



Konica Minolta Business Solutions U.S.A., Inc.

Customer Service History Report

Status of Data 8/23/2019

Sold To TOWN OF BRIDGTON  
Month (MM/YYYY) JUL 2018 - JUNE 2019

SPC Evaluation Report

Service calls for your equipment is down significantly, with only 2 calls for the Town Office copier and an average response time of 3 hours, well within the four-hour response time outlined in the bid specifications. Down time is also minimal, and uptime is excellent at 99.9%. There do not seem to be any issues that need to be addressed with your equipment at this time.

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls	Avg Copies between All Service Calls incl PM*	Avg Response Time	Tot Hrs Down	Uptime %	Avg Mthly Volume
POLICE DEPARTMENT	8 IREDALE STREET	BRIDGTON	C454E	A5C0011025395	Color Photocopier	0	0	0.0	0.0	100.00 %	3,522
TOWN OFFICE	3 CHASE STREET	BRIDGTON	C654E	A2X1017012053	Color Photocopier	2	35,156	3.0	4.3	99.79 %	22,612
TOTALS AND AVERAGES						2	35,156	3.0	4.3	99.90 %	13,067

- This color represents TOTALS in these columns
- This color represents totals and averages for a MODEL of machine
- This color represents totals and averages for all equipment.
- This color represents potential problem areas

\* A "0" means there were no service calls during the 12-month period