

Client Name	Address	City	Tag	Model	Description	Serial	Number of Calls (Proactive & Reactive)	Response time (hrs)	Closed in 1 or 2 visits	Cycle time (hrs) (Down Time)	Up Time
AOS 91 District Office - Business Office Spare	1081 Eagle Lake Road	Mount Desert	137149	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59367	0				100.0%
AOS 91 District Office - Copy Room	1081 Eagle Lake Road	Mount Desert	212442	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011024933	1	0	100%	0.6	100.0%
AOS 91 District Office - Copy Room	1081 Eagle Lake Road	Mount Desert	212447	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011025010	1	2	100%	1.0	100.0%
AOS 91 District Office - Room 319	1081 Eagle Lake Road	Mount Desert	137145	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59469	0				100.0%
AOS 91 District Office - Room 319	1081 Eagle Lake Road	Mount Desert	137146	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59378	0				100.0%
AOS 91 District Office - Room 319	1081 Eagle Lake Road	Mount Desert	137147	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59270	0				100.0%
AOS 91 District Office - Room 319	1081 Eagle Lake Road	Mount Desert	137148	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59467	0				100.0%
AOS 91 District Office - Spare	1081 Eagle Lake Road	Mount Desert	137152	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5F56740	0				95.0%
Ashley Bryan School - Office 2	8 Main Street	Islesford	138173	KON-4422	bizhub 4422 46PPM MONO ALL IN ONE	AAFM011001254	0				100.0%
Ashley Bryan School - Principal's Office	8 Main Street	Islesford	212459	KON-C3350I	BIZHUB C3350i A4 HYBRID MFP 35 PPM	A93E011002380	0				100.0%
Connors-Emerson - Room E-05	11 Eagle Lake Road	Bar Harbor	137132	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59362	0				100.0%
Connors-Emerson School - Art Room	11 Eagle Lake Road	Bar Harbor	139115	HEW-CF389A	HP LJ M452DN 28PPM COLOR LASER PRINTER	VNB3B74409	0				100.0%
Connors-Emerson School - Boardman	11 Eagle Lake Road	Bar Harbor	137130	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5F56905	0				100.0%
Connors-Emerson School - Computer Lab	11 Eagle Lake Road	Bar Harbor	139113	HEW-CF389A	HP LJ M452DN 28PPM COLOR LASER PRINTER	VNB3B74407	0				100.0%
Connors-Emerson School - Connors Office	11 Eagle Lake Road	Bar Harbor	212444	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011024934	0				100.0%
Connors-Emerson School - Copy Room 21	11 Eagle Lake Road	Bar Harbor	139114	HEW-CF389A	HP LJ M452DN 28PPM COLOR LASER PRINTER	VNG3M10739	0				100.0%
Connors-Emerson School - Emerson Office	11 Eagle Lake Road	Bar Harbor	137137	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5F56901	0				100.0%
Connors-Emerson School - Emerson Teachers' Room	11 Eagle Lake Road	Bar Harbor	212439	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011010939	0				100.0%
Connors-Emerson School - French Class	11 Eagle Lake Road	Bar Harbor	139116	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59366	0				100.0%
Connors-Emerson School - Gabel-Richards	11 Eagle Lake Road	Bar Harbor	137129	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59372	0				100.0%
Connors-Emerson School - Grade 4 Hallway	11 Eagle Lake Road	Bar Harbor	137150	HEW-B5L25A	COLOR LJ M553DN PRINTER - 40 PPM	JPCCM8D171	1	73.8	100%	83.6	100.0%
Connors-Emerson School - Lower Hallway	11 Eagle Lake Road	Bar Harbor	212436	KON-658E	bizhub 658e 65PPM MONO MFP	AA6R011005213	0				100.0%
Connors-Emerson School - Office Hall	11 Eagle Lake Road	Bar Harbor	212452	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011024886	0				100.0%
Connors-Emerson School - Room 20	11 Eagle Lake Road	Bar Harbor	137134	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5F56900	0				100.0%
Connors-Emerson School - Room 32	11 Eagle Lake Road	Bar Harbor	137142	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59380	0				100.0%
Connors-Emerson School - Room 32 E-04	11 Eagle Lake Road	Bar Harbor	137112	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5F56904	0				100.0%
Connors-Emerson School - Room E-02	11 Eagle Lake Road	Bar Harbor	137126	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5707030	0				100.0%
Connors-Emerson School - Room E-03 Frels	11 Eagle Lake Road	Bar Harbor	137141	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59375	0				100.0%
Connors-Emerson School - Room E-06	11 Eagle Lake Road	Bar Harbor	137131	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59369	0				100.0%
Connors-Emerson School - Room E-09	11 Eagle Lake Road	Bar Harbor	137136	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5F56831	0				100.0%

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Conners-Emerson School - Room E-10	11 Eagle Lake Road	Bar Harbor	137144	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59364	0				100.0%
Conners-Emerson School - RoomE-12 Hanna	11 Eagle Lake Road	Bar Harbor	137140	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59370	0				100.0%
Conners-Emerson School - Special Education	11 Eagle Lake Road	Bar Harbor	137124	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5F56903	0				100.0%
Conners-Emerson School - Teachers' Lounge Closet	11 Eagle Lake Road	Bar Harbor	212434	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011024930	0				100.0%
Conners-Emerson School - Teachers' Lounge Closet	11 Eagle Lake Road	Bar Harbor	212470	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011017075	1	2.7	100%	3.5	100.0%
Frenchboro Elementary School - Main Office	22 High Road	Frenchboro	212458	KON-C3350I	BIZHUB C3350i A4 HYBRID MFP 35 PPM	A93E011002055	0				100.0%
Frenchboro Elementary School - Main Office	22 High Road	Frenchboro	138172	KON-4422	bizhub 4422 46PPM MONO ALL IN ONE	AAFM011001225	0				100.0%
Longfellow School - Office	The Main Road	Great Cranberry	212461	KON-C3350I	BIZHUB C3350i A4 HYBRID MFP 35 PPM	A93E011002168	0				100.0%
MDIRSS - AOS 91 - Hallway 1st Floor	119 Tremont Road	Tremont	211591	KON-C458	KONICA MINOLTA BIZHUB C458 45PPM HYBRID MFP	A79M011053010	0				100.0%
Mount Desert Elementary School - Grade 4 Hallway	8 Joy Road	Northeast Harbor	138177	KON-4402P	KONICA MINOLTA BIZHUB 4402P 46PPM MONO PRINTER	AAFJ011000529	0				100.0%
Mount Desert Elementary School - Grade 4-6 Lobby	8 Joy Road	Northeast Harbor	138179	KON-4402P	KONICA MINOLTA BIZHUB 4402P 46PPM MONO PRINTER	AAFJ011000461	0				100.0%
Mount Desert Elementary School - Grades K-3 Lobby	8 Joy Road	Northeast Harbor	212431	KON-C658	KONICA MINOLTA BIZHUB C658 65PPM HYBRID MFP	A79J013008832	0				100.0%
Mount Desert Elementary School - Kitchen Office Rm 141	8 Joy Road	Northeast Harbor	138174	KON-4422	bizhub 4422 46PPM MONO ALL IN ONE	AAFM011000215	0				100.0%
Mount Desert Elementary School - Main Office	1081 Eagle Lake Road	Mount Desert	212443	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011024874	2	8.7	100%	10.2	99.0%
Mount Desert Elementary School - Maintenance Office	8 Joy Road	Northeast Harbor	137135	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59365	0				100.0%
Mount Desert Elementary School - Teacher's Room	8 Joy Road	Northeast Harbor	212441	KON-C658	KONICA MINOLTA BIZHUB C658 65PPM HYBRID MFP	A79J013008877	0				100.0%
Mount Desert High School - Gym Office	1081 Eagle Lake Road	Mount Desert	139108	HEW-CF389A	HP LJ M452DN 28PPM COLOR LASER PRINTER	VNB3M73094	0				100.0%
Mount Desert High School - Room 130	1081 Eagle Lake Road	Mount Desert	139110	HEW-CF389A	HP LJ M452DN 28PPM COLOR LASER PRINTER	VNB3M73095	0				100.0%
Mount Desert High School - Teachers' Lunch Room	1081 Eagle Lake Road	Mount Desert	212438	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011011621	1	7.9	100%	10.0	100.0%
Mount Desert High School - Teachers' Lunch Room	1081 Eagle Lake Road	Mount Desert	212433	KON-C658	KONICA MINOLTA BIZHUB C658 65PPM HYBRID MFP	A79J013008857	0				100.0%
Mount Desert Island High School - Adult Education	1081 Eagle Lake Road	Mount Desert	212456	KON-C458	KONICA MINOLTA BIZHUB C458 45PPM HYBRID MFP	A79M011046871	1	2.0	100%	2.5	100.0%
Mount Desert Island High School - Copy Room Up	1081 Eagle Lake Road	Mount Desert	138180	KON-4402P	KONICA MINOLTA BIZHUB 4402P 46PPM MONO PRINTER	AAFJ011000224	0				100.0%
Mount Desert Island High School - Copy Room Up	1081 Eagle Lake Road	Mount Desert	212440	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011011647	0				100.0%
Mount Desert Island High School - Guidance Office	1081 Eagle Lake Road	Mount Desert	212450	KON-458E	KONICA MINOLTA BIZHUB 458e 45PPM MONO MFP	AA6U011015499	0				100.0%
Mount Desert Island High School - Library	1081 Eagle Lake Road	Mount Desert	138178	KON-4702P	bizhub 4702P 50PPM MONO PRINTER	AAFH011007585	0				100.0%
Mount Desert Island High School - Library	1081 Eagle Lake Road	Mount Desert	212446	KON-458E	KONICA MINOLTA BIZHUB 458e 45PPM MONO MFP	AA6U011015541	0				100.0%
Mount Desert Island High School - Main Office	1081 Eagle Lake Road	Mount Desert	139119	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5H45764	0				100.0%
Mount Desert Island High School - Main Office	1081 Eagle Lake Road	Mount Desert	212460	KON-C3350I	BIZHUB C3350i A4 HYBRID MFP 35 PPM	A93E011001637	0				100.0%
Mount Desert Island High School - Nurse's Office	1081 Eagle Lake Road	Mount Desert	137128	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5707025	0				100.0%
Mount Desert Island High School - Special Education	1081 Eagle Lake Road	Mount Desert	212453	KON-C458	KONICA MINOLTA BIZHUB C458 45PPM HYBRID MFP	A79M011044810	1	1.2	100%	1.9	100.0%
Pemetic Elementary School - Copy Room 1st Floor	327 Main Street	Southwest Harbor	212454	KON-C658	KONICA MINOLTA BIZHUB C658 65PPM HYBRID MFP	A79J013008922	1	9.4	100%	11.2	99.0%
Pemetic Elementary School - Copy Room 2nd Floor	327 Main Street	Southwest Harbor	212435	KON-C658	KONICA MINOLTA BIZHUB C658 65PPM HYBRID MFP	A79J013008851	0				100.0%

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Pemetic Elementary School - Main Office	327 Main Street	Southwest Harbor	137153	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59379	0				100.0%
Pemetic Elementary School - Main Office	327 Main Street	Southwest Harbor	138181	KON-4702P	bizhub 4702P 50PPM MONO PRINTER	AAFH011007581	1	16.7	100%	18.0	100.0%
Pemetic Elementary School - Room 125	327 Main Street	Southwest Harbor	137143	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59374	0				100.0%
Pemetic Elementary School - Room 215	327 Main Street	Southwest Harbor	138182	KON-4402P	KONICA MINOLTA BIZHUB 4402P 46PPM MONO PRINTER	Pemetic AAFJ011000534	0				100.0%
Pemetic Elementary School - Room 231	327 Main Street	Southwest Harbor	137125	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5F56898	0				100.0%
Pemetic Elementary School - Room 231	327 Main Street	Southwest Harbor	137139	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5F56902	0				100.0%
Pemetic Elementary School - Room 237	327 Main Street	Southwest Harbor	137139	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5F56907	0				100.0%
Pemetic Elementary School - Upper Special Education 206	327 Main Street	Southwest Harbor	137127	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5D59368	0				100.0%
Swans Island Elementary School - Copy Room	116 Rose Hill Road	Swans Island	212449	KON-308E	KONICA MINOLTA bizhub 308e 30PPM MONO MFP	AA6W017003927	0				100.0%
Swans Island Elementary School - Library	116 Rose Hill Road	Swan Island	139112	HEW-CF389A	HP LJ M452DN 28PPM COLOR LASER PRINTER	VNB3B20860	2	20.3	100%	23.5	99.0%
Swans Island Elementary School - Main Office	116 Rose Hill Road	Swans Island	138143	KON-C3350I	BIZHUB C3350i A4 HYBRID MFP 35 PPM	A93E011001597	1	64.0	100%	72.2	100.0%
Tremont Consolidated School - Main Office	119 Tremont Road	Bass Harbor	137151	HEW-B5L25A	COLOR LJ M553DN PRINTER - 40 PPM	JPCCM8D1BD	0				100.0%
Tremont Consolidated School - Main Office	119 Tremont Road	Bass Harbor	139103	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5H45792	0				100.0%
Tremont Consolidated School - Main Office Hall	119 Tremont Road	Bass Harbor	212437	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011011640	0				100.0%
Tremont Consolidated School - Principal's Office	119 Tremont Road	Bar Harbor	137133	HEW-C5J91A	HP LASERJET PRO M402DNE 38/40PPM MONO PRINTER	PHB5F56906	0				100.0%
Trenton Elementary School - Main Office	51 School Road	Trenton	212430	KON-C658	KONICA MINOLTA BIZHUB C658 65PPM HYBRID MFP	A79J013008847	0				100.0%
Trenton Elementary School - Room 202	51 School Road	Trenton	212432	KON-C658	KONICA MINOLTA BIZHUB C658 65PPM HYBRID MFP	A79J013008939	0				100.0%
Trentont Elementary School - Hallway of Room 107	51 School Road	Trenton	212451	KON-458E	KONICA MINOLTA BIZHUB 458e 45PPM MONO MFP	AA6U011015528	0				100.0%
		TOTALS and AVERAGES					14	17.39	100%	238.13	99.9%

SPC COMMENTS

Since your equipment is new, it is not surprising the number of service calls (14) on 12 different machines is low. Uptime at 99.9% is excellent. Note that there are some machines with a service call noted that was a Preventative Maintenance visit and would not count in the response time.

The high response times for the machines highlighted in yellow were due to 1) JPCCM8D171 needed a board replacement during the equipment installs and network setup; replacement was delayed by 15 days because of this. 2) A93E011001597 needed service just prior to school's winter vacation. Service could not be done until school resumed activity the first

Definitions

Response time: Time from when service call was created at SymQuest till the onsite technician arrives. Proactive calls are not counted in this column
Closed in 1 or 2 visits: There can be multiple visits for one call, example would be a second visit to install a part that was ordered.
Cycle Time: Time from when service call was created till SymQuest closed the call.
Up Time: Time being serviced divided by number of business hours available between 4/1/2019 and 3/31/2020