



SPC SUMMARY

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.

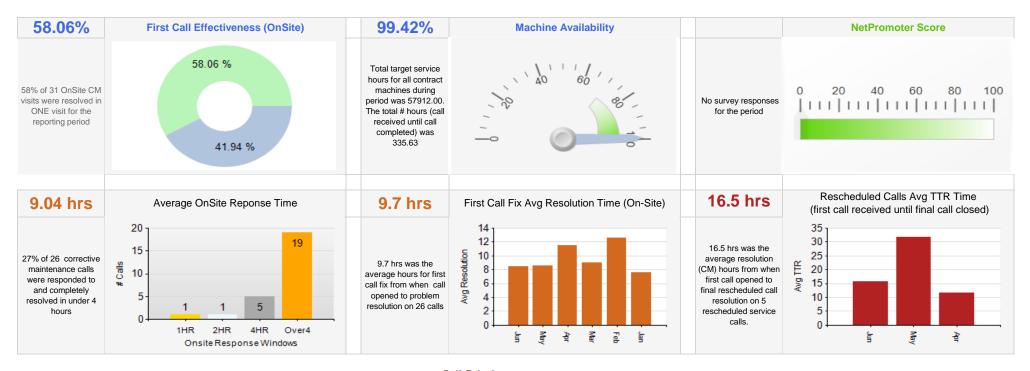
Out of 59 units under contract with OSV, there were 44 service calls on 19 copiers and printers. While that sounds like a significant amount, a number of calls were follow ups to install parts or required the assistance of the Service Manager for troubleshooting. Uptime was 99.42% with 58% of all calls being corrected on the first call. This is excellent considering the age of your fleet. There were two machines with more than five service calls during the fiscal year. Details of those calls can be found at the bottom of Page 4.

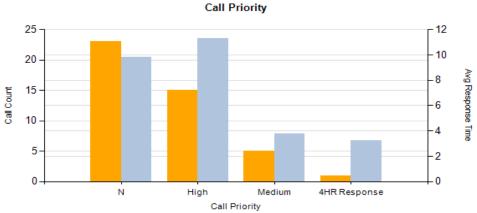
SPC's bid specs require vendor to *arrive* within an average of four hours for service calls. However, each vendor calculates these figures differently. OSV notes their response time from *call to completion* as 9.04 hours. Twenty-seven percent of the calls had a response to completion time of less than four hours.

Your last upgrade was 8/2/2016. All machines are under a five+ year warranty and service contract that expires on 6/30/22. However, the average model in your fleet was introduced 7.81 years ago. Forty-eight of your units are more than seven years from date of intro with three of those being more than 10. 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 reasonably well but you would do better upgrading some of your equipment that is older as well as those not performing well.

SAU 36 - Office Systems of Vermont Fleet Report FY21





Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Proj Monthly Vol Black	Proj Monthly Vol Color	Actual Monthly Vol Black	Actual Monthly Vol Color	Model Intro Date	Model Age (years)	Model Type
Lancaster Elementary School											
OSV-03879[Toshiba/EStudio 757]	Admin Office	CABF31294	6/30/2016	1	7,195	0	4,283	0	6/1/2014	7.25	Black Photocopier
OSV-04127[Kyocera/FS-2100DN]	Cafeteria	LQA6536799	7/21/2016	0	109	0	16	0	10/1/2012	8.92	Black Network Printer
OSV-03872[Toshiba/E-Studio 5560cT]	Main Office	SSAF90747	6/30/2016	1	6,784	5,225	3,546	3,343	4/1/2014	7.42	Color Photocopier
OSV-05643[Kyocera/KYM2635DW]	Nurses Office #92	VCA8603469	10/12/2018	0	129	0	278	0	3/1/2017	4.50	Black Network Printer
OSV-04054[HP/HPCP5225dn]	Room 100	CNGCH6C1BP	8/2/2018	0	260	587	25	105	11/1/2010	10.83	Black Network Printer
OSV-03974[Kyocera/P-2135DN Printer]	Room 37	LVK6542890	6/30/2016	0	493	0	0	0	3/1/2014	7.50	Black Network Printer
OSV-03975[Kyocera/P-2135DN Printer]	Room 111	LVK6542885	6/30/2016	2	123	0	335	0	3/1/2014	7.50	Black Network Printer
OSV-03973[Kyocera/P-2135DN Printer]	Room 17	LVK6542884	6/30/2016	0	0	0	368	0	3/1/2014	7.50	Black Network Printer
OSV-03950[Kyocera/FS-2100DN]	Room 34 - Library	LQA6436009	6/30/2016	0	1,479	0	1,105	0	10/1/2012	8.92	Black Network Printer
OSV-03875[Toshiba/Estudio 857]	Room 36 - Copy Room	SAAF90329	6/30/2016	6	30,064	0	18,096	0	6/1/2014	7.25	Black Photocopier
OSV-03877[Toshiba/Estudio 857]	Room 36 - Copy Room	SAAF90304	6/30/2016	2	29,842	0	15,206	0	6/1/2014	7.25	Black Photocopier
OSV-03952[Kyocera/FS-2100DN]	Room 42	LQA6436015	6/30/2016	0	2,215	0	35	0	10/1/2012	8.92	Black Network Printer
OSV-03920[Kyocera/KYP6130CDN]	Room 46	V5Q6403048	6/30/2016	2	595	969	245	406	6/1/2015		Color Network Printer
OSV-03976[Kyocera/P-2135DN Printer]	Room 92	LVK6542895	6/30/2016	0	10	0	1,070	0	3/1/2014	7.50	Black Network Printer
OSV-03957[Kyocera/P-2135DN Printer]	Room 95	LVK6542893	6/30/2016	0	489	0	265	0	3/1/2014		Black Network Printer
OSV-03919[Kyocera/KYP6130CDN]	Room 96	V5Q6403049	6/30/2016	1	135	55	60	31	6/1/2015	6.25	Color Network Printer
. ,											
White Mountains Regional High School											
OSV-03968[Kyocera/P-2135DN Printer]	Room 121 Danault	LVK6542898	6/30/2016	0	293	0	195	0	3/1/2014	7.50	Black Network Printer
OSV-03943[Kyocera/KYM2535dn]	Food Service Office	LVZ6431676	6/30/2016	0	1,177	0	1,428	0	3/1/2014	7.50	Black Network Printer
OSV-04052[Toshiba/E-Studio 4555c]	Guidance Office	C7BF52810	6/28/2016	0	3,888	2,794	1,261	1,170	7/1/2013	8.17	Color Photocopier
OSV-03964[Kyocera/FS-2100DN]	IT OFFICE	LQA6436008	6/30/2016	0	50	0	39	0	10/1/2012	8.92	Black Network Printer
OSV-03965[Kyocera/FS-2100DN]	Lab Room 136	LQA6435998	6/30/2016	0	113	0	87	0	10/1/2012	8.92	Black Network Printer
OSV-03876[Toshiba/E-Studio 6560c]	Main Office	CSCF25480	6/30/2016	0	5,169	4,181	2,162	1,614	4/1/2014	7.42	Color Photocopier
OSV-03891[Kyocera/KYP6130CDN]	Media Center	V5Q6403056	6/30/2016	0	292	321	189	385	6/1/2015	6.25	Color Network Printer
OSV-03882[Toshiba/Estudio 857]	Media Center Storage	SAAF90296	6/30/2016	0	7,646	0	592	0	6/1/2014	7.25	Black Photocopier
OSV-03884[Toshiba/Estudio 857]	Media Center Storage	SAAF90341	6/30/2016	0	7,888	0	1,719	0	6/1/2014	7.25	Black Photocopier
OSV-03961[Kyocera/FS-2100DN]	Media Room	LQA6436012	6/30/2016	2	1,266	0	151	0	10/1/2012	8.92	Black Network Printer
OSV-03972[Kyocera/P-2135DN Printer]	IT OFFICE	LVK6542894	6/30/2016	0	139	0	329	0	3/1/2014	7.50	Black Network Printer
OSV-03963[Kyocera/FS-2100DN]	RM 106	LQA6436005	6/30/2016	0	316	0	5	0	10/1/2012	8.92	Black Network Printer
OSV-03896[Kyocera/KYP6130CDN]	RM118 Futures Program	V5Q6403057	6/30/2016	0	489	581	605	255	6/1/2015	6.25	Color Network Printer
OSV-03962[Kyocera/FS-2100DN]	Room 100 Office by Secretaries	LQA6436002	6/30/2016	0	975	0	571	0	10/1/2012	8.92	Black Network Printer
OSV-04053[HP/HP M401dn]	Room 128	PHGFD08463	8/2/2018	0	897	0	903	0	6/1/2012	9.25	Black Network Printer
OSV-03915[Toshiba/E-Studio 5560cT]	Room 203 - Vocational	SSAF90751	6/30/2016	0	2,006	706	100	167	4/1/2014	7.42	Color Photocopier
OSV-03966[Kyocera/FS-2100DN]	Room 210 SPED	LQA6435999	6/30/2016	0	1,020	0	1,039	0	10/1/2012	8.92	Black Network Printer
OSV-03916[Toshiba/TOSHES457]	Special Education	CEDF66318	6/30/2016	1	3,133	0	1,709	0	6/1/2014	7.25	Black Photocopier

Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Proj Monthly Vol Black	Proj Monthly Vol Color	Actual Monthly Vol Black	Actual Monthly Vol Color	Model Intro Date	Model Age (years)	Model Type
OSV-03881[Toshiba/Estudio 857]	Staff Lunch Room	SAAF90337	6/30/2016	0	5,026	0	2,316	0	6/1/2014	7.25	Black Photocopier
OSV-03880[Toshiba/TOSHES657]	Steam Building Right Side	CABF31281	6/30/2016	2	2,461	0	39	0	6/1/2014	7.25	Black Photocopier
OSV-03883[Toshiba/E-Studio 4555c]	Teachers Workspace	C7BF52824	6/30/2016	3	14,848	2,413	7,830	1,699	7/1/2013	8.17	Color Photocopier
WMRSD Office											
OSV-03878[Toshiba/TOSHES657]	Accounts Payable	CABF31267	6/30/2016	1	4,987	0	4,527	0	6/1/2014	7.25	Black Photocopier
OSV-03868[Toshiba/E-Studio 6570c]	Main Office	CSAF24353	6/30/2016	1	3,464	3,040	2,721	4,025	4/1/2014	7.42	Color Photocopier
OSV-03951[Kyocera/FS-2100DN]	Superintendent's Secretary	LQA6436006	6/30/2016	2	462	0	414	0	10/1/2012	8.92	Black Network Printer
OSV-04056[HP/HP P3015]	Trina	VNB3Y46993	8/2/2018	0	2,808	0	1,681	0	7/1/2008	13.17	Black Network Printer
Whitefield Elementary School											
OSV-03971[Kyocera/P-2135DN Printer]	Room 23 Guidance	LVK6542891	6/30/2016	0	88	0	101	0	3/1/2014	7.50	Black Network Printer
OSV-03967[Kyocera/FS-2100DN]	Library	LQA6436010	6/30/2016	0	421	0	276	0	10/1/2012	8.92	Black Network Printer
OSV-03888[Kyocera/KYP6130CDN]	Lower Common Area	V5Q6403067	6/30/2016	0	186	232	141	129	6/1/2015	6.25	Color Network Printer
OSV-03873[Toshiba/E-Studio 6560c]	Main Office	CSCF25479	6/30/2016	9	17,874	6,531	7,296	3,876	4/1/2014	7.42	Color Photocopier
OSV-03890[Kyocera/KYP6130CDN]	Room 107	V5Q6403040	6/30/2016	0	160	171	0	0	6/1/2015	6.25	Color Network Printer
OSV-03969[Kyocera/FS-2100DN]	Room 125	LQA6436013	6/30/2016	0	217	0	32	0	10/1/2012	8.92	Black Network Printer
OSV-03953[Kyocera/P-2135DN Printer]	Room 131	;VL6543145	6/30/2016	0	245	0	0	0	3/1/2014	7.50	Black Network Printer
OSV-03970[Kyocera/P-2135DN Printer]	Room 137	LVK6542896	6/30/2016	0	29	0	9	0	3/1/2014	7.50	Black Network Printer
OSV-04055[HP/HPCP5225dn]	Room 143	CNGCH6C18G	8/2/2018	0	125	215	27	43	11/1/2010	10.83	Color Network Printer
OSV-03889[Kyocera/KYP6130CDN]	Room 29	V5Q6403054	6/30/2016	0	130	134	20	3	6/1/2015	6.25	Color Network Printer
OSV-03954[Kyocera/P-2135DN Printer]	Room 32	LVK6542900	6/30/2016	0	188	0	145	0	3/1/2014	7.50	Black Network Printer
OSV-03955[Kyocera/P-2135DN Printer]	Room 40	;VL6543144	6/30/2016	2	287	0	350	0	3/1/2014	7.50	Black Network Printer
OSV-03956[Kyocera/P-2135DN Printer]	Room 44	LVK6542880	6/30/2016	1	265	0	397	0	3/1/2014	7.50	Black Network Printer
OSV-03917[Toshiba/Estudio 857]	Teachers Room 2nd Floor	SAAF90294	6/30/2016	2	17,915	0	10,084	0	6/1/2014	7.25	Black Photocopier
OSV-03918[Toshiba/Estudio 857]	Upper Common Area	SAAF90338	6/30/2016	3	23,369	0	6,301	0	6/1/2014	7.25	Black Photocopier
TOTALS & AVERAGES				44	3,790	1,760	1,834	1,150		7.81	

Equipment with 5+ Service Calls July 1, 2020 to June 30, 2021

Current Equipment	Location	Serial Number	Install Date	# Service Calls	Total Mthly Vol (B+C)	Current Meter (B&C)	Model Age (years)	Reason for Service Calls
OSV-03875[Toshiba/Estudio 857]	Room 36 - Copy Room	SAAF90329	6/30/2016	6	18,096	1,422,142		1 call was for parts, which were installed on a subsequent call, and four calls were related to a jam that required parts to be installed and assistance by the Service Manager and adjustments made.
OSV-03873[Toshiba/E-Studio 6560c]	Main Office	CSCF25479	6/30/2016	9	11,172	1,245,820		4 service calls were for poor quality/lines/light prints with a 5th call as a follow-up with the Service Manager; 1 call was for noise, another was for jamming in the ADF with a follow-up call to install parts; and one call was an error code for PM.

Caller	Call Count
Alex Kittridge	5
P-2135DN Printer	
Kyocera P-2135DN Printer (37PPM) EQ# OSV-03955	2
Multiple Problems	2
Kyocera P-2135DN Printer (37PPM) EQ# OSV-03956	1
ERROR CODE	1
Kyocera P-2135DN Printer (37PPM) EQ# OSV-03975	2
Paper Tray Issue	2
Bethany Chase	12
E-Studio 5560cT	
Toshiba E-Studio 5560cT Color Copier EQ# OSV-03872	1
JAMMING	1
EStudio 757	
EStudio 757 copier EQ# OSV-03879	1
Not printing	1
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03875	6
JAMMING	6
Toshiba Estudio 857 EQ# OSV-03877	2
JAMMING	2
KYP6130CDN	
Kyocera P6130cdn 32PPM Color Printer EQ# OSV-03920	2
Call Service Flashing	2
Cathy Scott	6
E-Studio 4555c	
Toshiba E-Studio 4555c Color Copier EQ# OSV-03883	3
JAMMING	3
FS-2100DN	
EQ# OSV-03961	2
COPY QUALITY POOR	2
TOSHES457	
Toshiba eStudio 457 B/W Copier A3 45 PPM Copy, Print, Scan, Fax EQ# OSV-	1
COPY QUALITY POOR	1
Eileen Armstrong	7
E-Studio 6560c	

Caller	Call Count
Toshiba E-Studio 6560c Color Copier EQ# OSV-03873	5
COPY QUALITY POOR	5
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03917	1
LITE COPIES	1
Toshiba Estudio 857 EQ# OSV-03918	1
LITE COPIES	1
Jeremy Noyes	1
KYP6130CDN	
Kyocera P6130cdn 32PPM Color Printer EQ# OSV-03919	1
Service Code	1
Karen Miller- 603-837-9363	1
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03868	1
Finisher	1
katherine 603-837-2528	2
TOSHES657	
Toshiba EStudio 657 EQ# OSV-03880	2
Call Service Flashing	2
Marion Anastasia	2
FS-2100DN	
EQ# OSV-03951	2
HAS PART	2
Robin	6
E-Studio 6560c	
Toshiba E-Studio 6560c Color Copier EQ# OSV-03873	3
ADF Jamming	3
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03917	1
MAINT LITE	1
Toshiba Estudio 857 EQ# OSV-03918	2
Remove Jam	2
Robin LaLonde	1
E-Studio 6560c	
Toshiba E-Studio 6560c Color Copier EQ# OSV-03873	1

Caller	Call Count
MAINT LITE	1
Stephanie 603-837-9363	1
TOSHES657	
Toshiba EStudio 657 EQ# OSV-03878	1
Needs Service	1
Total	44

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Back
caster Elementary School			% Calls in SLA	Total Calls	In SLA				12.69	9.04	4 0.	7.	1	3
caster Elementary School : 35 Ice			22.222%	9	2									
E-Studio 5560cT [Toshiba]									12.18					0
OSV-03872 sn:SSAF90747									12.18	12.18	3 0.8	13.		0
SC247376	3													
Cal	SC247376	JAMMING [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			13.0	2	0
		Harold Santamore			2021/01/27 15:01	Response Hours:	12.18	Call Priority:						
	Caller:	Bethany Chase		Dispatched:	2021/01/29 08:38	CM Response Hours:	12.18	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	jamming all the time		Arrived:	2021/01/29 10:12	Travel Hours:	1.57							
				Completed	2021/01/29 11:02	Repair Hours:	0.83							
						Resolution Hours:	13.02							
	ProblemCodes													
		Jamming/Jammed												
	Resolution Code:		Clean/Adjust											
	Resolution Code:		Update Firmware											
EStudio 757 [Toshiba]									9.93					0
OSV-03879 sn:CABF31294									9.93	9.93	3 0.8	8 10.8	3	0
SC261010														
		Not printing [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			10.7	7	0
Odi												10.7		
	Assigned Tech:				2021/06/15 10:27	Response Hours:	9.93	Call Priority:	-					
	Caller:	Bethany Chase		Dispatched:	2021/06/16 11:25	CM Response Hours:	9.93	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	print jobs don't print out		Arrived:	2021/06/16 11:53	Travel Hours:	0.47							
				Completed	2021/06/16 12:43	Repair Hours:	0.83							
						Resolution Hours:	10.77							
	ProblemCodes	Print Connectivity												
	Problem Code:	Print Connectivity												
	Resolution Code:		Clean/Adjust											
Estudio 857 [Toshiba]			,,,,,						4.33	4.16	6 0.8	8 6.	7	4
OSV-03875 sn:SAAF90329									4.18	3.54	4 0.	7.	1	4
SC245444		Olleleness B. 11. O. C.		0-111 01 :	V	OLA Deserve	4.00		ODO04005 CC11 C1					0
Cal	SC245444	?Unknown Problem? [CM]		Call In SLA:	res	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			0.0		0
		Harold Santamore			2021/01/08 13:34	Response Hours:	0.03	Call Priority:						
	Caller:	Bethany Chase		Dispatched:	2021/01/08 13:35	CM Response Hours:	0.03	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	needs punch chip		Arrived:	2021/01/08 13:36	Travel Hours:	0.02							
	- 2500.				2021/01/08 13:37	Repair Hours:	0.02	Incompleted	Needs Parts Urgent,					
				,				•	Operational					
						Resolution Hours:	0.05							
	ProblemCodes													
		Machine Fault/Error Co	ode/Fault Code											
	Resolution Code:		Misc Adjustment											

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	C B
Call	SC245445	HAS PART [O]	Call In SL	A: N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04				0	1
	Assigned Tech:	Harold Santamore	Receive	d: 2021/01/08 13:39	Response Hours:	9.48	Call Priority:	High					\vdash
		Bethany Chase		d: 2021/01/08 13:39 d: 2021/01/12 09:07	CM Response Hours:	3.40			Parts Labor Travel Toner				
	Caller.	Detriarry Criase	Dispatche	u. 2021/01/12 09.07	Givi Response ribuis.		Bill Code.	OSV Copier Maint Inci	raits Labor Haver Torier				
	Call Desc:	needs punch chip has parts	Arrive	d: 2021/01/12 10:42	Travel Hours:	1.58							
			Departu	re 2021/01/12 12:16	Repair Hours:	1.57							
					Resolution Hours:	0							
SC245445													
	ProblemCodes												
	Problem Code:	Machine Fault/Error Cod	de/Fault Code										
	Resolution Code:	Sensor Repa	air or Replacement										
SC255422													
Call	SC255422	JAMMING [CM]	Call In SL	A: No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			7.3	3	0
	-	Harold Santamore		d: 2021/04/15 13:49	Response Hours:	7.05	Call Priority:						
	Caller:	Bethany Chase	Dispatche	d: 2021/04/16 12:22	CM Response Hours:	7.05	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	iamming	Arrivo	d: 2021/04/16 12:22	Travel Hours:	0							
	Can Desc.	Janning		ed 2021/04/16 12:39	Repair Hours:	0.28	Incompleted	Needs Parts Urgent,					-
			Complete	su 2021/04/10 12.35	Repail Hours.	0.20		Operational					
					Resolution Hours:	7.33							
	ProblemCodes												
	Problem Code:	Jamming/Jammed											
	Resolution Code:		Clean/Adjust										
Call	SC255516	JAMMING [CM]	Call In SL	A: N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			17.1	7	1
													_
	-	Harold Santamore		d: 2021/04/16 12:43	Response Hours:	3.22	Call Priority:						
	Caller:	Bethany Chase	Dispatche	d: 2021/04/20 09:43	CM Response Hours:		Bill Code:	OSV Copier Maint Inci	Parts Labor Travel Toner				
	Call Desc:	jamming	Arrive	d: 2021/04/20 11:14	Travel Hours:	1.52							
			Departu	re 2021/04/20 12:53	Repair Hours:	1.65	Incompleted	Needs Assistance					
					Resolution Hours:	17.17							\vdash
Call	SC255746	JAMMING [CM]	Call In SL	A: N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			3.0	2	1
		Harold Santamore		d: 2021/04/20 13:16	Response Hours:	3	Call Priority:						
	Caller:	Bethany Chase	Dispatche	d: 2021/04/20 16:16	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	iamming	Arrivo	d: 2021/04/20 16:16	Travel Hours:	0							
	Call DeSC:	jaimig		d: 2021/04/20 16:16 re 2021/04/20 16:17	Repair Hours:	0.02	Incompleted	Needs Parts Urgent,					
			Берапи	16 2021/04/20 16:17	керан поигу:	0.02	incompleted	Operational					
					Resolution Hours:	3.02							
Call	SC255778	JAMMING [CM]	Call In SL	A: N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			14.8	3	1
	•	Harold Santamore		d: 2021/04/20 16:20	Response Hours:	2.32	Call Priority:						
	Caller:	Bethany Chase	Dispatche	d: 2021/04/22 10:57	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	jamming	Arrive	d: 2021/04/22 13:13	Travel Hours:	2.27							
	2 2 300.			re 2021/04/22 14:10	Repair Hours:	0.95							
			Dopunta		Resolution Hours:	14.83							
SC255516													
30233310													
	ProblemCodos												
	ProblemCodes Problem Code:	Jamming/Jammed											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Drum Re	epair or Replacement											
SC255746														
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:		Misc Adjustment											
SC255778														
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:		Misc Adjustment											
OSV-03877 sn:SAAF90304	_								4.78	4.78	0.8	5.6		0
20045070														
SC245673		Carrier Carla (CM)		0-111- 01 4	V	OLA Bassassa Hauss	4.00	0	CDC04005 OCV 04					0
Call	SC245673	Service Code [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			4.1	(0
	Assigned Tech:	Harold Santamore		Received:	2021/01/12 09:13	Response Hours:	3.07	Call Priority:	High					
		Bethany Chase			2021/01/12 12:17	CM Response Hours:	3.07		-	Parts Labor Travel Toner				
	Call Desc:	Flashing wrench Code C	471		2021/01/12 12:17	Travel Hours:	0							
				Completed	2021/01/12 13:19	Repair Hours:	1.03							
						Resolution Hours:	4.1							
	ProblemCodes													
	Problem Code:	Machine Fault/Error 0	Code/Fault Code											
													I	
SC255421	Resolution Code:	Fuser Re	epair or Replacement											
		JAMMING [CM]		Call In SLA:	NI-	OLA Danasas Hauss	4.00	0	CDC04005 OCV 04			7.00		0
Call	50255421	JAMINING [CM]		Call In SLA:	NO	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			7.02	,	U
	Assigned Tech:	Harold Santamore		Received:	2021/04/15 13:48	Response Hours:	6.48	Call Priority:	N					
	Caller:	Bethany Chase		Dispatched:	2021/04/16 09:46	CM Response Hours:	6.48	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	jamming			2021/04/16 11:47	Travel Hours:	2.02							
				Completed	2021/04/16 12:19	Repair Hours:	0.53							
						Resolution Hours:	7.02							
	2.11.0													
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:		Clean/Adjust											
	resolution Code:		Ciean/Adjust											-
S-2100DN [Kyocera]														
OSV-03950 sn:														
OSV-03952 sn:														
USV-U395Z SN:														
VMOCOEDW II/wo1														
YM2635DW [Kyocera] OSV-05643 sn:														
USV-US043 SN:														
									14.77	8.34	0.7	6.1		1
VD6120CDN [Kupanga]														
YP6130CDN [Kyocera] OSV-03919 sn:V5Q6403049									10.90					0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC253285	5						'							
Cal	SC253285	Service Code [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			11.92	(0
	Assigned Tech:	Harold Santamore		Received:	2021/03/25 09:10	Response Hours:	10.9	Call Priority:	High					
		Jeremy Noyes			2021/03/26 09:45	CM Response Hours:	10.90			Parts Labor Travel Toner				
				·				D 0000.	oov copioi maiii iio	Tallo Labor Travor Torior				
	Call Desc:	call service 6610:00099	7E		2021/03/26 11:34	Travel Hours:	1.82							
				Completed	2021/03/26 12:35	Repair Hours:	1.02							
						Resolution Hours:	11.92							
	ProblemCodes													
	Problem Code:	Machine Fault/Error	Code/Fault Code											
	Resolution Code:		Clean/Adjust											
	Resolution Code:		Update Firmware											
OSV-03920 sn:V5Q6403048									16.7	5.77	0.	5 3.2		1
SC261680)													
Cal	I SC261680	Call Service Flashing [C	M]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			6.42	(0
					2021/06/22 08:44			0 !! 5 : ::						
		Harold Santamore				Response Hours:	5.77	Call Priority:						
	Caller:	Bethany Chase		Dispatched:	2021/06/22 12:41	CM Response Hours:	5.77	Bill Code:	OSV Copier Maint Inc	Parts Labor Travel Toner				
	Call Desc:	call for service and fan r	unning constantly	Arrived:	2021/06/22 14:30	Travel Hours:	1.82							
				Completed	2021/06/22 15:09	Repair Hours:	0.65	Incompleted	Needs Parts Urgent,					
								· ·	Operational					
						Resolution Hours:	6.42							
	ProblemCodes													
	Problem Code:	Machine Fault/Error	Code/Fault Code											
	Resolution Code:		epair or Replacement											
Cal	I SC261798	HAS PART [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			C		1
	Assigned Tech:	Harold Santamore		Received:	2021/06/22 15:10	Response Hours:	27.65	Call Priority:	High					
		Bethany Chase			2021/07/02 08:43	CM Response Hours:	27.00			Parts Labor Travel Toner				-
	Call Desc:	call for service and fan r	unning constantly HAS		2021/07/02 10:17	Travel Hours:	1.57							
		BABTE		Departure	2021/07/02 10:39	Repair Hours:	0.37							
						Resolution Hours:	0							
SC261798	3													
	ProblemCodes													
	Problem Code:	Machine Fault/Error	Code/Fault Code											
	Resolution Code:	Fuser R	epair or Replacement											
P-2135DN Printer [Kyocera]									31.6	3 28.65	5 0.	7 14.4		1
OSV-03957 sn:					_									
OSV-03973 sn:														
OSV-03974 sn:														
OSV-03975 sn:LVK6542885									31.6	3 28.65	5 0.	7 14.4		1

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC249146														
Call	SC249146	Paper Tray Issue [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			28.8	2 (0
		Harold Santamore			2021/02/15 10:39	Response Hours:	28.65	Call Priority:	-					
	Caller:	Alex Kittridge		Dispatched:	2021/02/18 13:48	CM Response Hours:	28.65	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	message add paper cass	sette but it in there	Arrived:	2021/02/18 13:48	Travel Hours:	0							
				Completed	2021/02/18 13:58	Repair Hours:	0.17	Incompleted	Needs Parts Urgent,					
						Resolution Hours:	28.82		Operational					
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Drum Re	epair or Replacement											
	SC249588	HAS PART [O]	spail of Replacement	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04) 1	1
		Harold Santamore Alex Kittridge			2021/02/18 14:01 2021/03/04 12:14	Response Hours: CM Response Hours:	34.6	Call Priority:		Parts Labor Travel Toner				
		-						Bill Code.	33 v Gopier ivianit IIICi	. a. a Labor Haver Fuller				
	Call Desc:	message add paper cass	ette but it in there HAS		2021/03/04 12:57	Travel Hours:	0.72							
				Departure	2021/03/04 14:08	Repair Hours: Resolution Hours:	1.18							
						Resolution Hours.	U							
SC249588														
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Drum Re	epair or Replacement											
OSV-03976 sn:														
te Mountains Regional High			20.00%	5		1			7.8	3 11.5	F.7	.0 18.		1
-Studio 4555c [Toshiba] OSV-03883 sn:C7BF52824									7.8			.0 18.		1
USV-U3003 SII.C/BF32024									7.0	-	~·	.0		
SC249134														
Call	SC249134	JAMMING [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			21	2 (0
	Assigned Tech:	Harold Santamore		Received:	2021/02/15 09:49	Response Hours:	20.02	Call Priority:	N					
	Caller:	Cathy Scott		Dispatched:	2021/02/17 11:43	CM Response Hours:	20.02	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	jamming		Arrived:	2021/02/17 12:50	Travel Hours:	1.12							
				Completed	2021/02/17 14:01	Repair Hours:	1.18							
						Resolution Hours:	21.2							
	ProblemCodes													
		Jamming/Jammed												
		3												
	Resolution Code:		Clean/Adjust											
SC257616			M1	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			3.9	5 (0
SC257616	SC257616	?Unknown Problem? [CN												
SC257616	SC257616	?Unknown Problem? [CN Keith Llewellyn	,		2021/05/11 08:00	Response Hours:	3.12	Call Priority:	Medium					
SC257616	SC257616 Assigned Tech:			Received:	2021/05/11 08:00 2021/05/11 09:12	Response Hours: CM Response Hours:	3.12 3.12			Parts Labor Travel Toner				

				0	0004/05/44 44.57	Desciption	0.00		Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Completed	2021/05/11 11:57	Repair Hours:	0.83	Incompleted	Needs Parts Urgent, Operational					
						Resolution Hours:	3.95							
	ProblemCodes													
	Problem Code:	Machine Fault/Error	Code/Fault Code											
	Resolution Code:	Fuser R	epair or Replacement											
Ca	II SC257686	?Unknown Problem? [C		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			31.63	3	1
	Assigned Tech:	Keith Llewellyn		Received:	2021/05/11 12:03	Response Hours:	0.35	Call Priority:	N					
		Cathy Scott			2021/05/17 08:42	CM Response Hours:	0.00			Parts Labor Travel Toner				
	Call Desc.	Needs fuset kit - jammi	ng & error msg machine	Arrived:	2021/05/17 08:42	Travel Hours:	0							
	Oan Desc.	Needs fuset kit jammi	ng a orror mag macrimo		2021/05/17 09:41	Repair Hours:	0.98							
						Resolution Hours:	31.63							
SC25768	0													
	ProblemCodes													
		Jamming/Jammed												
	Decelute C.		and an David											
OSV-04052 sn:	Resolution Code:	Fuser R	epair or Replacement											
03V-04032 SII.														
E-Studio 5560cT [Toshiba]														
OSV-03915 sn:														
E-Studio 6560c [Toshiba]														
OSV-03876 sn:														
Estudio 857 [Toshiba]														
OSV-03881 sn:														
OSV-03882 sn:														
03V-03002 SII.														
OSV-03884 sn:														
FS-2100DN [Kyocera]									12.59			.7 5.4		1
OSV-03961 sn:LQA6436012									12.59	10.7	3 0	.7 5.4	1	1
SC25871	2													
		COPY QUALITY POOR	[CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			10.82	2	0
	Assigned Tech:	Harold Santamore		Received:	2021/05/21 10:37	Response Hours:	10.73	Call Priority:	: N					
		Cathy Scott			2021/05/24 12:51	CM Response Hours:	10.73			Parts Labor Travel Toner				
	Call Desc:	gray shadows on copies		Arrived:	2021/05/24 12:51	Travel Hours:	0							
	- Can 2550.	,			2021/05/24 12:56	Repair Hours:	0.08		Need Parts -					
						Resolution Hours:	10.82		Operational					
						10000 SHOTT HOUIS.	10.02							
	ProblemCodes													

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
		HAS PART [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04				0	1
	Assigned Tech:	Keith Llewellyn		Received:	2021/05/24 12:59	Response Hours:	14.45	Call Priority:	High					
		Cathy Scott			2021/06/17 13:40	CM Response Hours:				Parts Labor Travel Toner				
	Call Desc:	gray shadows on copie	es has parts	Arrived:	2021/06/17 13:54	Travel Hours:	0.23							
					2021/06/17 15:08	Repair Hours:	1.23							
						Resolution Hours:	0							
SC258885														
30230003														
	ProblemCodes													
	Problem Code:	Image Quality												
	Decolution Code	Dl	Donois os Dorts											
	Resolution Code:		Repair or Replacement Repair or Replacement											+
OSV-03962 sn:		2.3												
OSV-03963 sn:														
OSV-03964 sn:														
001/ 00005														
OSV-03965 sn:														
OSV-03966 sn:														
HP M401dn [HP]														
OSV-04053 sn:														
KYM2535dn [Kyocera] OSV-03943 sn:														
03V-03543 Sil.														
KYP6130CDN [Kyocera]														
OSV-03891 sn:														
OSV-03896 sn:														
P-2135DN Printer [Kyocera]														
OSV-03968 sn:														
OSV-03972 sn:														
TOSHES457 [Toshiba]									10.35)
OSV-03916 sn:CEDF66318									10.35	10.3	5 0.	3 10.	7)

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC25871														
Ca	all SC258714	COPY QUALITY POOR	R [CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			10.65	C	0
	Assigned Tech:	Harold Santamore		Received:	2021/05/21 10:42	Response Hours:	10.35	Call Priority:	N					
	Caller:	Cathy Scott		Dispatched:	2021/05/24 12:18	CM Response Hours:	10.35	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	PCQ lines thru copies		Arrived:	2021/05/24 12:33	Travel Hours:	0.25							
		·			2021/05/24 12:51	Repair Hours:	0.3							
						Resolution Hours:	10.65							
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
TOSHES657 [Toshiba]									27.12	16.60	0.9	9 8.8	1	1
OSV-03880 sn:CABF31281									27.12	16.60	0.9	8.8	1	1
							·					'		
SC24484														
Ca	SC244843	Call Service Flashing [CI	M	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			17.65	C	0
	Assigned Tech:	Ethan Connor		Received:	2021/01/04 13:43	Response Hours:	16.6	Call Priority:	High					
	Caller:	katherine 603-837-25	528	Dispatched:	2021/01/06 12:41	CM Response Hours:	16.60	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	call for service		Arrived:	2021/01/06 13:19	Travel Hours:	0.63							
					2021/01/06 14:22	Repair Hours:	1.05	Incompleted	Needs Parts Urgent,					
						B 10 11	17.05		Operational					
						Resolution Hours:	17.65							
	ProblemCodes													
	Problem Code:	Machine Fault/Error (Code/Fault Code											
	Resolution Code:		Update Firmware											
Ca	III SC245163	Parts in Box [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			0	1	1
	Assigned Tech:	Ethan Connor		Received:	2021/01/06 14:23	Response Hours:	37.63	Call Priority:	N					
	Caller:	katherine 603-837-25	528	Dispatched:	2021/01/14 08:25	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Doco:	call for service PARTS A	AT SHOP	Arrived	2021/01/14 10:24	Travel Hours:	1.98							
	Call Desc.	call for service 1 ATTO A	AT OHO!		2021/01/14 10:24	Repair Hours:	0.8							
				Боранаго	2021/01/111112	Resolution Hours:	0							
SC24516	3													
	ProblemCodes													
	Problem Code:	Follow up												
	Resolution Code:	Install F	Equipment or Solution											
/hite Mountains Regional School		otdii E	50.00%	2		1								
E-Studio 6570c [Toshiba]									6.03	3	1.0	0.0	0	0
OSV-03868 sn:CSAF24353									6.03	8	1.0	0.0	(0
SC24564														
	3 III SC245643	Finisher [PM]		Call In SLA:	N/Δ	SLA Response Hours:	4.00	Contract	SPC01205-OSV-04			0		0
Ca						·						0	,	
		Harold Santamore			2021/01/11 16:02	Response Hours:	6.03	Call Priority:						
	Caller:	Karen Miller- 603-837	7-9363	Dispatched:	2021/01/12 13:20	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
		fi-i-b		Arrivod:	2021/01/12 13:34	Travel Hours:	0.23							
	Call Desc:	linisher error		Alliveu.	2021/01/12 13.34	Havei nouis.	0.23							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
						Resolution Hours:	0							
	ProblemCodes Problem Code:	Machine Fault/Error C	Codo/Equit Codo											
	Flobielli Code.	Macrime Faulu Error C	Sode/1 auit Code											
	Resolution Code:		Misc Adjustment											
FS-2100DN [Kyocera]									14.14					1
OSV-03951 sn:LQA6436006									14.14	1.0	0.3	0.5		1
SC245826		?Unknown Problem? [CN	ΜI	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			1.02		0
- Cui												1102	·	
	-	Harold Santamore			2021/01/13 08:17	Response Hours:	1	Call Priority:		Danielahar Tarrat Tarra				
	Caller:	Marion Anastasia		Dispatched:	2021/01/13 09:16	CM Response Hours:	1.00	Bill Code:	OSV Copier Maint Inci	Parts Labor Travel Toner				
	Call Desc:	dirty prints			2021/01/13 09:17	Travel Hours:	0.02							
				Completed	2021/01/13 09:18	Repair Hours:	0.02	Incompleted	Need Parts - Operational					
						Resolution Hours:	1.02		ореганопа					
	ProblemCodes													
		Image Quality												
Col	Resolution Code: SC245842	HAS PART [O]	epair or Replacement	Call In SLA:	NI/A	SLA Response Hours:	4.00	Contractil	SPC01205-OSV-04			0		1
Cai												·		'
	Assigned Tech:				2021/01/13 09:20	Response Hours:	27.27	Call Priority:						
	Caller:	Marion Anastasia		Dispatched:	2021/01/25 08:36	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	dirty prints Has Parts			2021/01/25 10:42	Travel Hours:	2.1							
				Departure	2021/01/25 11:12	Repair Hours:	0.5							
						Resolution Hours:	0							
SC245842														
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Developer Re	epair or Replacement											
OSV-04127 sn:														
HP P3015 [HP]														
OSV-04056 sn:														
HPCP5225dn [HP]														
OSV-04054 sn:														
									11.23	11.2	3 0.6	11.9		0
TOSHES657 [Toshiba]									11.23					0
OSV-03878 sn:CABF31267									11.23	11.2	0.6	11.8		
SC259552														
		Needs Service [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	SPC01205-OSV-04			11.85		0
				Oun III OLA.				Contractiv.	2. 23.200 00. 04			11.00	,	-

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bac
	Caller:	Stephanie 603-837-9	363	Dispatched:	2021/06/02 10:07	CM Response Hours:	11.23	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	message on printer to CA	ALLfor service a	Arrived:	2021/06/02 11:42	Travel Hours:	1.58							
	-	shawing a wrongh			2021/06/02 12:19	Repair Hours:	0.62							
						Resolution Hours:	11.85							
	ProblemCodes													
	Problem Code:	Machine Fault/Error C	Code/Fault Code											
	Resolution Code:		Clean/Adjust											
Vhitefield Elementary School : 34			30.00%	10		3								
E-Studio 6560c [Toshiba]									12.20					2
OSV-03873 sn:CSCF25479									12.20	4.48	8 0.9	4.3	:	2
SC24908														
Ca	II SC249088	LITE COPIES [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			8.67		0
	Andread T	Harald Cantage		Danii I	0004/00/40 44:40	Decrees He	7.00	O-II D-i :	. NI					
		Harold Santamore			2021/02/12 14:18	Response Hours:	7.62	Call Priority:		Destalabas T. 1.T.				
	Caller:	Eileen Armstrong		Dispatched:	2021/02/15 12:18	CM Response Hours:	7.62	Bill Code:	: USV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	very lite images when cop	pying but OK when	Arrived:	2021/02/15 13:25	Travel Hours:	1.12							
		printing												
				Completed	2021/02/15 14:28	Repair Hours:	1.05							
						Resolution Hours:	8.67							
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
SC24962	2													
Ca	II SC249622	?Unknown Problem? [CN	Λ]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			4.25		0
	Assigned Tech:	Harold Santamore		Possivod:	2021/02/19 08:12	Response Hours:	3.25	Call Priority	: 4HR Response					
	Caller:				2021/02/19 09:41	CM Response Hours:	3.25			Parts Labor Travel Toner				
	Callel.	KODIII		Dispatched.	2021/02/19 09.41	Civi Nesponse riouis.	3.23	Bill Code.	. OSV Copier Maint Inci	raits Labor Traver Torier				
	Call Desc:	Noise		Arrived:	2021/02/19 11:27	Travel Hours:	1.77							
				Completed	2021/02/19 12:27	Repair Hours:	1							
						Resolution Hours:	4.25							
	ProblemCodes													
	Problem Code:	Noise												
	Resolution Code:		Clean/Adjust											
SC25126	1													
Ca	II SC251261	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			O		0
				_										
	-	Harold Santamore			2021/03/08 09:42	Response Hours:	6.17	Call Priority:	-					
	Caller:	Eileen Armstrong		Dispatched:	2021/03/08 15:52	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	lines		Arrived:	2021/03/08 15:52	Travel Hours:	0							
	-				2021/03/08 16:06	Repair Hours:	0.23							
						Resolution Hours:	0							
							Ü							
	ProblemCodes													
		Image Ouglity												
	Problem Code:	Image Quality												

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	ı
SC254019													
Call	SC254019	ADF Jamming [CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			4.75	5	0
	Assigned Tech:	Ethan Connor	Received	2021/04/01 09:04	Response Hours:	4.02	Call Priority:	High					ŀ
	Caller:			2021/04/01 09:04	CM Response Hours:	4.02		-	Parts Labor Travel Toner				-
	Callel.	KODIII	Dispatched.	2021/04/01 12.07	Civi Nesponse riouis.	4.02	Bill Code.	O3V Copier Maint Inc	raits Labor Haver Toller				
	Call Desc:	ADF jamming	Arrived:	2021/04/01 13:05	Travel Hours:	0.97							
			Completed	2021/04/01 13:49	Repair Hours:	0.73	Incompleted	Need Parts -					
								Operational					
					Resolution Hours:	4.75							
													4
	ProblemCodes												4
	Problem Code:	Jamming/Jammed											_
													4
	Resolution Code:	Clean/Adjust											_
Call	SC254108	Parts Shipped [O]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			()	1
	Assigned Tech:	Ethan Connor	Received	2021/04/01 14:01	Response Hours:	56.82	Call Priority:	High					
	Caller:			2021/04/13 12:51	CM Response Hours:	00.02		-	Parts Labor Travel Toner				-
							Dill Code.	Cop.or Maint IIIC	Labor mayor romer				
	Call Desc:	ADF jamming PARTS SENT 04/05/2021	Arrived	2021/04/13 14:09	Travel Hours:	1.3							
			Departure	2021/04/13 14:46	Repair Hours:	0.62							
					Resolution Hours:	0							
SC254108													
	ProblemCodes												
	Problem Code:	Install Mach / Equip / Software											T
	Resolution Code:	Install Equipment or Solution											Т
SC255825													
Call	SC255825	Lines on copy [O]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			()	0
	Analas ad Tarks	Handa Cantanana	Deschart	0004/04/04 44:40	Decrees Herry	44.7	O-II Delevite	10-6					
		Harold Santamore		2021/04/21 11:16	Response Hours:	11.7	Call Priority:						
	Caller:	Eileen Armstrong	Dispatched:	2021/04/22 14:11	CM Response Hours:		Bill Code:	OSV Copier Maint Inc	Parts Labor Travel Toner				
	Call Desc:	thick black line on the images	Arrived:	2021/04/22 14:28	Travel Hours:	0.28							
			Completed	2021/04/22 14:38	Repair Hours:	0.17							
					Resolution Hours:	0							
	ProblemCodes												
		Image Quality											+
		5 9											
	Resolution Code:	Clean/Adjust											-
SC257806		C.Sall Projust											+
	SC257806	MAINT LITE [PM]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	SPC01205-OSV-04			(0
Can											·		
		Harold Santamore		2021/05/12 10:08	Response Hours:	1.68	Call Priority:						
	Caller:	Robin LaLonde	Dispatched:	2021/05/12 11:24	CM Response Hours:		Bill Code:	OSV Copier Maint Inc	Parts Labor Travel Toner				
	Call Dess.	maintenance lite on	Arrivad	2021/05/12 11:49	Travel Hours:	0.42							
	Call Desc:	man renance life UT		2021/05/12 11:49	Repair Hours:	1.68							
			Completed	2021/03/12 13:30	Repair Hours:	1.68							1
					Resolution Hours:	Ü							
	ProblemCodes												
	Problem Code:	Image Quality											
	Resolution Code:	Clean/Adjust											
	Resolution Code:	Update Firmware											
SC261248													

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Вас
Ca	II SC261248	COPY QUALITY POOI	R [CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			4.	98	0
	Assigned Tech:	Keith Llewellyn		Received:	2021/06/17 08:38	Response Hours:	3.03	Call Priority:	N					
		Eileen Armstrong			2021/06/17 09:49	CM Response Hours:	3.03			Parts Labor Travel Toner				
	Call Desc:	Blue lines when printing out graduation material	g; customer trying to print	Arrived:	2021/06/17 11:40	Travel Hours:	1.85							
	-	out graudation material	piedse cali with eta	Completed	2021/06/17 13:37	Repair Hours:	1.95	Incompleted	Needs Assistance					
				•		Resolution Hours:	4.98							
	ProblemCodes													
		Image Quality												
		Noise									-			
	Resolution Code:	Drum F	Repair or Replacement											
Ca		COPY QUALITY POOI		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04	1		15	5.8	1
		Harold Santamore			2021/06/17 13:40	Response Hours:	15.48	Call Priority:						
	Caller:	Eileen Armstrong		Dispatched:	2021/06/21 11:39	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Docc	Needs transfer helt cle-	aning blade Blue lines	Arrived	2021/06/21 12:09	Travel Hours:	0.5							
		when printing; custome	r trying to print out	Allived.	2021/00/21 12:03	navernouis.	0.5							
		graduation material **p	lease call with eta	Depart	2021/06/21 12:28	Repair Hours:	0.32							
				Departure	2021/06/21 12:28	· ·								
						Resolution Hours:	15.8							
SC26132	0													
SU26132	0													
	ProblemCodes													
		Noise												
	Froblem Code.	Noise												
	Resolution Code:		Clean/Adjust											
dio 857 [Toshiba]	rtocolulion couc.		Olourur tujuot						11.50	6 12.3	3 0.	7 10	0.4	0
SV-03917 sn:SAAF90294									7.0					0
3V-03917 SII.3MAF90294									7.0	0.0	0.			
														-
SC25126	0													-
		LITE COPIES [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			6	18	0
				oun in ob i.		CENTROSPONOS FIGURO.	1.00	Contidour.	0. 00.200 00. 0.			0.		
	-	Harold Santamore			2021/03/08 09:41	Response Hours:	5.53	Call Priority:						
	Caller:	Eileen Armstrong		Dispatched:	2021/03/08 14:17	CM Response Hours:	5.53	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Dagg	faded copies		Agricado	2021/03/08 15:13	Traval Hours	0.03							
	Call Desc:	raueu copies				Travel Hours:	0.93 0.65							
				Completed	2021/03/08 15:52	Repair Hours: Resolution Hours:	6.18							
						Resolution Hours:	0.18							
	ProblemCodes													
		Image Quality												
	FTODIETTI CODE:	image Quality												-
	Resolution Code:		Clean/Adjust											
SC25872			Olcan/Aujust											
		MAINT LITE [PM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	SPC01205-OSV-04				0	0
Oa.				Oan III OLA.		CE Trosponac Floura.	4.00	Contract#.	3. 331200-004-04					•
	Assigned Tech:	Harold Santamore		Received:	2021/05/21 11:30	Response Hours:	8.47	Call Priority:	N					
	Caller:	Robin		Dispatched:	2021/05/24 09:50	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	0-11.5	funor rollor -!	h ronloomont r		2024/05/24 44:00	Tagered Harris	4.00							
	Call Desc:	fuser roller cleaning we	o replacement msg		2021/05/24 11:28	Travel Hours:	1.63 0.82							
				Completed	2021/05/24 12:17	Repair Hours:								
						Resolution Hours:	0							
	ProblemCodes													

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bac
	Problem Code:	Machine Fault/Error (Code/Fault Code											
	Resolution Code:	Fuser R	epair or Replacement											
OSV-03918 sn:SAAF90338									14.60	14.60	0.7	15.3		0
SC246867		Remove Jam [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contractil	SPC01205-OSV-04			9.4		0
Cal												9.4	,	
	Assigned Tech: Caller:				2021/01/22 11:08 2021/01/25 11:13	Response Hours: CM Response Hours:	8.75 8.75	Call Priority:		Parts Labor Travel Toner				
								Bill Code.	OSV Copier Maint Inci	rans Labor Haver Toner				
	Call Desc:	Has a jam and they can	not locate the source		2021/01/25 11:23	Travel Hours:	0.17							
				Completed	2021/01/25 12:02	Repair Hours: Resolution Hours:	0.65 9.4							_
						resolution riouis.	5.4							
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:		Clean/Adjust											
SC249089		LITE CODIES (St.		0-": 0:	N-	Ol A David		0 1	00004005 000101					0
Ca	I SC249089	LITE COPIES [CM]		Call In SLA:		SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			9.68		0
		Harold Santamore			2021/02/12 14:20	Response Hours:	8.63	Call Priority:						
	Caller:	Eileen Armstrong		Dispatched:	2021/02/15 14:28	CM Response Hours:	8.63	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	very lite images when co	opying but OK when		2021/02/15 14:28	Travel Hours:	0							
				Completed	2021/02/15 15:31	Repair Hours: Resolution Hours:	1.05 9.68							
						Resolution Hours:	9.68							-
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
SC256020														
Cal	SC256020	JAMMING [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			26.73	(0
		Harold Santamore			2021/04/23 10:15	Response Hours:	26.42	Call Priority:						
	Caller:	Robin		Dispatched:	2021/04/28 09:37	CM Response Hours:	26.42	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	jamming - school on vac	cation week of 4/26 but		2021/04/28 11:10	Travel Hours:	1.55							
		oon occoon billing from 7	one one	Completed	2021/04/28 11:29	Repair Hours:	0.32							
						Resolution Hours:	26.73							_
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:		Misc Adjustment											
-2100DN [Kyocera]			oo ragaamant											
OSV-03967 sn:														
OSV-03969 sn:														
OGV-00303 SII.														
PCP5225dn [HP]														
OSV-04055 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
YP6130CDN [Kyocera]														
OSV-03888 sn:														
OSV-03889 sn:														

OSV-03890 sn:														
2 242EDN Drinter [Kunnerel									22.49	5.35	0.5	5 4.0	1	1
P-2135DN Printer [Kyocera] OSV-03953 sn:									ZZ. IV	0.00	0.0	, 1.0		
O3V-03953 Sil.														
OSV-03954 sn:														
OSV-03955 sn:LVK6543144									29.45	2.12	0.6	1.5	1	1
SC248627														
Cal	SC248627	Multiple Problems [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			3	()
	Assigned Tech:	Ethan Connor		Received:	2021/02/09 12:13	Response Hours:	2.12	Call Priority:	Medium					-
		Alex Kittridge			2021/02/09 13:49	CM Response Hours:	2.12			Parts Labor Travel Toner				
	- Canon	7 IIOX TILLII III GO				Om Roopenso Flouis.	2.12	2 CCCC.	COV COPIOI MAINE MOI	ratio Eabor Travor Torior				
	Call Desc:	one of the belts is sque	aling loudly and jamming		2021/02/09 14:20	Travel Hours:	0.52							
				Completed	2021/02/09 15:13	Repair Hours:	0.88	Incompleted	Need Parts - Operational					
						Resolution Hours:	3		Operational					-
							-							
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
		-												
	Resolution Code:	Fuser F	Repair or Replacement											
Cal	SC248672	Parts in Box [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			0	1	1
	Assigned Tech:	F#h O		D	2021/02/09 15:14	Response Hours:	56.77	Call Priority:	Manuficon					
	_	Alex Kittridge			2021/02/09 15:14		56.77			Parts Labor Travel Toner				
	Caller.	Alex Kittinge		Dispatched.	2021/02/23 06.57	CM Response Hours:		Bill Code.	OSV Copier Maint Inci	rans Labor Haver Toner				
	Call Desc:	one of the belts is sque	aling loudly and jamming	Arrived:	2021/02/23 08:58	Travel Hours:	0.02							
		the electron ports at abo	in.	Departure	2021/02/23 09:21	Repair Hours:	0.38							
						Resolution Hours:	0							
SC248672														
	ProblemCodes													
	Problem Code:	Follow up												
	Resolution Code:	leat-II	Equipment or Solution											
001/ 00050 11//05/005	Resolution Code:	install	Equipment of Solution						8.57	8.57	0.4	9.0		1
OSV-03956 sn:LVK6542880									8.57	8.57	0.2	9.0		,
SC258095														
		ERROR CODE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			8.95	()
Cai												0.33	· ·	
		Harold Santamore			2021/05/14 12:25	Response Hours:	8.57	Call Priority:						
	Caller:	Alex Kittridge		Dispatched:	2021/05/17 12:15	CM Response Hours:	8.57	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	0.110	toner & clean printer er	ror msa	Arrived:	2021/05/17 12:29	Travel Hours:	0.23							
	Call Desc.													

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
					Resolution Hours:	8.95						
	ProblemCodes	8										
	Problem Code:	Image Quality										
	Resolution Code:		Clean/Adjust									
OSV-03970 sn:												
001/ 0007/												
OSV-03971 sn:												
Total							12.69	9.0	4 32.57	335.63	13	3 0