/1/2015	6.58	High Production Black Photocopier
OSV-03396[ Toshiba/Estudio 757]	Room C130-A - Special Education	CAHD13768	10/20/2014	3	7,320	0	4,309	0	6/1/2014	7.17	Black Photocopier
OSV-05105[ Toshiba/TOSHES8508A]	Room C238	C1AG15908	7/14/2017	2	12,826	0	6,855	0	7/1/2016	5.08	Black Photocopier
OSV-05181[ Toshiba/TOSHES8508A]	Room C238	CICG17115	7/14/2017	4	12,639	0	4,741	0	7/1/2016	5.08	Black Photocopier
OSV-04826[ Toshiba/E-Studio 1057]	Room C238 Copy Room LEFT - 2nd Floor - Replaced 8/11/20	CBJE40101	8/23/2017	0	12,639	0	179	0	1/1/2015	6.58	High Production Black Photocopier
OSV-04823[ Toshiba/E-Studio 1057]	Room C238 Copy Room RIGHT - 2nd Floor - Replaced 8/11/20	CBJE40118	8/23/2017	0	12,826	0	7	0	1/1/2015	6.58	High Production Black Photocopier
OSV-03394[ Toshiba/Estudio 207]	Room L101 - Library	CEHD29792	10/20/2014	2	364	0	392	0	6/1/2014	7.17	Black Photocopier
<b>Essex Middle School : 60 Founders Road</b>											
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-03783[ Toshiba/Estudio 857]	Room 258 - Replaced 8/11/20	CABF31362	3/31/2016	0	9,110	0	17	0	6/1/2014	7.17	Black 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
<b>Essex Town School District : 58 Founders Road - Central Office East</b>											
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
<b>Essex Westford School District : 51 Park Street - Central Office West</b>											
OSV-03401[ Toshiba/Estudio 857]	Room 112	CAHD13841	10/20/2014	3	8,150	0	4,124	0	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

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<b>Founders Memorial School : 33 Founders Road</b>											
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	99	4/1/2014	7.33	Color Photocopier
OSV-03782[ Toshiba/Estudio 857]	Room C226 - Replaced 8/11/20	CABF31365	3/31/2016	0	9,463	0	1	0	6/1/2014	7.17	Black Photocopier
OSV-05111[ Toshiba/TOSHES8508A]	Room C226	CIAG15904	7/14/2017	3	9,463	0	25,285	0	7/1/2016	5.08	Black Photocopier
<b>Hiawatha Elementary School : 34 Hiawatha Avenue</b>											
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
<b>Thomas Fleming Elementary School : 21 Prospect Street</b>											
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
<b>Westford Elementary School : 146 Brookside Road</b>											
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	6/1/2014	7.17	Black Photocopier
<b>TOTALS &amp; AVERAGES</b>				<b>100</b>	<b>5,940</b>	<b>472</b>	<b>5,217</b>	<b>582</b>		<b>6.92</b>	

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	20029	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 necessitated 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		36700	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		16478	Two calls were for an error code; two calls were for a jam where parts had to be ordered and installed.

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E-Studio 857 eq# OSV-03400	Teachers' Room	CAHD13828	6	1,741,608		18519	One call was for streaks where a drum had to be ordered and replaced on the 2nd call; a similar situation occurred with the 3rd and 4th service calls where there was an error code and parts had to be ordered and installed several days later; the last service call was in May with a fuser issue that required cleaning.				

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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	

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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

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



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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

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Caller	Call Count
<b>Estudio 857</b>	
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
<b>TOSHES8508A</b>	
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
<b>Paul 802-373-4043</b>	1
<b>E-Studio 4540cg</b>	
Toshiba E-Studio 4540cg 45 PPM Color MFP EQ# OSV-03389	1
Finisher Problem	1
<b>Paul 802-373-4043 -- --</b>	4
<b>TOSHES8508A</b>	
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
<b>Paul Scharf</b>	8
<b>E-Studio 4540cg</b>	
Toshiba E-Studio 4540cg 45 PPM Color MFP EQ# OSV-03389	1
JAMMING	1
<b>E-Studio 5005AC</b>	
Toshiba E-Studio 5005AC 50PPM DIGITAL COLOR MFP EQ# OSV-05113	1
Streaks	1
<b>TOSHES8508A</b>	
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# OSV-05101	1
Service Code	1

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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

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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Center for Technology			% Calls in SLA	Total Calls	In SLA					4.93	3.83	1.0	3.8	14	0
Albert D Lawton Intermediate School : 104 Maple Street			100.00%	6	6										
E-Studio 3055c [Toshiba]										0.28	0.28	0.9	1.1	0	0
OSV-03384 sn:C7HD78629										0.28	0.28	0.9	1.1	0	0
SC259507															
Call	SC259507	Streaks [CM]			Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			1.13	0	0
		Assigned Tech: David Prior			Received: 2021/05/28 11:45	Response Hours:	0.28		Call Priority:	N					
		Caller: Olivia			Dispatched: 2021/05/28 11:46	CM Response Hours:	0.28		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: streaks			Arrived: 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	2.12	0.6	1.2	0	0
OSV-05118 sn:CFDG61928										2.10	2.12	0.6	1.2	0	0
SC248659															
Call	SC248659	COPY QUALITY POOR [CM]			Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			2.37	0	0
		Assigned Tech: David Prior			Received: 2021/02/09 14:08	Response Hours:	2.12		Call Priority:	N					
		Caller: Barbara Edwards			Dispatched: 2021/02/09 15:35	CM Response Hours:	2.12		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Light yellow on top of all the copies			Arrived: 2021/02/09 16:15	Travel Hours:	0.67								
					Completed 2021/02/09 16:56	Repair Hours:	0.25								
						Resolution Hours:	2.37								
		ProblemCodes													
		Problem Code:	Image Quality												
		Resolution Code:	Clean/Adjust												
SC258956															
Call	SC258956	Customer requests cleaning [CC]			Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			0	0	0
		Assigned Tech: David Prior			Received: 2021/05/24 16:57	Response Hours:	2.07		Call Priority:	Medium					
		Caller: Olivia			Dispatched: 2021/05/25 09:32	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: cleaning requested			Arrived: 2021/05/25 10:04	Travel Hours:	0.53								
					Completed 2021/05/25 10:55	Repair Hours:	0.85								
						Resolution Hours:	0								
		ProblemCodes													
		Problem Code:	Image Quality												
		Resolution Code:	Clean/Adjust												
E-Studio 5560c [Toshiba]															
OSV-03381 sn:															

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Estudio 857 [Toshiba]									1.51	1.55	0.7	1.9	0	0
OSV-03382 sn:CAHD13822									1.09	1.09	1.0	2.0	0	0
SC251803														
Call SC251803	?Unknown Problem? [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CON6706-OSV-01						1.95	0	0
	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 maintenance fuser cleaning wash "		Arrived: 2021/03/11 14:51	Travel Hours:	0.5									
			Completed 2021/03/11 15:47	Repair Hours:	0.93									
				Resolution Hours:	1.95									
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/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	0
	Assigned Tech: David Prior		Received: 2021/05/25 14:02	Response Hours:	1.15	Call Priority: N								
	Caller: Olivia		Dispatched: 2021/05/25 14:11	CM Response Hours:	1.15	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: noises		Arrived: 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:CAHD13835									1.80	2.02	0.6	1.8	0	0
SC249091														
Call SC249091	MAINT LITE [PM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CON6706-OSV-01						0	0	0
	Assigned Tech: David Prior		Received: 2021/02/12 14:37	Response Hours:	1.35	Call Priority: N								
	Caller: Olivia		Dispatched: 2021/02/12 15:08	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: cleaning lite		Arrived: 2021/02/12 15:58	Travel Hours:	0.83									
			Completed 2021/02/12 16:35	Repair Hours:	0.53									
				Resolution Hours:	0									
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Roller Clean or Replacement												
SC251802														
Call SC251802	Message [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CON6706-OSV-01						2.68	0	0
	Assigned Tech: David Prior		Received: 2021/03/11 13:49	Response Hours:	2.17	Call Priority: N								

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Barbara Edwards			Dispatched: 2021/03/11 15:47	CM Response Hours:	2.17		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: printing but given message "cannot print due to connection limit"			Arrived: 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														
Call	SC259391	NOISE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				2.58	0	0
	Assigned Tech: David Prior			Received: 2021/05/27 13:25	Response Hours:	1.87		Call Priority: N						
	Caller: Olivia			Dispatched: 2021/05/27 13:27	CM Response Hours:	1.87		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: noises			Arrived: 2021/05/27 15:17	Travel Hours:	1.83								
				Completed 2021/05/27 16:00	Repair Hours:	0.72								
					Resolution Hours:	2.58								
	ProblemCodes													
	Problem Code:	Noise												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Lubricate												
Center for Technology : 2 Educational Drive			25.00%	4	1									
E-Studio 4540cg [Toshiba]								5.72	8.40	1.0	6.3	0	0	
OSV-03389 sn:SMI380670								5.72	8.40	1.0	6.3	0	0	
SC246414														
Call	SC246414	Finisher Problem [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				11.72	0	0
	Assigned Tech: David Prior			Received: 2021/01/19 11:17	Response Hours:	10.62		Call Priority: High						
	Caller: Paul 802-373-4043			Dispatched: 2021/01/20 12:50	CM Response Hours:	10.62		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Finisher is not lining up correctly and keeps jamming			Arrived: 2021/01/20 13:24	Travel Hours:	0.57								
				Completed 2021/01/20 14:30	Repair Hours:	1.1								
					Resolution Hours:	11.72								
	ProblemCodes													
	Problem Code:	Finisher												
	Resolution Code:	Misc Adjustment												
	Resolution Code:	Clean/Adjust												
SC247579														
Call	SC247579	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				7.07	0	0
	Assigned Tech: David Prior			Received: 2021/01/29 09:26	Response Hours:	6.18		Call Priority: N						
	Caller: Paul Scharf			Dispatched: 2021/01/29 14:59	CM Response Hours:	6.18		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: keeps jamming --the finisher will not line up right			Arrived: 2021/01/29 15:37	Travel Hours:	0.63								
				Completed 2021/01/29 16:42	Repair Hours:	0.88								
					Resolution Hours:	7.07								

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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes														
	Problem Code:	Finisher													
	Problem Code:	Jamming/Jammed													
	Resolution Code:	Misc Adjustment													
	Resolution Code:	Clean/Adjust													
SC260570															
Call	SC260570	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01					0	0	0
	Assigned Tech:	David Prior		Received: 2021/06/10 08:59	Response Hours:	0.35		Call Priority: N							
	Caller:	-- --		Dispatched: 2021/06/10 09:00	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	lines		Arrived: 2021/06/10 09:20	Travel Hours:	0.33									
				Completed 2021/06/10 10:25	Repair Hours:	1.08									
					Resolution Hours:	0									
	ProblemCodes														
	Problem Code:	Image Quality													
	Resolution Code:	Clean/Adjust													
E-Studio 5560cT [Toshiba]															
OSV-03393 sn:															
TOSH5518A [Toshiba]									29.33			1.1	0.0	0	0
04977 sn:C2BJ13826									29.33			1.1	0.0	0	0
SC249151															
Call	SC249151	Rebuild/Refurbish [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01					0	0	0
	Assigned Tech:	Ethan Connor		Received: 2021/02/15 10:54	Response Hours:	29.33		Call Priority: Low							
	Caller:	-- --		Dispatched: 2021/02/18 14:44	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	refurb for resale		Arrived: 2021/02/18 14:44	Travel Hours:	0									
				Completed 2021/02/18 15:51	Repair Hours:	1.12									
					Resolution Hours:	0									
	ProblemCodes														
	Problem Code:	Broken Part													
	Resolution Code:	Fuser Repair or Replacement													
TOSHES457 [Toshiba]															
OSV-03395 sn:															
TOSHES657 [Toshiba]									1.77		3.11	0.8	1.5	0	0
OSV-03390 sn:CAHD14098									0.53		1.00	0.3	0.5	0	0
SC250355															
Call	SC250355	Streaks [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01					1.02	0	0
	Assigned Tech:	David Prior		Received: 2021/02/25 15:29	Response Hours:	1		Call Priority: N							
	Caller:	-- --		Dispatched: 2021/02/25 15:35	CM Response Hours:	1.00		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call Desc: getting straks		Arrived: 2021/02/25 16:29	Travel Hours: 0.9										
			Completed 2021/02/25 16:58	Repair Hours: 0.02										
				Resolution Hours: 1.02										
	ProblemCodes													
	Problem Code: Image Quality													
	Resolution Code: Clean/Adjust													
SC258763														
Call SC258763	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CON6706-OSV-01								0	0
	Assigned Tech: David Prior		Received: 2021/05/21 14:20	Response Hours: 0.05	Call Priority: N									
	Caller: -- --		Dispatched: 2021/05/21 14:22	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: cleaning		Arrived: 2021/05/21 14:23	Travel Hours: 0.02										
			Completed 2021/05/21 14:55	Repair Hours: 0.53										
				Resolution Hours: 0										
	ProblemCodes													
	Problem Code: Image Quality													
	Resolution Code: Clean/Adjust													
OSV-03391 sn:CAHD14097									5.22	5.22	1.4	6.6	0	0
SC261893														
Call SC261893	ADF JAMS [CM]		Call In SLA: No	SLA Response Hours: 4.00	Contract#: CON6706-OSV-01								6.63	0
	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										
	ProblemCodes													
	Problem Code: Doc feed													
	Problem Code: Jamming/Jammed													
	Resolution Code: Clean/Adjust													
OSV-03392 sn:CAHD14096									1.28		1.1	0.0	0	0
SC245760														
Call SC245760	MAINT LITE [PM]		Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CON6706-OSV-01								0	0
	Assigned Tech: David Prior		Received: 2021/01/12 13:36	Response Hours: 0.33	Call Priority: N									
	Caller: -- --		Dispatched: 2021/01/12 13:39	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: maintenance light		Arrived: 2021/01/12 13:56	Travel Hours: 0.28										
			Completed 2021/01/12 15:06	Repair Hours: 1.17										
				Resolution Hours: 0										



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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes														
	Problem Code:	Machine Fault/Error Code/Fault Code													
	Resolution Code:	Clean/Adjust													
SC262035															
Call	SC262035	Customer requests cleaning [CC]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01						0	0	0
		Assigned Tech: David Prior	Received: 2021/06/24 11:16	Response Hours:	2.23	Call Priority:	N								
		Caller: -- --	Dispatched: 2021/06/24 11:30	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: cleaning	Arrived: 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													
Center for Technology : - MissingAddress		#DIV/0!	0	0											
TOSHES457 [Toshiba]								1.22				0.9	0.0	0	0
OSV-03395 sn:CEHD28690								1.22				0.9	0.0	0	0
SC255385															
Call	SC255385	Customer requests cleaning [CC]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01						0	0	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													
	Resolution Code:	Clean/Adjust													
Essex Elementary School : 1 Bixby Hill Road		46.154%	13	6											
E-Studio 6570c [Toshiba]								6.08	4.54	1.3	7.1	7	0		
OSV-03786 sn:SSAF90726								6.08	4.54	1.3	7.1	7	0		
SC246687															
Call	SC246687	Service Code [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01						6.42	0	0
		Assigned Tech: David Prior	Received: 2021/01/21 09:57	Response Hours:	5.55	Call Priority:	High								
		Caller: Donna Sturgess	Dispatched: 2021/01/21 15:30	CM Response Hours:	5.55	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: service code for maint: 0108	Arrived: 2021/01/21 15:30	Travel Hours:	0										
			Completed 2021/01/21 16:22	Repair Hours:	0.87										
				Resolution Hours:	6.42										
	ProblemCodes														
	Problem Code:	Machine Fault/Error Code/Fault Code													

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Clean/Adjust												
SC248713	Call	SC248713 DUPLEX JAM [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01	8.9	0	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, Operational							
				Resolution Hours:	8.9									
	ProblemCodes													
	Problem Code:	Broken Part												
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Guide/Baffle Repair or Replacement												
SC248869	Call	SC248869 HAS PART [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01	0	1	0				
		Assigned Tech: David Prior	Received: 2021/02/11 09:44	Response Hours:	15.07	Call Priority:	High							
		Caller: Donna Sturgess	Dispatched: 2021/02/17 09:37	CM Response Hours:		Bill Code:	Unassigned							
		Call Desc: Down - Duplex jams HAS PARTS	Arrived: 2021/02/17 10:01	Travel Hours:	0.4									
			Departure 2021/02/17 11:08	Repair Hours:	1.12									
				Resolution Hours:	0									
SC248869														
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Guide/Baffle Repair or Replacement												
	Resolution Code:	Rebuild												
	Resolution Code:	Sensor Repair or Replacement												
SC249692	Call	SC249692 Streaks [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01	9.28	0	0				
		Assigned Tech: David Prior	Received: 2021/02/19 14:17	Response Hours:	7.88	Call Priority:	High							
		Caller: Donna Sturgess	Dispatched: 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 across the copies	Arrived: 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									
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Drum Repair or Replacement												
SC249852	Call	SC249852 HAS PART [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01	0	1	0				
		Assigned Tech: David Prior	Received: 2021/02/22 15:05	Response Hours:	4.67	Call Priority:	High							
		Caller: Donna Sturgess	Dispatched: 2021/03/05 08:04	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: red & blues streaks across the copies has parts	Arrived: 2021/03/05 08:30	Travel Hours:	0.43									

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Departure 2021/03/05 10:04		Repair Hours:	1.57							
						Resolution Hours:	0							
SC249852														
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Drum Repair or Replacement												
SC255324														
Call	SC255324	Remove Jam [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: CON6706-OSV-01			3.67	0	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 Incl Parts Labor Travel Toner					
	Call Desc:	machine jammed and cannot 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							
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Remove Jam												
SC255465														
Call	SC255465	False paper jam message [CM]		Call In SLA: No		SLA Response Hours:	4.00		Contract#: CON6706-OSV-01			6.48	0	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 Incl 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													
	Problem Code:	Doc feed												
	Problem Code:	Image Quality												
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Fuser Repair or Replacement												
Call	SC255538	HAS PART [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CON6706-OSV-01			0	1	0
	Assigned Tech:	David Prior		Received: 2021/04/16 14:52		Response Hours:	4.07		Call Priority: High					
	Caller:	Donna Sturgess		Dispatched: 2021/04/19 13:41		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	false jams in the finisher		Arrived: 2021/04/19 14:07		Travel Hours:	0.43							
				Departure 2021/04/19 15:49		Repair Hours:	1.7							
						Resolution Hours:	0							
SC255759														
Call	SC255759	ERROR CODE [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: CON6706-OSV-01			1.43	0	0
	Assigned Tech:	David Prior		Received: 2021/04/20 14:52		Response Hours:	1.03		Call Priority: N					

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Olivia			Dispatched: 2021/04/20 15:27	CM Response Hours:	1.03		Bill Code: OSV 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		Incompleted Needs Parts Urgent, Operational						
					Resolution Hours:	1.43								
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Fuser Repair or Replacement												
Call	SC255779	ERROR CODE [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				34.03	1	0
	Assigned Tech: David Prior			Received: 2021/04/26 16:23	Response Hours:	1.2		Call Priority: N						
	Caller: Olivia			Dispatched: 2021/04/26 14:28	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Down - error code - down			Arrived: 2021/04/26 15:39	Travel Hours:	1.18								
				Departure 2021/04/26 16:25	Repair Hours:	0.77		Incompleted Needs Assistance						
					Resolution Hours:	34.03								
Call	SC256255	ERROR CODE [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				27.72	1	0
	Assigned Tech: David Prior			Received: 2021/04/26 16:27	Response Hours:	25.6		Call Priority: N						
	Caller: Donna Sturgess			Dispatched: 2021/04/30 08:00	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Down - error code - down			Arrived: 2021/04/30 08:03	Travel Hours:	0.05								
				Departure 2021/04/30 10:10	Repair Hours:	2.12		Incompleted Needs Parts Urgent, Operational						
					Resolution Hours:	27.72								
Call	SC256695	HAS PART [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				0	1	0
	Assigned Tech: David Prior			Received: 2021/04/30 10:11	Response Hours:	3.7		Call Priority: High						
	Caller: Donna Sturgess			Dispatched: 2021/05/05 08:01	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Down - Down - error code - down			Arrived: 2021/05/05 08:31	Travel Hours:	0.5								
				Departure 2021/05/05 10:11	Repair Hours:	1.67		Needs Parts Urgent, Operational						
					Resolution Hours:	0								
Call	SC257122	HAS PART [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				0	1	0
	Assigned Tech: David Prior			Received: 2021/05/05 10:25	Response Hours:	0.48		Call Priority: N						
	Caller: Donna Sturgess			Dispatched: 2021/05/07 08:00	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Needs over night down for a week - Down - Down - error code - down			Arrived: 2021/05/07 08:30	Travel Hours:	0.5								
				Departure 2021/05/07 10:34	Repair Hours:	2.07								
					Resolution Hours:	0								
SC255779														
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Board Replacement												
SC256255														
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Board Replacement												
SC256695														
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Board Replacement												
SC259594														
Call	SC259594	ERROR CODE [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01					5.42	0	0
	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 **machine down possible phone fix	Arrived: 2021/06/02 08:00	Travel Hours:	0.17									
			Completed 2021/06/02 09:01	Repair Hours:	1.02									
				Resolution Hours:	5.42									
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Rebuild												
SC262655														
Call	SC262655	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01					3.45	0	0
	Assigned Tech:	David Prior	Received: 2021/07/01 12:36	Response Hours:	2.55	Call Priority:	N							
	Caller:	Olivia	Dispatched: 2021/07/01 14:27	CM Response Hours:	2.55	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	PCQ	Arrived: 2021/07/01 15:09	Travel Hours:	0.7									
			Completed 2021/07/01 16:03	Repair Hours:	0.9	Incompleted Needs Assistance								
				Resolution Hours:	3.45									
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Developer Repair or Replacement												
	Resolution Code:	Drum Repair or Replacement												
Estudio 857 [Toshiba]														
OSV-03781 sn:														
TOSHES8508A [Toshiba]								2.88	2.77	0.9	3.0	0	0	0
OSV-05104 sn:CICG17086								2.88	2.77	0.9	3.0	0	0	0
SC249515														
Call	SC249515	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01					7.85	0	0
	Assigned Tech:	David Prior	Received: 2021/02/18 10:05	Response Hours:	6.83	Call Priority:	N							
	Caller:	Donna Sturgess	Dispatched: 2021/02/19 08:03	CM Response Hours:	6.83	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	Jamming from bottom tray	Arrived: 2021/02/19 08:25	Travel Hours:	0.37									
			Completed 2021/02/19 09:26	Repair Hours:	1.02									
				Resolution Hours:	7.85									
	ProblemCodes													

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Roller Clean or Replacement												
SC250553														
Call	SC250553	DOWN MAC NOTRUN [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01					6.35	0	0
	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												
SC251989														
Call	SC251989	Lines on copy [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01					0	0	0
	Assigned Tech:	David Prior	Received: 2021/03/15 07:21	Response Hours:	3.42	Call Priority:	Assist							
	Caller:	Donna Sturgess	Dispatched: 2021/03/15 10:52	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	grey lines	Arrived: 2021/03/15 11:25	Travel Hours:	0.55									
			Completed 2021/03/15 12:22	Repair Hours:	0.95									
				Resolution Hours:	0									
	ProblemCodes													
	Problem Code:	Broken Part												
	Problem Code:	Image Quality												
	Resolution Code:	Misc Adjustment												
	Resolution Code:	Clean/Adjust												
SC254471														
Call	SC254471	Finisher Problem [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01					1.38	0	0
	Assigned Tech:	David Prior	Received: 2021/04/06 15:07	Response Hours:	0.58	Call Priority:	N							
	Caller:	-- --	Dispatched: 2021/04/06 15:10	CM Response Hours:	0.58	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	finisher will not connect	Arrived: 2021/04/06 15:42	Travel Hours:	0.53									
			Completed 2021/04/06 16:45	Repair Hours:	0.8									
				Resolution Hours:	1.38									
	ProblemCodes													
	Problem Code:	Broken Part												
	Problem Code:	Finisher												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Rebuild												
SC257384														
Call	SC257384	Finisher Problem [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CON6706-OSV-01					1.17	0	0
	Assigned Tech:	David Prior	Received: 2021/05/07 10:32	Response Hours:	0.1	Call Priority:	N							

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: -- --			Dispatched: 2021/05/07 10:35	CM Response Hours: 0.10			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: finishe isnt shutting right			Arrived: 2021/05/07 10:38	Travel Hours: 0.05									
				Completed 2021/05/07 11:42	Repair Hours: 1.07									
					Resolution Hours: 1.17									
	ProblemCodes													
	Problem Code: Broken Part													
	Problem Code: Finisher													
	Resolution Code: Clean/Adjust													
	Resolution Code: Guide/Baffle Repair or Replacement													
SC262466														
Call SC262466	NOISE [CM]			Call In SLA: Yes	SLA Response Hours: 4.00			Contract#: CON6706-OSV-01				1.27	0	0
	Assigned Tech: David Prior			Received: 2021/06/29 15:04	Response Hours: 0.42			Call Priority: N						
	Caller: -- --			Dispatched: 2021/06/29 15:18	CM Response Hours: 0.42			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: noise			Arrived: 2021/06/29 15:29	Travel Hours: 0.18									
				Completed 2021/06/29 16:20	Repair Hours: 0.85									
					Resolution Hours: 1.27									
	ProblemCodes													
	Problem Code: Noise													
	Resolution Code: Misc Adjustment													
	Resolution Code: Clean/Adjust													
	Resolution Code: Guide/Baffle Repair or Replacement													
Essex High School : 2 Educational Drive			47.368%	19	9									
E-Studio 1057 [Toshiba]														
OSV-04823 sn:														
OSV-04824 sn:														
OSV-04825 sn:														
OSV-04826 sn:														
EStudio 207 [Toshiba]								1.10	1.10	1.6	2.7	0	0	
OSV-03394 sn:CEHD29792								1.10	1.10	1.6	2.7	0	0	
SC246782														
Call SC246782	Noisy Operation [CM]			Call In SLA: Yes	SLA Response Hours: 4.00			Contract#: CON6706-OSV-01				4	0	0
	Assigned Tech: David Prior			Received: 2021/01/21 15:30	Response Hours: 1.57			Call Priority: Medium						
	Caller: Olivia			Dispatched: 2021/01/22 08:01	CM Response Hours: 1.57			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: grinding noise			Arrived: 2021/01/22 08:34	Travel Hours: 0.55									

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Completed	2021/01/22 11:00		Repair Hours:	2.43						
							Resolution Hours:	4						
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Optics												
SC254441														
Call	SC254441	COPY QUALITY POOR [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: CON6706-OSV-01			1.47	0	0
		Assigned Tech: David Prior		Received: 2021/04/06 12:59		Response Hours:	0.62		Call Priority: N					
		Caller: Olivia		Dispatched: 2021/04/06 13:04		CM Response Hours:	0.62		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: CQ		Arrived: 2021/04/06 13:36		Travel Hours:	0.53							
				Completed 2021/04/06 14:27		Repair Hours:	0.85							
						Resolution Hours:	1.47							
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Clean/Adjust												
E-Studio 3055c [Toshiba]								4.85		4.85	1.0	5.8	0	0
OSV-03388 sn:C7HD78644								4.85		4.85	1.0	5.8	0	0
SC245589														
Call	SC245589	Paper Tray Issue [CM]		Call In SLA: No		SLA Response Hours:	4.00		Contract#: CON6706-OSV-01			5.8	0	0
		Assigned Tech: David Prior		Received: 2021/01/11 12:07		Response Hours:	4.85		Call Priority: High					
		Caller: Kim Connelly		Dispatched: 2021/01/12 08:01		CM Response Hours:	4.85		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: paper tray LP is not feeding properly		Arrived: 2021/01/12 08:28		Travel Hours:	0.45							
				Completed 2021/01/12 09:25		Repair Hours:	0.95							
						Resolution Hours:	5.8							
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
E-Studio 5005AC [Toshiba]								3.68		3.68	0.6	4.3	0	0
OSV-05113 sn:CFDG61934								3.68		3.68	0.6	4.3	0	0
SC253009														
Call	SC253009	Streaks [CM]		Call In SLA: No		SLA Response Hours:	4.00		Contract#: CON6706-OSV-01			6.72	0	0
		Assigned Tech: David Prior		Received: 2021/03/23 09:17		Response Hours:	6.53		Call Priority: High					
		Caller: Paul Scharf		Dispatched: 2021/03/23 15:27		CM Response Hours:	6.53		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: 802-373-4043 streaks all over the pages		Arrived: 2021/03/23 15:49		Travel Hours:	0.37							
				Completed 2021/03/23 16:00		Repair Hours:	0.18							
						Resolution Hours:	6.72							
	ProblemCodes													



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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	Doc feed												
	Problem Code:	Image Quality												
	Resolution Code:	Misc Adjustment												
	Resolution Code:	Clean/Adjust												
SC262567														
Call	SC262567	COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			1.88	0	0
	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		Arrived: 2021/06/30 15:01	Travel Hours:	0.52								
				Completed 2021/06/30 16:05	Repair Hours:	1.07								
					Resolution Hours:	1.88								
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Clean/Adjust												
EStudio 557 [Toshiba]									1.13	0.52	1.0	0.8	0	0
OSV-03397 sn:CAHD14261									1.13	0.52	1.0	0.8	0	0
SC245761														
Call	SC245761	MAINT LITE [PM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			0	0	0
	Assigned Tech:	David Prior		Received: 2021/01/12 13:37	Response Hours:	1.73		Call Priority:	N					
	Caller:	Olivia		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														
Call	SC261792	Noisy Operation [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			1.52	0	0
	Assigned Tech:	David Prior		Received: 2021/06/22 14:47	Response Hours:	0.52		Call Priority:	N					
	Caller:	Olivia		Dispatched: 2021/06/22 15:08	CM Response Hours:	0.52		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	noises		Arrived: 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												
EStudio 757 [Toshiba]									6.76	7.16	0.9	5.3	1	0
OSV-03396 sn:CAHD13768									6.76	7.16	0.9	5.3	1	0
SC246059														
Call	SC246059	Part Broke off [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			2.62	0	0
	Assigned Tech:	David Prior		Received: 2021/01/14 12:26	Response Hours:	2.02		Call Priority:	N					

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Paul Scharf -- 802-373-4043 --		Dispatched: 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		Arrived: 2021/01/14 14:27	Travel Hours: 1										
			Completed 2021/01/14 15:03	Repair Hours: 0.6	Incompleted Need Parts - Operational									
				Resolution Hours: 2.62										
	ProblemCodes													
	Problem Code: Broken Part													
	Problem Code: Finisher													
	Resolution Code: Guide/Baffle Repair or Replacement													
Call	SC246104	HAS PART [O]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CON6706-OSV-01							0	1	0
	Assigned Tech: David Prior		Received: 2021/01/14 15:04	Response Hours: 5.97	Call Priority: High									
	Caller: Paul Scharf -- 802-373-4043 --		Dispatched: 2021/01/20 09:52	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Plastic Piece broke off in Finisher so parts are not		Arrived: 2021/01/20 10:01	Travel Hours: 0.15										
			Departure 2021/01/20 11:08	Repair Hours: 1.12										
				Resolution Hours: 0										
SC246104														
	ProblemCodes													
	Problem Code: Broken Part													
	Resolution Code: Clean/Adjust													
	Resolution Code: Rebuild													
SC261050														
Call	SC261050	NOISE [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CON6706-OSV-01							13.2	0	0
	Assigned Tech: David Prior		Received: 2021/06/15 12:48	Response Hours: 12.3	Call Priority: N									
	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										
	ProblemCodes													
	Problem Code: Noise													
	Resolution Code: Clean/Adjust													
	Resolution Code: Lubricate													
TOSHES657 [Toshiba]														
OSV-03398 sn:														
TOSHES8508A [Toshiba]								3.67	4.30	0.9	4.3	1	0	0
OSV-05101 sn:CICG17114								2.03	2.98	1.0	2.7	0	0	0
SC249489														
Call	SC249489	Service Code [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CON6706-OSV-01							6.25	0	0
	Assigned Tech: David Prior		Received: 2021/02/18 08:40	Response Hours: 5.28	Call Priority: High									
	Caller: Paul Scharf		Dispatched: 2021/02/18 13:04	CM Response Hours: 5.28	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: code C4-E2		Arrived: 2021/02/18 13:57	Travel Hours: 0.88										
			Completed 2021/02/18 14:55	Repair Hours: 0.97										

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
							Resolution Hours:	6.25						
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Clean/Adjust												
SC257161														
Call	SC257161	NOISE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				1.87	0	0
		Assigned Tech: David Prior		Received: 2021/05/05 13:02	Response Hours:	0.67		Call Priority: N						
		Caller: -- --		Dispatched: 2021/05/05 13:18	CM Response Hours:	0.67		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: noises		Arrived: 2021/05/05 13:42	Travel Hours:	0.4								
				Completed 2021/05/05 14:54	Repair Hours:	1.2								
					Resolution Hours:	1.87								
	ProblemCodes													
	Problem Code:	Noise												
	Resolution Code:	No Problem Found												
	Resolution Code:	Clean/Adjust												
SC260543														
Call	SC260543	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				0	0	0
		Assigned Tech: David Prior		Received: 2021/06/09 15:17	Response Hours:	0.13		Call Priority: N						
		Caller: -- --		Dispatched: 2021/06/09 15:19	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: cleaning		Arrived: 2021/06/09 15:25	Travel Hours:	0.1								
				Completed 2021/06/09 16:21	Repair Hours:	0.93								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Clean/Adjust												
OSV-05102 sn:CIAG15910									2.86	2.86	1.2	4.0	0	0
SC249590														
Call	SC249590	JAMMING [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				2.28	0	0
		Assigned Tech: David Prior		Received: 2021/02/18 14:13	Response Hours:	1.17		Call Priority: N						
		Caller: -- --		Dispatched: 2021/02/18 15:10	CM Response Hours:	1.17		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: jamming		Arrived: 2021/02/18 15:23	Travel Hours:	0.22								
				Completed 2021/02/18 16:42	Repair Hours:	1.12								
					Resolution Hours:	2.28								
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Roller Clean or Replacement												
SC256958														
Call	SC256958	NOISE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				5.75	0	0

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: David Prior			Received: 2021/05/04 09:40		Response Hours: 4.55		Call Priority: N						
	Caller: Paul Scharf			Dispatched: 2021/05/04 13:42		CM Response Hours: 4.55		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: noise & jamming			Arrived: 2021/05/04 14:13		Travel Hours: 0.52								
				Completed 2021/05/04 15:25		Repair Hours: 1.2								
						Resolution Hours: 5.75								
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Problem Code:	Noise												
OSV-05105 sn:CIAG15908									3.05	3.05	0.9	3.9	0	0
SC250340														
Call	SC250340	COPY QUALITY POOR [CM]		Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CON6706-OSV-01				1.82	0	0
	Assigned Tech: David Prior			Received: 2021/02/25 13:45		Response Hours: 1		Call Priority: N						
	Caller: -- --			Dispatched: 2021/02/25 14:21		CM Response Hours: 1.00		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: marks on copies			Arrived: 2021/02/25 14:45		Travel Hours: 0.4								
				Completed 2021/02/25 15:34		Repair Hours: 0.82								
						Resolution Hours: 1.82								
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Clean/Adjust												
SC250527														
Call	SC250527	Service Code [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CON6706-OSV-01				6.05	0	0
	Assigned Tech: David Prior			Received: 2021/03/01 08:15		Response Hours: 5.1		Call Priority: High						
	Caller: Paul Scharf			Dispatched: 2021/03/01 12:46		CM Response Hours: 5.10		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: message to close the duplexer not recognizing the drive is shut			Arrived: 2021/03/01 13:21		Travel Hours: 0.58								
				Completed 2021/03/01 14:18		Repair Hours: 0.95								
						Resolution Hours: 6.05								
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Misc Adjustment												
	Resolution Code:	Clean/Adjust												
OSV-05107 sn:CICG17106									4.55	6.21	0.9	4.7	0	0
SC250645														
Call	SC250645	DUPLEX JAM [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CON6706-OSV-01				9.37	0	0
	Assigned Tech: David Prior			Received: 2021/03/01 14:19		Response Hours: 8.48		Call Priority: High						
	Caller: 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								
	ProblemCodes													
	Problem Code:	Jamming/Jammed												

**Essex Westford School District - Office Systems of Vermont  
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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Misc Adjustment												
	Resolution Code:	Clean/Adjust												
SC257162														
Call	SC257162	Noisy Operation [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				4.8	0	0
	Assigned Tech: David Prior			Received: 2021/05/05 13:03	Response Hours:	3.93		Call Priority: High						
	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						
	Call Desc: noises			Arrived: 2021/05/06 08:29	Travel Hours:	0.45								
				Completed 2021/05/06 09:21	Repair Hours:	0.87								
					Resolution Hours:	4.8								
	ProblemCodes													
	Problem Code:	Broken Part												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Guide/Baffle Repair or Replacement												
SC260544														
Call	SC260544	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				0	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												
	Resolution Code:	Clean/Adjust												
OSV-05181 sn:CICG17115									4.97	5.69	0.5	5.5	1	0
SC249681														
Call	SC249681	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				5.05	0	0
	Assigned Tech: David Prior			Received: 2021/02/19 12:52	Response Hours:	4.2		Call Priority: N						
	Caller: Paul 802-373-4043 -- --			Dispatched: 2021/02/22 08:03	CM Response Hours:	4.20		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Jamming issues			Arrived: 2021/02/22 08:34	Travel Hours:	0.52								
				Completed 2021/02/22 09:25	Repair Hours:	0.85								
					Resolution Hours:	5.05								
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Roller Clean or Replacement												
SC250528														
Call	SC250528	Service Code [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				6.83	0	0
	Assigned Tech: David Prior			Received: 2021/03/01 08:17	Response Hours:	6.35		Call Priority: High						
	Caller: Paul 802-373-4043 -- --			Dispatched: 2021/03/01 14:18	CM Response Hours:	6.35		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: duplexer door not closing properly to get rid of messane			Arrived: 2021/03/01 14:38	Travel Hours:	0.33								
				Completed 2021/03/01 15:07	Repair Hours:	0.48								
					Resolution Hours:	6.83								

**Essex Westford School District - Office Systems of Vermont  
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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Broken Part												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Rebuild												
SC252156														
Call	SC252156	Noisy Operation [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				7.2	0	0
	Assigned Tech: David Prior			Received: 2021/03/16 08:28	Response Hours:	6.52		Call Priority: High						
	Caller: Paul Scharf			Dispatched: 2021/03/16 14:08	CM Response Hours:	6.52		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: making a dramatic knocking sound			Arrived: 2021/03/16 14:59	Travel Hours:	0.85								
				Completed 2021/03/16 15:40	Repair Hours:	0.68		Incompleted Needs Parts Urgent, Operational						
					Resolution Hours:	7.2								
	ProblemCodes													
	Problem Code:	Noise												
	Resolution Code:	Fuser Repair or Replacement												
Call	SC252325	Noisy Operation [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				2.83	1	0
	Assigned Tech: David Prior			Received: 2021/03/16 15:41	Response Hours:	2.8		Call Priority: Medium						
	Caller: Paul Scharf			Dispatched: 2021/03/17 08:00	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Down overnight - making a dramatic knocking sound			Arrived: 2021/03/17 09:59	Travel Hours:	1.98								
				Departure 2021/03/17 10:01	Repair Hours:	0.03								
					Resolution Hours:	2.83								
SC252325														
	ProblemCodes													
	Problem Code:	Broken Part												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Fuser Repair or Replacement												
Essex Middle School : 60 Founders Road		33.333%		6	2									
E-Studio 6570c [Toshiba]									8.90	8.66	1.2	7.9	1	0
OSV-03787 sn:SSAF90713									8.90	8.66	1.2	7.9	1	0
SC247404														
Call	SC247404	WRENCH [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				8.2	0	0
	Assigned Tech: David Prior			Received: 2021/01/28 08:11	Response Hours:	7.07		Call Priority: N						
	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								
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												

**Essex Westford School District - Office Systems of Vermont  
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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Update Firmware												
SC247718														
Call	SC247718	DOWN MAC NOTRUN [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: CON6706-OSV-01						19.08	0	0
	Assigned Tech:	David Prior	Received: 2021/02/01 08:08	Response Hours:	17.45	Call Priority: down machine								
	Caller:	Kim Maiberger	Dispatched: 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													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Update Firmware												
	Resolution Code:	Board Replacement												
SC255437														
Call	SC255437	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: CON6706-OSV-01						5.67	0	0
	Assigned Tech:	David Prior	Received: 2021/04/15 14:55	Response Hours:	4.67	Call Priority: N								
	Caller:	Kim Maiberger	Dispatched: 2021/04/16 10:21	CM Response Hours:	4.67	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc:	jamming upon exit - no access starting Monday.	Arrived: 2021/04/16 11:05	Travel Hours:	0.73									
			Completed 2021/04/16 12:05	Repair Hours:	1	Incompleted Needs Parts Urgent, Operational								
				Resolution Hours:	5.67									
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Fuser Repair or Replacement												
Call	SC255509	Parts Shipped [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CON6706-OSV-01						0	1	0
	Assigned Tech:	David Prior	Received: 2021/04/16 12:06	Response Hours:	9.88	Call Priority: N								
	Caller:	Kim Maiberger	Dispatched: 2021/04/20 10:18	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc:	jamming upon exit - no access starting Monday. SHIPPED 4/19/2021 TO WHILISTON	Arrived: 2021/04/20 11:13	Travel Hours:	0.92									
			Departure 2021/04/20 12:10	Repair Hours:	0.95									
				Resolution Hours:	0									
SC255509														
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Fuser Repair or Replacement												
SC257228														
Call	SC257228	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: CON6706-OSV-01						6.73	0	0
	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								
	Call Desc:	jammed **machine down customer would like eta please	Arrived: 2021/05/06 14:01	Travel Hours:	0.77									
			Completed 2021/05/06 15:19	Repair Hours:	1.3									
				Resolution Hours:	6.73									

**Essex Westford School District - Office Systems of Vermont  
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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Misc Adjustment												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Remove Jam												
Estudio 857 [Toshiba]														
OSV-03783 sn:														
TOSHES8508A [Toshiba]									0.89	0.89	0.8	1.7	0	0
OSV-05183 sn:CIFG20420									0.89	0.89	0.8	1.7	0	0
SC255526														
Call	SC255526	Finisher Problem [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			2.13	0	0
	Assigned Tech:	David Prior		Received: 2021/04/16 13:52	Response Hours:	1.38		Call Priority:	Medium					
	Caller:	Kim Maiberger		Dispatched: 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		Arrived: 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	0
	Assigned Tech:	David Prior		Received: 2021/05/06 15:05	Response Hours:	0.4		Call Priority:	N					
	Caller:	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												
Essex Town School District : 58 Founders Road			0.00%	1	0									
E-Studio 5560cT [Toshiba]									3.68	4.55	0.9	2.8	0	0
OSV-03784 sn:CSBE17738									3.68	4.55	0.9	2.8	0	0
SC252960														
Call	SC252960	Streaks [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			5.53	0	0



**Essex Westford School District - Office Systems of Vermont  
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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: David Prior			Received: 2021/03/22 15:04		Response Hours: 4.55		Call Priority: High						
	Caller: Michael Finn			Dispatched: 2021/03/23 09:52		CM Response Hours: 4.55		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: streaks			Arrived: 2021/03/23 11:07		Travel Hours: 1.25								
				Completed 2021/03/23 12:06		Repair Hours: 0.98								
						Resolution Hours: 5.53								
	ProblemCodes													
	Problem Code: Image Quality													
	Resolution Code: Clean/Adjust													
	Resolution Code: Drum Repair or Replacement													
SC257526														
Call	SC257526	Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CON6706-OSV-01					0	0
	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: cleaning			Arrived: 2021/05/10 13:56		Travel Hours: 0.8								
				Completed 2021/05/10 14:39		Repair Hours: 0.72								
						Resolution Hours: 0								
	ProblemCodes													
	Problem Code: Image Quality													
	Resolution Code: Clean/Adjust													
Essex Westford School District : 51 Park Street			50.00%	2	1									
E-Studio 3055c [Toshiba]									0.87	1.33	0.9	1.2	0	0
OSV-03385 sn:C7HD78664									0.87	1.33	0.9	1.2	0	0
SC247453														
Call	SC247453	Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CON6706-OSV-01					0	0
	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								
				Completed 2021/01/28 11:02		Repair Hours: 0.78								
						Resolution Hours: 0								
	ProblemCodes													
	Problem Code: Image Quality													
	Resolution Code: Clean/Adjust													
SC255962														
Call	SC255962	COPY QUALITY POOR [CM]		Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CON6706-OSV-01					2.3	0
	Assigned Tech: David Prior			Received: 2021/04/22 12:42		Response Hours: 1.33		Call Priority: N						
	Caller: Olivia			Dispatched: 2021/04/22 12:58		CM Response Hours: 1.33		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: colors are off			Arrived: 2021/04/22 14:02		Travel Hours: 1.07								
				Completed 2021/04/22 15:00		Repair Hours: 0.97								
						Resolution Hours: 2.3								

**Essex Westford School District - Office Systems of Vermont  
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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Misc Adjustment												
	Resolution Code:	Clean/Adjust												
Estudio 857 [Toshiba]								8.41	4.32	1.1	1.8	1	0	
OSV-03401 sn:CAHD13841								8.41	4.32	1.1	1.8	1	0	
SC246576														
Call	SC246576	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01		5.47	0	0	
	Assigned Tech:	David Prior		Received: 2021/01/20 10:47	Response Hours:	4.32		Call Priority:	N					
	Caller:	Jean Lawrance		Dispatched: 2021/01/20 14:41	CM Response Hours:	4.32		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	machine is still jamming		Arrived: 2021/01/20 15:06	Travel Hours:	0.42								
				Completed 2021/01/20 16:15	Repair Hours:	1.15		Incompleted Needs Parts Urgent, Operational						
					Resolution Hours:	5.47								
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Roller Clean or Replacement												
Call	SC246640	HAS PART [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01		0	1	0	
	Assigned Tech:	David Prior		Received: 2021/01/20 16:07	Response Hours:	20.43		Call Priority:	High					
	Caller:	Jean Lawrance		Dispatched: 2021/01/28 08:03	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	machine is still jamming HAS PARTS		Arrived: 2021/01/28 08:33	Travel Hours:	0.5								
				Departure 2021/01/28 09:42	Repair Hours:	1.15								
					Resolution Hours:	0								
SC246640														
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Rebuild												
SC254147														
Call	SC254147	MAINT LITE [PM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01		0	0	0	
	Assigned Tech:	David Prior		Received: 2021/04/01 16:41	Response Hours:	0.47		Call Priority:	N					
	Caller:	Sandra Sherman		Dispatched: 2021/04/02 08:01	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	maintenance lite		Arrived: 2021/04/02 08:28	Travel Hours:	0.45								
				Completed 2021/04/02 09:34	Repair Hours:	1.1								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Misc Adjustment												
	Resolution Code:	Clean/Adjust												

**Essex Westford School District - Office Systems of Vermont  
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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		Key Operator Training											
Founders Memorial School : 33 Founders Road			71.429%	7	5									
E-Studio 6506AC [Toshiba]									0.43	0.43	0.8	1.2	0	0
OSV-05099 sn:CHEG18488									0.43	0.43	0.8	1.2	0	0
SC251592														
Call	SC251592	NOISE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			1.53	0	0
	Assigned Tech:	David Prior		Received: 2021/03/10 10:13	Response Hours:	0.63		Call Priority:	N					
	Caller:	Jane Olesen		Dispatched: 2021/03/10 10:43	CM Response Hours:	0.63		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	banging grinding noises		Arrived: 2021/03/10 10:51	Travel Hours:	0.13								
				Completed 2021/03/10 11:45	Repair Hours:	0.9								
					Resolution Hours:	1.53								
	ProblemCodes													
	Problem Code:	Broken Part												
	Problem Code:	Noise												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Guide/Baffle Repair or Replacement												
SC257065														
Call	SC257065	NOISE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			0.95	0	0
	Assigned Tech:	David Prior		Received: 2021/05/04 15:23	Response Hours:	0.22		Call Priority:	N					
	Caller:	Jane Olesen		Dispatched: 2021/05/04 15:25	CM Response Hours:	0.22		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	noises		Arrived: 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:														
Estudio 857 [Toshiba]														
OSV-03782 sn:														
TOSHES457 [Toshiba]									9.70	5.87	1.0	2.7	1	0
OSV-03386 sn:CEHD28685									9.70	5.87	1.0	2.7	1	0
SC246466														
Call	SC246466	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			0	0	0
	Assigned Tech:	David Prior		Received: 2021/01/19 13:47	Response Hours:	1.77		Call Priority:	4HR Response					
	Caller:	Jane Olesen		Dispatched: 2021/01/19 15:16	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:			Arrived: 2021/01/19 15:33	Travel Hours:	0.28								
				Completed 2021/01/19 16:22	Repair Hours:	0.82								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Image Quality												

**Essex Westford School District - Office Systems of Vermont  
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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Clean/Adjust												
SC251546	Call	SC251546	DUPLEX JAM [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CON6706-OSV-01					3.28	0	0
		Assigned Tech: David Prior		Received: 2021/03/09 15:56	Response Hours:	2.3	Call Priority: 4HR Response							
		Caller: Jane Olesen		Dispatched: 2021/03/10 09:27	CM Response Hours:	2.30	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: paper jams in the right duplexer only open until 11 am on wednesday for repairs then back		Arrived: 2021/03/10 09:44	Travel Hours:	0.28								
				Completed 2021/03/10 10:43	Repair Hours:	0.98								
					Resolution Hours:	3.28								
	ProblemCodes													
	Problem Code:	Broken Part												
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Rebuild												
SC251732	Call	SC251732	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: CON6706-OSV-01					10.07	0	0
		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 Incl Parts Labor Travel Toner							
		Call Desc: frequently jamming on the right side of the machine		Arrived: 2021/03/12 10:48	Travel Hours:	0.33								
				Completed 2021/03/12 11:26	Repair Hours:	0.63								
					Resolution Hours:	10.07								
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Key Operator Training												
SC256275	Call	SC256275	Lines on copy [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CON6706-OSV-01					0	0	0
		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 Incl Parts Labor Travel Toner							
		Call Desc: black line thru entire copy		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													
	Problem Code:	Image Quality												
SC256432	Call	SC256432	HAS PART [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CON6706-OSV-01					0	1	0
		Assigned Tech: David Prior		Received: 2021/04/28 10:06	Response Hours:	26.58	Call Priority: High							
		Caller: Jane Olesen		Dispatched: 2021/05/05 10:26	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: black line thru entire copy HAS PARTS		Arrived: 2021/05/05 11:13	Travel Hours:	0.78								
				Departure 2021/05/05 12:32	Repair Hours:	1.32								
					Resolution Hours:	0								
SC256432														

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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes														
	Problem Code:	Image Quality													
	Resolution Code:	Drum Repair or Replacement													
	Resolution Code:	Fuser Repair or Replacement													
TOSHES8508A [Toshiba]										2.96	2.96	1.6	4.6	0	0
OSV-05111 sn:CIAG15904										2.96	2.96	1.6	4.6	0	0
SC251820															
Call	SC251820	JAMMING [CM]		Call In SLA: No		SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				6.38	0	0
	Assigned Tech:	David Prior		Received: 2021/03/11 14:49		Response Hours:	5.43		Call Priority: N						
	Caller:	Ethan Kichura		Dispatched: 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 finisher and also on duplex		Arrived: 2021/03/12 11:45		Travel Hours:	0.32								
				Completed 2021/03/12 12:42		Repair Hours:	0.95								
						Resolution Hours:	6.38								
	ProblemCodes														
	Problem Code:	Jamming/Jammed													
	Resolution Code:	Clean/Adjust													
	Resolution Code:	Key Operator Training													
SC257457															
Call	SC257457	NOISE [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				3.93	0	0
	Assigned Tech:	David Prior		Received: 2021/05/07 15:32		Response Hours:	1.6		Call Priority: N						
	Caller:	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								
	ProblemCodes														
	Problem Code:	Noise													
	Resolution Code:	Clean/Adjust													
	Resolution Code:	Fuser Repair or Replacement													
SC258708															
Call	SC258708	Finisher Problem [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				3.5	0	0
	Assigned Tech:	David Prior		Received: 2021/05/21 09:55		Response Hours:	1.85		Call Priority: Medium						
	Caller:	Jane Olesen		Dispatched: 2021/05/21 11:03		CM Response Hours:	1.85		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc:	jamming issues & customer can't get finisher back on machine		Arrived: 2021/05/21 11:46		Travel Hours:	0.72								
				Completed 2021/05/21 13:25		Repair Hours:	1.65								
						Resolution Hours:	3.5								
	ProblemCodes														
	Problem Code:	Jamming/Jammed													
	Resolution Code:	Clean/Adjust													
	Resolution Code:	Fuser Repair or Replacement													

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Hiawatha Elementary School : 34 Hiawatha Avenue			50.00%	4	2									
Estudio 857 [Toshiba]									12.51	4.95	1.2	3.8	2	0
OSV-03400 sn:CAHD13828									12.51	4.95	1.2	3.8	2	0
SC251378														
Call	SC251378	Streaks [CM]		Call In SLA: Yes	SLA Response Hours: 4.00		Contract#: CON6706-OSV-01					3.02	0	0
		Assigned Tech: David Prior		Received: 2021/03/08 14:44	Response Hours: 2.27		Call Priority: 4HR Response							
		Caller: Glenn Cioffi		Dispatched: 2021/03/09 08:01	CM Response Hours: 2.27		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: streaking		Arrived: 2021/03/09 08:30	Travel Hours: 0.48									
				Completed 2021/03/09 09:15	Repair Hours: 0.75	Incompleted Need Parts - Operational								
					Resolution Hours: 3.02									
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Developer Repair or Replacement												
	Resolution Code:	Drum Repair or Replacement												
Call	SC251435	HAS PART [O]		Call In SLA: N/A	SLA Response Hours: 4.00		Contract#: CON6706-OSV-01					0	1	0
		Assigned Tech: David Prior		Received: 2021/03/09 09:16	Response Hours: 51.9		Call Priority: High							
		Caller: Glenn Cioffi		Dispatched: 2021/03/18 10:05	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: streaking part shipped 3/10/2021 1741X21570368505151		Arrived: 2021/03/18 10:10	Travel Hours: 0.08									
				Departure 2021/03/18 13:47	Repair Hours: 3.62									
					Resolution Hours: 0									
SC251435														
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Developer Repair or Replacement												
	Resolution Code:	Drum Repair or Replacement												
SC253654														
Call	SC253654	Service Code [CM]		Call In SLA: No	SLA Response Hours: 4.00		Contract#: CON6706-OSV-01					10.15	0	0
		Assigned Tech: David Prior		Received: 2021/03/29 13:56	Response Hours: 9.7		Call Priority: High							
		Caller: Glen Cioffi		Dispatched: 2021/03/30 14:49	CM Response Hours: 9.70		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: C 970		Arrived: 2021/03/30 15:08	Travel Hours: 0.32									
				Completed 2021/03/30 15:35	Repair Hours: 0.45	Incompleted Needs Parts Urgent, Operational								
					Resolution Hours: 10.15									
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Misc Adjustment												
Call	SC253836	Parts in Box [O]		Call In SLA: N/A	SLA Response Hours: 4.00		Contract#: CON6706-OSV-01					0	1	0
		Assigned Tech: David Prior		Received: 2021/03/30 15:37	Response Hours: 3.37		Call Priority: N							

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									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						
	Call Desc: Down - C 970 PARTS AT SHOP			Arrived: 2021/03/31 15:49	Travel Hours:	0.58								
				Departure 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 Repair or Replacement												
SC256538														
Call	SC256538	Cleaning Web [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				7.93	0	0
	Assigned Tech: David Prior			Received: 2021/04/29 08:20	Response Hours:	7.1		Call Priority: High						
	Caller: Glenn Cioffi			Dispatched: 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 inside the machine			Arrived: 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 Repair or Replacement												
SC258389														
Call	SC258389	Fuser problem [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				1.57	0	0
	Assigned Tech: David Prior			Received: 2021/05/18 14:44	Response Hours:	0.73		Call Priority: N						
	Caller: Olivia			Dispatched: 2021/05/18 14:46	CM Response Hours:	0.73		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: fuser issue			Arrived: 2021/05/18 15:25	Travel Hours:	0.65								
				Completed 2021/05/18 16:15	Repair Hours:	0.83								
					Resolution Hours:	1.57								
	ProblemCodes													
	Problem Code:	Follow up												
	Resolution Code:	Clean/Adjust												
TOSHES457 [Toshiba]														
OSV-03751 sn:														
Thomas Fleming Elementary School : 21 Prospect Street			100.00%	5	5									
E-Studio 3055c [Toshiba]														
OSV-03387 sn:														
E-Studio 5005AC [Toshiba]									2.16	2.16	0.9	3.1	0	0
OSV-05210 sn:CFDG61930									2.16	2.16	0.9	3.1	0	0
SC255997														

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call	SC255997	ADF Issues [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				1.13	0	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 Incl Parts Labor Travel Toner						
		Call Desc: papers bending when using 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								
		ProblemCodes												
		Problem Code:	Doc feed											
		Resolution Code:	Misc Adjustment											
SC257706														
Call	SC257706	JAMMING [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				5.05	0	0
		Assigned Tech: David Prior		Received: 2021/05/11 12:58	Response Hours:	3.9		Call Priority: N						
		Caller: Jill Aldrich		Dispatched: 2021/05/12 08:00	CM Response Hours:	3.90		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: 11x17 draw jamming		Arrived: 2021/05/12 08:22	Travel Hours:	0.37								
				Completed 2021/05/12 09:31	Repair Hours:	1.15								
					Resolution Hours:	5.05								
		ProblemCodes												
		Problem Code:	Jamming/Jammed											
		Resolution Code:	Clean/Adjust											
EStudio 557 [Toshiba]														
OSV-03404 sn:														
TOSHES657 [Toshiba]														
OSV-03402 sn:														
OSV-03403 sn:														
TOSHES8508A [Toshiba]									0.93	1.05	0.4	1.1	0	0
OSV-04412 sn:CUJF13411									0.42	0.35	0.5	0.6	0	0
SC254771														
Call	SC254771	Paper Tray Issue [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CON6706-OSV-01				0.68	0	0
		Assigned Tech: David Prior		Received: 2021/04/08 15:49	Response Hours:	0.35		Call Priority: N						
		Caller: Olivia		Dispatched: 2021/04/08 15:50	CM Response Hours:	0.35		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: shows no paper when ther is		Arrived: 2021/04/08 16:10	Travel Hours:	0.33								
				Completed 2021/04/08 17:25	Repair Hours:	0.33								
					Resolution Hours:	0.68								
		ProblemCodes												
		Problem Code:	Machine Fault/Error Code/Fault Code											
		Resolution Code:	Clean/Adjust											



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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Guide/Baffle Repair or Replacement												
SC256050														
Call	SC256050	ADF Issues [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			1.03	0	0
	Assigned Tech:	David Prior		Received: 2021/04/23 13:40	Response Hours:	0.35		Call Priority:	N					
	Caller:	Olivia		Dispatched: 2021/04/23 13:46	CM Response Hours:	0.35		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	ADF misfeeds		Arrived: 2021/04/23 14:01	Travel Hours:	0.25								
				Completed 2021/04/23 14:42	Repair Hours:	0.68								
					Resolution Hours:	1.03								
	ProblemCodes													
	Problem Code:	Doc feed												
	Resolution Code:	Misc Adjustment												
	Resolution Code:	Clean/Adjust												
SC257889														
Call	SC257889	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			0	0	0
	Assigned Tech:	David Prior		Received: 2021/05/12 15:26	Response Hours:	0.57		Call Priority:	N					
	Caller:	Olivia		Dispatched: 2021/05/12 15:27	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	cleaning		Arrived: 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:CIAG16050									2.45	2.45	0.3	2.7	0	0
SC250635														
Call	SC250635	ADF JAMS [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01			2.7	0	0
	Assigned Tech:	David Prior		Received: 2021/03/01 13:48	Response Hours:	2.45		Call Priority:	4HR Response					
	Caller:	Olivia		Dispatched: 2021/03/01 15:50	CM Response Hours:	2.45		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Doc feeder won't close -		Arrived: 2021/03/01 16:15	Travel Hours:	0.42								
				Completed 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												
Westford Elementary School : 146 Brookside Road			0.00%	1	0									
EStudio 557 [Toshiba]														
OSV-03405 sn:														
TOSHES8508A [Toshiba]									5.58	6.63	0.6	3.4	0	0
OSV-05112 sn:CIAG15905									5.58	6.63	0.6	3.4	0	0

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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC253727															
Call	SC253727	Paper Tray Issue [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01				6.78	0	0
		Assigned Tech: David Prior		Received: 2021/03/30 09:43	Response Hours:	6.63		Call Priority:	High						
		Caller: Ethan Kichura		Dispatched: 2021/03/30 15:44	CM Response Hours:	6.63		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: an error message when new paper is added in the trays		Arrived: 2021/03/30 16:21	Travel Hours:	0.62									
				Completed 2021/03/30 17:16	Repair Hours:	0.15									
					Resolution Hours:	6.78									
		ProblemCodes													
		Problem Code:	Machine Fault/Error Code/Fault Code												
		Resolution Code:	Guide/Baffle Repair or Replacement												
		Resolution Code:	Key Operator Training												
SC261581															
Call	SC261581	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON6706-OSV-01				0	0	0
		Assigned Tech: David Prior		Received: 2021/06/21 11:59	Response Hours:	4.52		Call Priority:	High						
		Caller: -- --		Dispatched: 2021/06/22 07:42	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: cleaning		Arrived: 2021/06/22 08:00	Travel Hours:	0.3									
				Completed 2021/06/22 09:08	Repair Hours:	1.13									
					Resolution Hours:	0									
		ProblemCodes													
		Problem Code:	Image Quality												
		Resolution Code:	Clean/Adjust												
Total										4.93	3.83	100.03	387.5	14	0