ESSEX WESTFORD SCHOOL DISTRICT







SPC SUMMARY

Of the 36 copiers in your fleet with OSV, 8 had more than 5 service calls in the reporting period of 7/1/19 to 12/6/19, with 61 total service calls among them. To date there have been 119 service calls overall. At least 6 of the problematic machines had more than 5 service calls in all of last year as well, indicating there are issues with the equipment that OSV needs to address.

SPC is working with OSV to ensure this equipment as well as others you have indicated as having issues are being repaired to your satisfaction.

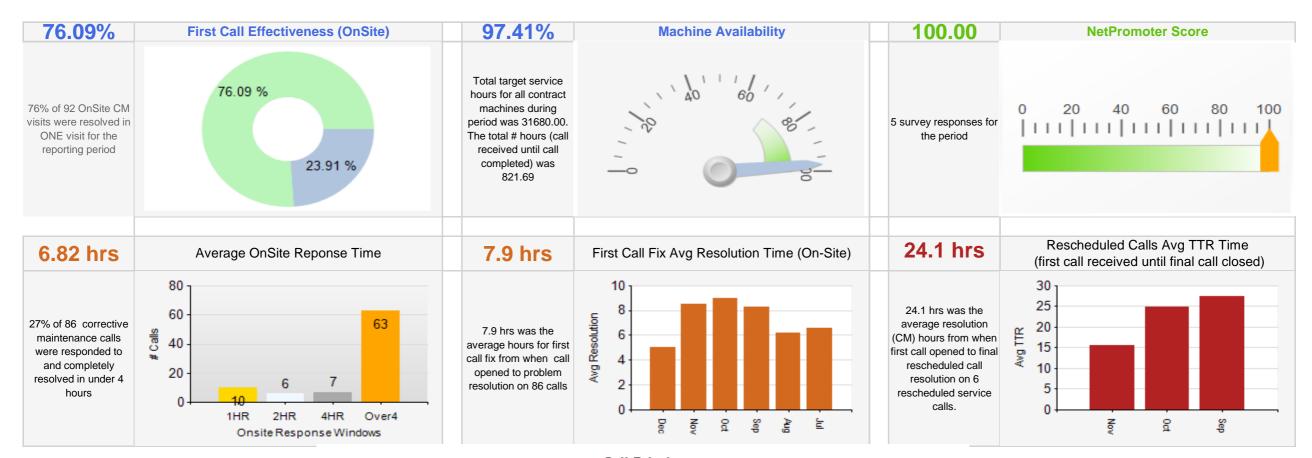
Report run: 12/6/19 9:08:10 AM Period Reporting: 7/1/19 to 12/6/19

		Equipment with greater that	an 5 calls for the report	ing period 7/1/19 to	o 12/6/19			
BUILDING	LOCATION	EQUIPMENT	SERIAL#	Annual Vol FY 18-19	Black Meter 12/6/19	Color Meter 12/6/19	Total Calls to date this period	Total Calls last FY 2018-19
Essex Town Elementary	Teachers' Room	Estudio 857 eq#:OSV-03781	CABF31366	495,349	2,127,434	N/A	11	3
Essex High	Room C238	E-Studio 1057 eq#:OSV-04823	CBJE40118	615,639	1,328,856	N/A	9	8
Center for Technology	Room D101	E-Studio 5560c eq# OSV-03393	CSHD13646	100,721	535,274	164,908	9	13
Essex High	Room C238	E-Studio 1057 eq#:OSV-04826	CBJE40101	606,692	1,415,862	N/A	8	9
Center for Technology	Room M127	E-Studio 657 eq#:OSV-03390	CAHD14098	112,971	593,344	N/A	7	1
Essex High	Room C109	E-Studio 1057 eq#: OSV-04825	CBJE40093	885,179	2,166,861	N/A	7	10
Essex High	Room C109	E-Studio 1057 eq#: OSV-04824	CBAF40183	756,234	1,888,026	N/A	5	9
Essex Town Middle	Room 258	E-Studio 857 eq# OSV-03783	CABF31362	437,290	1,810,650	N/A	5	8

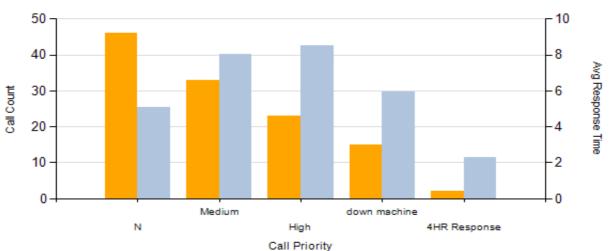
Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Monthly Volume Projected
					Color Monthly Volume
Albert D Lawton Intermediate School : 104 Maple Street					Volume
OSV-03381[Toshiba/E-Studio 5560c]	Room A4	CSHD13464	10/20/2014	1	5,489
					5,392
OSV-03382[Toshiba/Estudio 857]	Rm B21 - Teachers Room	CAHD13822	10/20/2014	2	29,326
OSV-03383[Toshiba/Estudio 857]	Rm B21 - Teachers Room	CAHD13835	10/20/2014	1	23,929
OSV-03384[Toshiba/E-Studio 3055c]	Library	C7HD78629	10/20/2014	3	3,327
					3,552
Center for Technology : 2 Educational Drive					
OSV-03389[Toshiba/E-Studio 4540cg]	Rm R124 - Cosmetology	SMI380670	10/20/2014	1	1,954
					440
OSV-03390[Toshiba/Estudio 657]	Rm M127	CAHD14098	10/20/2014	7	9,414
OSV-03391[Toshiba/Estudio 657]	Administrative Office (Room E100)	CAHD14097	10/20/2014	1	5,753
OSV-03392[Toshiba/Estudio 657]	Rm E109 - Skill Tech & Co-op	CAHD14096	10/20/2014	3	3,675
OSV-03393[Toshiba/E-Studio 5560cT]	Rm D101 - Student Services	CSHD13646	10/20/2014	9	6,453
					1,940
OSV-03395[Toshiba/TOSHES457]	Building Trades	CEHD28690	10/20/2014	1	1,620
Essex Elementary School : 1 Bixby Hill Road					
OSV-03781[Toshiba/Estudio 857]	Room 33/Teachers Room	CABF31366	3/31/2016	11	41,279
OSV-03786[Toshiba/E-Studio 6570c]	Office/ copy room	SSAF90726	3/31/2016	4	9,404
					7,419
Essex High School : 2 Educational Drive					
OSV-03388[Toshiba/E-Studio 3055c]	Maintenance	C7HD78644	10/20/2014	1	1,202
OSV-03394[Toshiba/EStudio 207]	Room L101 - Library	CEHD29792	10/20/2014	2	556 727
OSV-03396[Toshiba/EStudio 757]	Room C130-A - Special Education	CAHD13768	10/20/2014		14,641
OSV-03397[Toshiba/EStudio 557]	Rm A99 - Guidance	CAHD14261	10/20/2014		
OSV-03398[Toshiba/Estudio 657]	Main Office	CAHD14105	10/20/2014		
OSV-04823[Toshiba/E-Studio 1057]	Room C238 Copy Room RIGHT - 2nd Floor	CBJE40118	8/23/2017		

Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Projected BW Monthly Volume
					Projected Color Monthly Volume
OSV-04824[Toshiba/E-Studio 1057]	Room C109B Copy Room LEFT - 1st Floor	CBAF40183	8/23/2017	5	63,020
OSV-04825[Toshiba/E-Studio 1057]	Room C109B Copy Room RIGHT - 1st Floor	CBJE40093	8/23/2017	7	73,765
OSV-04826[Toshiba/E-Studio 1057]	Room C238 Copy Room LEFT - 2nd Floor	CBJE40101	8/23/2017	8	50,558
Essex Middle School : 60 Founders Road					
OSV-03783[Toshiba/Estudio 857]	Room 258	CABF31362	3/31/2016	5	36,441
OSV-03787[Toshiba/E-Studio 6570c]	Room 103C	SSAF90713	3/31/2016	4	22,207 7,679
					7,073
Essex Town School District : 58 Founders Road	Ouries	000547700	0/04/0040		5.005
OSV-03784[Toshiba/E-Studio 5560cT]	Copier	CSBE17738	3/31/2016	4	5,335 3,365
Essex Westford School District : 51 Park Street					
OSV-03385[Toshiba/E-Studio 3055c]	Rm 206	C7HD78664	10/20/2014	3	1,279 2,898
OSV-03401[Toshiba/Estudio 857]	Rm 112	CAHD13841	10/20/2014	2	
Founders Memorial School : 33 Founders Road					
OSV-03386[Toshiba/TOSHES457]	Room 226 Faculty	CEHD28685	10/20/2014	1	331
OSV-03782[Toshiba/Estudio 857]	Room C226	CABF31365	3/31/2016	3	37,853
OSV-03785[Toshiba/E-Studio 6570c]	Office Color Copier	SSAF90722	3/31/2016	4	33,118 12,660
Hiawatha Elementary School : 34 Hiawatha Avenue					
OSV-03400[Toshiba/Estudio 857]	Teachers Room	CAHD13828	10/20/2014	0	19,160
OSV-03751[Toshiba/TOSHES457]	RM28C	CEKE47064	1/28/2016		
Thomas Fleming Elementary School : 21 Prospect Street					
OSV-03387[Toshiba/E-Studio 3055c]	Main Office	C7HD78665	10/20/2014	1	2,054
					3,151

Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Projected BW Monthly Volume Projected Color Monthly
					Volume
OSV-03402[Toshiba/Estudio 657]	Room 105 Hallway	CAHD14073	10/20/2014	4	8,067
OSV-03403[Toshiba/Estudio 657]	Room 213 Hallway	CAHD14100	10/20/2014	2	14,923
OSV-03404[Toshiba/EStudio 557]	Main Office	CAHD14264	10/20/2014	3	4,267
Westford Elementary School : 146 Brookside Road					
OSV-03405[Toshiba/EStudio 557]	Common Area	AHD14259	10/20/2014	3	4,935







Caller	Call Count
	1
Barbara Edwards	5
Craig Donnan	4
Donna	48
Donna Canty	1
Donna Sturgess	8
Ethan Kichura	2
Jane 802-857-6300	2
Jane Olesen	3
Jillian Aldrich	6
Kenny Madsen	2
Kim	1
Kim Connelly	11
Kim Maiberger	3
Laurie Wilcox	3
Lorna 802-857-2000	1
Lorna Michaud	1
Michael Finn	1
Mike 802-857-1574	1
Paul 802-373-4043	2
Paul Scharf	11
Pauline Perry	1
Tim Scribner	1
Total	119

								Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call Bac
		% Calls in SLA	Total Calls	In SL	A			9.64	6.82			25	5
		40.00%	5		2								
													0
529								9.83	6.94	0.5	4.9	(0
SC198100	Multiple Problems [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			8.17	(0
Assigned Tech	: David Prior		Received:	2019/09/17 08:20	Response Hours:	8.17	Call Priority:	: Medium					
Caller	: Barbara Edwards		Dispatched:	2019/09/17 14:57	CM Response Hours:	8.17	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
Call Desc	: Jamming then has a pov	ver failer message	Arrived:	2019/09/17 16:59	Travel Hours:	2.03							
		-			Repair Hours:	0							
					Resolution Hours:	8.17							
. Toblom Joue.	oocago												
Resolution Code:		Cleaned and Tested											
Resolution Code:		Replaced Parts											
SC200631	MAINT LITE [PM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			0	(0
Assigned Tech	: David Prior		Received:	2019/10/03 14:06	Response Hours:	15.62	Call Priority:	: N					
Caller	: Barbara Edwards		Dispatched:	2019/10/07 12:14	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl F	Parts Labor Travel Toner				
Call Desc	: Time for maintence 008		Arrived:	2019/10/07 12:43	Travel Hours:	0.48							
					Resolution Hours:	0							
Problem Code:	MAIN LITE												
Resolution Code:		Cleaned and Tested											
Resolution Code:		Reset code											
SC203772	Communication issue [C	M]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			6.48	(0
Assigned Tech	: David Prior		Received:	2019/10/28 09:58	Response Hours:	5.7	Call Priority:	: Hiah					
_					CM Response Hours:	5.70			Parts Labor Travel Toner				
Call Dans	· The library conior just str	arted printing year											
Call Desc													
			Completed	2010/10/20 10.2/	Resolution Hours:								
Problem Code:	ELECTRICAL												
Resolution Code:		rouble Shoot						0.05		1 1	0.0		0
								0.95		1.1			0
464								HUA		1.4	0.0		
	SC198100 Assigned Tech Caller Call Desc ProblemCodes Problem Code: Resolution Code: Resolution Code: SC200631 Assigned Tech Caller Call Desc ProblemCodes Problem Code: SC203772 Assigned Tech Caller Call Desc Call Desc SC203772 Assigned Tech Caller Call Desc	SC198100 Multiple Problems [CM] Assigned Tech: David Prior Caller: Barbara Edwards Call Desc: Jamming then has a pow Problem Code: JAMMING Problem Code: Message Resolution Code: Resolution Code: SC200631 MAINT LITE [PM] Assigned Tech: David Prior Caller: Barbara Edwards Call Desc: Time for maintence 008 Problem Code: MAIN LITE Resolution Code: Resolution Code: Caller: David Prior Caller: David	SC198100 Multiple Problems [CM] Assigned Tech: David Prior Caller: Barbara Edwards Call Desc: Jamming then has a power failer message Problem Code: JAMMING Problem Code: Message Resolution Code: Message Resolution Code: Replaced Parts SC200631 MAINT LITE [PM] Assigned Tech: David Prior Caller: Barbara Edwards Call Desc: Time for maintence 008 Problem Code: MAINT LITE Resolution Code: Cleaned and Tested Resolution Code: Time for maintence 008 Problem Code: MAINT LITE Resolution Code: Cleaned and Tested Resolution Code: Time for maintence 008 Problem Code: MAINT LITE Resolution Code: Time for maintence 008 Problem Code: Maint LITE Resolution Code: Time for maintence 008 Problem Code: Time for maintence 008 Problem Code: Time for maintence 008 Problem Code: Cleaned and Tested The library copier just started printing very strange things The text is weird and there are Problem Code: ELECTRICAL Resolution Code: Cleaned and Tested	SC198100 Multiple Problems [CM] Call In SLA: Assigned Tech: David Prior Received: Caller: Barbara Edwards Problem Code: Jamming then has a power failer message Problem Code: Jamming then has a power failer message Problem Code: Jamming then has a power failer message Problem Code: Jamming then has a power failer message Resolution Code: Message Resolution Code: Replaced Parts SC200631 MAINT LITE [PM] Call In SLA: Assigned Tech: David Prior Received: Caller: Barbara Edwards Dispatched: Call Desc: Time for maintence 008 Arrived: Completed Problem Code: Reset code SC203772 Communication issue [CM] Call In SLA: Assigned Tech: David Prior Reset code SC203772 Communication issue [CM] Call In SLA: Call Desc: The library copier just started printing very chrone thinner The text is usairld and these are Completed Problem Code: Electrical. Problem Code: Electrical.	SC198100 Multiple Problems (CM) Assigned Tech: David Prior Caller. Barbara Edwards Call Desc: Jamming then has a power failer message Problem Code: Problem Code: JAMMING Problem Code: Message Resolution Code: Cleaned and Tested Replaced Parts Call Desc: Time for maintence 008 Arrived: 2019/10/03 14:06 Dispatched: 2019/10/07 12:43 Call Desc: Time for maintence 008 Problem Code: Resolution Code: Cleaned and Tested Resolution Code: Call Desc: Time for maintence 008 Resolution Code: Cleaned and Tested Call Desc: Time for maintence 008 Arrived: 2019/10/07 12:43 Completed 2019/10/07 13:31 Problem Code: Resolution Code: Cleaned and Tested Call Desc: Time for maintence 008 Arrived: 2019/10/07 12:43 Completed 2019/10/07 13:31 Problem Code: Resolution Code: Resolution Code: Cleaned and Tested Call Desc: The library copier just started printing very streament hibrory. The tord is waired and thears are. Problem Codes Problem Codes Problem Code: Cleaned and Tested Call Desc: The library copier just started printing very streament hibrory. The tord is waired and thears are. Problem Codes Problem Codes Problem Code: Cleaned and Tested Completed 2019/10/28 15:40 Completed 2019/10/28 16:27	SC198100 Multiple Problems (CM) Assigned Tech: David Prior Caller: Battara Edwards Call Desc: Jamming then has a power faller message Problem Codes Problem Codes Problem Codes Problem Codes Call Desc: Jamming then has a power faller message Problem Codes Problem Codes Problem Codes Problem Codes Problem Codes Call Desc: Time for maintones 008 Problem Codes Problem Codes Call Desc: Time for maintones 008 Caller: Battara Edwards Caller: Completed 2019/1007 12-43 Caller:	A0,00% S Z	SC199100 Marpa Persons (ZM) Assigned Tech. David Prior Caller Berbarra Edwards Caller Ca	Sci 1961/100	Coll Substitute Coll	March Marc	March Marc	1

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
SC192964														
Call	SC192964	Door wont close [O]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			()	0
	Assigned Tech:	David Prior		Received:	: 2019/08/08 14:27	Response Hours:	0.95	Call Priority:	Low					
	_	Donna			: 2019/08/08 15:11	CM Response Hours:	0.00			Parts Labor Travel Toner				
								2 00001	COT Copies maint men	. 4.10 2450 4.10 6.10.				
	Call Desc:	LCT will not close		Arrived:	: 2019/08/08 15:24	Travel Hours:	0.22							
				Completed	2019/08/08 16:28	Repair Hours:	1.07							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	MECHANICAL												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repaired											
tudio 857 [Toshiba]									3.41			7 4.1	1	0
OSV-03382 sn:CAHD13	822								4.68	4.68	0.6	5.2	2	0
SC196145														
Call	SC196145	WRENCH [CM]		Call In SLA:	: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			8.43	3	0
	Assigned Tech:	David Prior		Received	: 2019/09/04 08:04	Response Hours:	8.43	Call Priority:	N					
	_	Barbara Edwards			: 2019/09/04 15:57	CM Response Hours:	8.43			Parts Labor Travel Toner				
	Caller.	Daibala Luwalus		Dispatched.	. 2019/09/04 15.57	OW Response Hours.	0.43	Bill Code.	OSV Copier ivialit liter	ans Labor Traver Forier				
	Call Desc:	Wrench call for service		Arrived:	: 2019/09/04 16:48	Travel Hours:	0.85							
				Completed	2019/09/04 17:29	Repair Hours:	0							
						Resolution Hours:	8.43							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
SC206789														
Call	SC206789	JAMMING [CM]		Call In SLA:	: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			2.05	5	0
								0 11 5 1 11						
	Assigned Tech:				: 2019/11/18 12:23	Response Hours:	0.92	Call Priority:		D / I I T I I T				
	Caller:	Barbara Edwards		Dispatched:	: 2019/11/18 13:01	CM Response Hours:	0.92	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	KEEPS JAMMING		Arrived:	: 2019/11/18 13:18	Travel Hours:	0.28							
				Completed	2019/11/18 14:26	Repair Hours:	1.13							
						Resolution Hours:	2.05							
	ProblemCodes													
		JAMMING												
	Resolution Code:		ADJUSTED											
	Resolution Code:		Cleaned and Tested											
OSV-03383 sn:CAHD13			5.5a5a ana 1666a						0.88	3 0.88	3.0	3 1.7	7	0
-00V-00000 SII.CADD 13									0.00	0.00	0.0	1.1		
0000000														
SC208360		Call Sanias Election 10	·MI	0-111-014	. Voe	CLA Decress Have	4.00	Operation and the	CT04504 C01/ 00				7	0
Call	SC208360	Call Service Flashing [C	ıvıj	Call In SLA:	: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			1.7		0
	Assigned Tech:	David Prior		Received:	: 2019/12/03 11:04	Response Hours:	0.88	Call Priority:	Medium					
		Barbara Edwards			: 2019/12/03 11:39	CM Response Hours:	0.88			Parts Labor Travel Toner				

								R	esponse Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bac
	Call Desc:	CALL FOR SERVICE FI	LASHING	Arrived: 2	2019/12/03 11:57	Travel Hours:	0.3							
					2019/12/03 12:46	Repair Hours:	0.82	Incompleted 1-	Need Parts					
				Completed	2010/12/00 12:40	Resolution Hours:	1.7	moompieted 1	1400d T dito					
						resolution riours.	1.7							
	2 2													
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Needs parts											
	Resolution Code:		Trouble Shoot											
nter for Technology : 2 Educational			54.545%	11		6								
re														
E-Studio 4540cg [Toshiba]									0.53		1.2	0.0	0	0
OSV-03389 sn:SMl3806	670								0.53		1.2	0.0	0	0
SC195853	3													
		Tonor Dollyon, [O]		0-111-014	11/A	OLA Deservation House	4.00	0	T04504 00V 00			,		0
Cal	II SC195853	Toner Delivery [O]		Call In SLA: N	N/A	SLA Response Hours:	4.00	Contract#: C	T01504-OSV-02			(0	0
	Assigned Tech:	David Prior		Received: 2	2019/08/30 14:11	Response Hours:	0.53	Call Priority: N						
		Kim Connelly			2019/08/30 14:27	CM Response Hours:	3.33			Parts Labor Travel Toner				
	Caller	Mill Collifelly		Dispatched. 2	2019/00/30 14.27	Civi Response Flours.		Dill Code. O	ov copier ivialiti liter i	alts Labor Traver Forier				
	Call Desc:	Not reconizeing toner		Arrived: 2	2019/08/30 14:43	Travel Hours:	0.27							
	_			Completed 2	2019/08/30 15:54	Repair Hours:	1.18							
						Resolution Hours:	0							-
						Resolution Flours.	O							
	ProblemCodes													
	Problem Code:	TONER PROBLEM												
	Resolution Code:		Cleaned and Tested											
E-Studio 5560cT [Toshiba]									14.04	5.82	2 0.9	3.9	9	2
	2040								14.04	5.82				2
OSV-03393 sn:CSHD13	3646								14.04	5.62	2 0.8	3.8	9	2
SC191116	6													
Cal	II SC191116	SMUDGES COPIES [PN	M]	Call In SLA: N	N/A	SLA Response Hours:	4.00	Contract#: C	T01504-OSV-02			(0	0
	Assigned Tech:	David Prior		Received: 2	2019/07/24 14:39	Response Hours:	10.25	Call Priority: N						
					2010/07/25 16:12									
	Caller	Kim Connelly		Dispatched: 2	2019/07/25 16:13	CM Response Hours:		Bill Code: O	SV Copier Maint Incl P	arts Labor Travel Toner				
								Bill Code: O	SV Copier Maint Incl P	Parts Labor Travel Toner				
		Kim Connelly Smudging red on papers	s	Arrived: 2	2019/07/25 16:24	Travel Hours:	0.18	Bill Code: O	SV Copier Maint Incl P	arts Labor Travel Toner				
			s	Arrived: 2			0.18 0.1	Bill Code: O	SV Copier Maint Incl P	arts Labor Travel Toner				
			s	Arrived: 2	2019/07/25 16:24	Travel Hours:		Bill Code: O	SV Copier Maint Incl P	arts Labor Travel Toner				
			s	Arrived: 2	2019/07/25 16:24	Travel Hours: Repair Hours:	0.1	Bill Code: O	SV Copier Maint Incl F	arts Labor Travel Toner				
			s	Arrived: 2	2019/07/25 16:24	Travel Hours: Repair Hours:	0.1	Bill Code: O	SV Copier Maint Incl F	arts Labor Travel Toner				
	Call Desc:	Smudging red on papers	S	Arrived: 2	2019/07/25 16:24	Travel Hours: Repair Hours:	0.1	Bill Code: O	SV Copier Maint Incl F	arts Labor Travel Toner				
	Call Desc:	Smudging red on papers	s	Arrived: 2	2019/07/25 16:24	Travel Hours: Repair Hours:	0.1	Bill Code: O	SV Copier Maint Incl F	arts Labor Travel Toner				
	Call Desc:	Smudging red on papers	s	Arrived: 2	2019/07/25 16:24	Travel Hours: Repair Hours:	0.1	Bill Code: O	SV Copier Maint Incl F	arts Labor Travel Toner				
	ProblemCodes Problem Code:	Smudging red on papers		Arrived: 2	2019/07/25 16:24	Travel Hours: Repair Hours:	0.1	Bill Code: O	SV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	Smudging red on papers	Cleaned and Tested	Arrived: 2	2019/07/25 16:24	Travel Hours: Repair Hours:	0.1	Bill Code: O	SV Copier Maint Incl F	Parts Labor Travel Toner				
SC191410	ProblemCodes Problem Code: Resolution Code:	Smudging red on papers		Arrived: 2	2019/07/25 16:24	Travel Hours: Repair Hours:	0.1	Bill Code: O	SV Copier Maint Incl P	Parts Labor Travel Toner				
SC191410	Problem Code: Resolution Code:	Smudging red on papers	Cleaned and Tested	Arrived: 2	2019/07/25 16:24 2019/07/25 16:55	Travel Hours: Repair Hours: Resolution Hours:	0.1		SV Copier Maint Incl P	Parts Labor Travel Toner				0
SC191410	ProblemCodes Problem Code: Resolution Code: 0 II SC191410	Smudging red on papers COPY QUALITY SMUDGES COPIES [PN	Cleaned and Tested	Arrived: 2 Completed 2 Call In SLA: N	2019/07/25 16:24 2019/07/25 16:55	Travel Hours: Repair Hours: Resolution Hours:	4.00	Contract#: C	T01504-OSV-02	Parts Labor Travel Toner				0
SC191410	Problem Code: Resolution Code:	Smudging red on papers COPY QUALITY SMUDGES COPIES [PN	Cleaned and Tested	Arrived: 2 Completed 2 Call In SLA: N	2019/07/25 16:24 2019/07/25 16:55	Travel Hours: Repair Hours: Resolution Hours:	0.1		T01504-OSV-02	Parts Labor Travel Toner				0
SC191410	ProblemCodes Problem Code: Resolution Code: 0 II SC191410 Assigned Tech:	Smudging red on papers COPY QUALITY SMUDGES COPIES [PN	Cleaned and Tested	Arrived: 2 Completed 2 Call In SLA: N Received: 2	2019/07/25 16:24 2019/07/25 16:55	Travel Hours: Repair Hours: Resolution Hours:	4.00	Contract#: C'	T01504-OSV-02	Parts Labor Travel Toner				0
SC191410	ProblemCodes Problem Code: Resolution Code: SC191410 Assigned Tech: Caller:	Smudging red on papers COPY QUALITY SMUDGES COPIES [PN David Prior Donna	Cleaned and Tested	Call In SLA: N Received: 2 Dispatched: 2	N/A 2019/07/26 11:06 2019/07/30 08:06	Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	4.00	Contract#: C'	T01504-OSV-02					0
SC191410	ProblemCodes Problem Code: Resolution Code: 0 II SC191410 Assigned Tech:	Smudging red on papers COPY QUALITY SMUDGES COPIES [PN David Prior Donna	Cleaned and Tested	Call In SLA: N Received: 2 Dispatched: 2	2019/07/25 16:24 2019/07/25 16:55 N/A 2019/07/26 11:06	Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours:	4.00	Contract#: C'	T01504-OSV-02					0
SC191410	ProblemCodes Problem Code: Resolution Code: SC191410 Assigned Tech: Caller:	Smudging red on papers COPY QUALITY SMUDGES COPIES [PN David Prior Donna	Cleaned and Tested	Arrived: 2 Completed 2 Call In SLA: N Received: 2 Dispatched: 2 Arrived: 2	N/A 2019/07/26 11:06 2019/07/30 08:06	Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	4.00	Contract#: C'	T01504-OSV-02					0
SC191410	ProblemCodes Problem Code: Resolution Code: SC191410 Assigned Tech: Caller:	Smudging red on papers COPY QUALITY SMUDGES COPIES [PN David Prior Donna	Cleaned and Tested	Arrived: 2 Completed 2 Call In SLA: N Received: 2 Dispatched: 2 Arrived: 2	N/A 2019/07/25 16:24 2019/07/25 16:55 N/A 2019/07/26 11:06 2019/07/30 08:06	Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours: Travel Hours:	4.00 14	Contract#: C'	T01504-OSV-02					0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call B
	ProblemCodes	3												
		COPY QUALITY												
		00. 1 00/12.11												
	Resolution Code:		Needs parts						I					
SC197912			iveeus parts											
		print issue [CM]		Call In Cl A	No	CLA Decrease Hours	4.00	Contropti	CT04504 OCV 02			8.73		0
Cal	SC197912	print issue [Civi]		Call In SLA:	INO	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			0.73		U
	Assigned Tech:	David Prior		Received:	2019/09/16 09:51	Response Hours:	8.05	Call Priority:	High					
	Caller	Kenny Madsen		Dispatched:	2019/09/17 09:16	CM Response Hours:	8.05	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	printing colors docume	nts really dark much		2019/09/17 09:24	Travel Hours:	0.13							
				Completed	2019/09/17 10:05	Repair Hours:	0.68							
						Resolution Hours:	8.73							
	ProblemCodes	3												
	Problem Code:	COPY QUALITY												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Instructed											+
SC198839														
	SC198839	Remove Jam [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			4.02		0
Gai	1 30 190039	rtomovo dam [om]		Call III SEA.	163	OLA Response Hours.	4.00	Contract#.	0101304-037-02			4.02		U
	Assigned Tech:	David Prior		Received:	2019/09/20 14:14	Response Hours:	2.28	Call Priority:	down machine					
	Caller	Paul Scharf		Dispatched:	2019/09/23 08:00	CM Response Hours:	2.28	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	jamming beyond the us	sers ablity to clear		2019/09/23 08:01	Travel Hours:	0.02							
				Completed	2019/09/23 09:45	Repair Hours:	1.73							
						Resolution Hours:	4.02							
	ProblemCodes	3												
	Problem Code:	Error Code												
	Resolution Code:		REPAIRED											
SC200116	3													
Cal	I SC200116	Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			9.47		0
	Assigned Tech:				2019/10/01 09:26	Response Hours:	7.53	Call Priority:						
	Caller	Kim Connelly		Dispatched:	2019/10/02 07:26	CM Response Hours:	7.53	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	JAMMING		Arrived.	2019/10/02 08:28	Travel Hours:	1.03							
	Call Desc.				2019/10/02 08:28	Repair Hours:	1.93	Incompleted	1-Need Parts					
				Completed	2019/10/02 10:24			incompleted	1-INCCU FAILS					
						Resolution Hours:	9.47							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Needs parts											
	Resolution Code:		Replaced Parts											\top
Cal	SC200333	Parts in Box [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	'		C		1
		D. U.S.			0040/40/02 12 -	5	= -	0 " 7 : :	Mar Por					
	Assigned Tech:				2019/10/02 10:28	Response Hours:	44.55	Call Priority:						
	Caller	Kim Connelly		Dispatched:	2019/10/22 15:38	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Descr	Needs fuser guidesI.	AMMING PARTS SENT	Arrived	2019/10/22 15:44	Travel Hours	0.1							
	Call Desc	Needs fuser guides - J.	AMMING PARTS SENT		2019/10/22 15:44	Travel Hours: Repair Hours:	0.1 0.5							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bad
SC200333														
30200333														
	ProblemCodes	3												
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Replaced Parts											
SC203478										·				
Call	SC203478	Fuser problem [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			1.35		0
	Assigned Tech:	: David Prior		Received:	2019/10/24 14:59	Response Hours:	0.52	Call Priority:	Medium					
	Caller:	: Kim Connelly		Dispatched:	2019/10/24 15:30	CM Response Hours:	0.52	Bill Code:	OSV Copier Maint Inc	Parts Labor Travel Toner				
	Call Desc:	fuser not se correctly		Arrived:	2019/10/24 15:30	Travel Hours:	0							
		•			2019/10/24 16:20	Repair Hours:	0.83							
						Resolution Hours:	1.35							
	ProblemCodes	,												
		Message												
	Resolution Code:		Repositioned											
SC205005														
Call	SC205005	blank screen [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			11.47	•	0
	Assigned Tech:	: David Prior		Received:	2019/11/05 12:46	Response Hours:	10.72	Call Priority:	High					
	Caller:	: Kim Connelly		Dispatched:	2019/11/06 14:37	CM Response Hours:	10.72	Bill Code:	OSV Copier Maint Inc	Parts Labor Travel Toner				
	Call Desc:	screen blank and saying	set fuser unit	Arrived:	2019/11/06 14:59	Travel Hours:	0.37							
				Completed	2019/11/06 15:44	Repair Hours:	0.75	Incompleted	1-Need Parts					
						Resolution Hours:	11.47							
	ProblemCodes													
		ELECTRICAL												
	Resolution Code:		Needs parts											
Call	SC205302	Parts Shipped [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			C		1
	Assigned Tech:	: David Prior		Received:	2019/11/06 15:47	Response Hours:	28.42	Call Priority:	N					
	Caller:	: Kim Connelly		Dispatched:	2019/12/03 15:32	CM Response Hours:		Bill Code:	OSV Copier Maint Inc	Parts Labor Travel Toner				
	Call Desc:	needs fuser connector o	ver night down - screen	Arrived:	2019/12/03 15:45	Travel Hours:	0.22							
		hlank and eaving eat fire	er unit Parte chinned on	Departure	2019/12/03 16:25	Repair Hours:	0.67							
						Resolution Hours:	0							
SC205302														
50205302														
	ProblemCodes	3												
	Problem Code:	Error Code												
	D 1 (2)													
Estudio 657 [Toshiba]	Resolution Code:		Replaced Parts						18.1	0 7.5	5 1.:	2 5.0		6
OSV-03390 sn:CAHD140	098								26.5					5
SC195129		Multiple Durble 1012		0 " 1 0 1	N	OLA D		•	OT04504 OO''					0
Call	SC195129	Multiple Problems [CM]		Call In SLA:	NO	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			13.07		0
	Assigned Tech:	David Prior		Received:	2019/08/27 11:06	Response Hours:	11.32	Call Priority:	Medium					

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Back
	Caller	Paul Scharf		Dispatched:	2019/08/28 13:42	CM Response Hours:	11.32	Bill Code:	OSV Copier Maint Inc	cl Parts Labor Travel Toner		Time		
	Call Desc	Jamming over and over	thinks its because there	Arrived:	2019/08/28 13:55	Travel Hours:	0.22							
	Call Desc.	are narte that have falle			2019/08/28 15:40	Repair Hours:	1.75	Incompleted	1-Need Parts					
						Resolution Hours:	13.07							
	ProblemCodes													
	Problem Code:	ELECTRICAL												
	Decelution Code		Na sala manta											
	Resolution Code:		Needs parts Trouble Shoot											
		Parts in Box [O]	Trouble Gridot	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02				0	1
	Assigned Tech:				2019/08/28 15:44	Response Hours:	19.8	Call Priority:		15 / 1 7 17				
	Caller	Paul Scharf		Dispatched:	2019/09/04 10:17	CM Response Hours:		Bill Code:	OSV Copier Maint Inc	cl Parts Labor Travel Toner				
	Call Desc:		down - Jamming over and	Arrived:	2019/09/04 10:48	Travel Hours:	0.52							
		NOAF TRINKE HE NAPAREA	mara ara nane mai nava	Departure	2019/09/04 11:51	Repair Hours:	1.05		6-RAN OUT OF TIME	E				
						Resolution Hours:	0							
Call	SC196239	Parts in Box [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02				0	1
	Assigned Tech:	David Prior		Received:	2019/09/04 11:59	Response Hours:	39.22	Call Priority:	Medium					
	Caller	Paul Scharf		Dispatched:	2019/09/11 08:01	CM Response Hours:		Bill Code:	OSV Copier Maint Inc	cl Parts Labor Travel Toner				
	Call Desc:	needs overnight copier	down - Jamming over and	Arrived:	2019/09/11 08:42	Travel Hours:	0.68							
	-		there are norte that have		2019/09/11 11:13	Repair Hours:	2.52		3-TECH ASSIST					
				•		Resolution Hours:	0							
Call	SC197334	Parts in Box [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02				0	1
	Assigned Tech:	David Prior		Received:	2019/09/11 11:17	Response Hours:	13.72	Call Priority:	Medium					
		Paul Scharf			2019/09/13 07:57	CM Response Hours:				cl Parts Labor Travel Toner				
	0.11.0		davis lassina avas and	A min and	0040/00/40 07 57		0							
	Call Desc.		down - Jamming over and		2019/09/13 07:57 2019/09/13 10:07	Travel Hours: Repair Hours:	0 2.12							
				Dopartare	2013/03/10 10:07	Resolution Hours:	0							
						. 1000.0								
SC195454														
	ProblemCodes													
	Problem Code:	ELECTRICAL												
	Resolution Code:		Trouble Shoot											
SC196239														
	ProblemCodes													
		ELECTRICAL												
	. Toblom Joue.	LLEGINIOAL												
	Resolution Code:		Trouble Shoot											
SC197334														
	ProblemCodes													
	Problem Code:	ELECTRICAL												
	Resolution Code:		Replaced Parts											
SC198125		lamming [CM]		0-111-011	No	CI A December 11	4.00	0	CT04504 C0V 00			0.1.5	2	0
Cal	SC198125	Jamming [CM]		Call In SLA:	INO	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			24.3	2	0
	4	David Prior			2019/09/17 09:11	Response Hours:	23.97	Call Priority:						

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Ca
	Caller:	Paul Scharf		Dispatched	: 2019/09/19 15:46	CM Response Hours:	23.97	Bill Code:	OSV Copier Maint Inc	Parts Labor Travel Toner				
	Call Desc:	Jamming non stop today		Arrived	: 2019/09/19 16:09	Travel Hours:	0.38							
				Completed	1 2019/09/19 17:00	Repair Hours:	0.35	Incompleted	3-TECH ASSIST					
						Resolution Hours:	24.32							
	Problem Code:	JAMMING												
	Problem Code.	JAIVIIVIING												
	Resolution Code:		Trouble Shoot											
	SC198696	Jamming [CM]		Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			12.4	5	1
	A seine ed Teel	Decid Direct		Deschad	0040/00/40 47 04	Daniel Herri	40.00	Oall Britain	NA - Pro-					
	Assigned Tech:	Paul Scharf			2019/09/19 17:04	Response Hours: CM Response Hours:	10.68	Call Priority:		Parts Labor Travel Toner				
	Caller.	Paul Schail		Dispatched.	: 2019/09/23 09:49	Civi Response Hours.		Bill Code.	OSV Copier Maint inc	Paris Labor Traver Forier				
	Call Desc:	Jamming non stop today		Arrived	: 2019/09/23 10:11	Travel Hours:	0.37							
				Departure	2019/09/23 11:57	Repair Hours:	1.77	Incompleted	1-Need Parts					
						Resolution Hours:	12.45							
0.11	C(100000	Parte Chinned IO1		Cell le OLA	- N/A	CI A December 11	4.00	0	CT04F04 C0V 00					1
Call	SC199022	Parts Shipped [O]		Call In SLA	. IN/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			(J	1
	_	Harold Santamore		Received	: 2019/09/23 12:02	Response Hours:	66.92	Call Priority:						
	Caller:	Paul Scharf		Dispatched	2019/10/04 13:49	CM Response Hours:		Bill Code:	OSV Copier Maint Inc	Parts Labor Travel Toner				
	Call Desc:	needs fr-kit mo-kit drum a	asap overnight down -	Arrived	: 2019/10/04 13:49	Travel Hours:	0							
		lamming non stop today	DADTS SENT		2019/10/04 13:54	Repair Hours:	0.08		1-Need Parts					
						Resolution Hours:	0							
SC198696														
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:		Needs parts											4
SC199022			iveeus parts											
00100022														
	ProblemCodes													
		Paper Jam												
	Resolution Code:		MAINT CALL											
	Resolution Code:		Needs parts											
OSV-03391 sn:CAHD140	97								0.6	0.5	0.0	1.	1	0
SC202896														
	SC202896	Paper Tray Issue [CM]		Call In SLA	Yes	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			1.3		0
Call												1.3		
	Assigned Tech:				: 2019/10/21 15:09	Response Hours:	0.5	Call Priority:						
	Caller:	Kim Connelly		Dispatched:	: 2019/10/21 15:28	CM Response Hours:	0.50	Bill Code:	OSV Copier Maint Inc	Parts Labor Travel Toner				
	Call Desc:	not registering paper		Arrived	: 2019/10/21 15:39	Travel Hours:	0.18							
				Completed	1 2019/10/21 16:36	Repair Hours:	0.85							
						Resolution Hours:	1.35							
	ProblemCodes													
	Problem Code:	Message												
	Troblom Codo.	-												

	D / # 2 :								Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call B
	Resolution Code:		Repositioned								0.4			
OSV-03392 sn:CAHD140	096								4.33	0.98	2.0	1.3		1
SC192629														
	SC192629	Finisher Problem [CM]		Call In SLA	A: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			2.05		0
												2.00		
	Assigned Tech				d: 2019/08/06 14:27	Response Hours:	0.93	Call Priority:						
	Caller	: Kim Connelly		Dispatched	d: 2019/08/06 15:03	CM Response Hours:	0.93	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	cant get the finisher shut		Arrived	d: 2019/08/06 15:23	Travel Hours:	0.33							
				Complete	d 2019/08/06 16:38	Repair Hours:	1.12							
						Resolution Hours:	2.05							
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Reform Parts											
	Resolution Code:		Reform Parts Repaired											-
SC197813			керапец											
	SC197813	ERROR CODE [CM]		Call In SLA	A: Yes	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			1.7		0
Odii												1.7		
	Assigned Tech				d: 2019/09/13 14:38	Response Hours:	1.03	Call Priority:						
	Caller	: Kim Connelly		Dispatched	d: 2019/09/13 14:47	CM Response Hours:	1.03	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	error code		Arriveo	d: 2019/09/13 15:40	Travel Hours:	0.88							
				Complete	d 2019/09/13 16:20	Repair Hours:	0.67	Incompleted	1-Need Parts					
						Resolution Hours:	1.7							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Needs parts											
	Resolution Code:	Parts in Box [O]	Trouble Shoot	Call la Cl	1. N/A	CLA Passassas Haura	4.00	On a transition	CT04504 OCV 00					1
Call	SC197845	Parts III BOX [O]		Call In SLA	A: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			·		1
	Assigned Tech	: David Prior		Received	d: 2019/09/13 16:24	Response Hours:	11.02	Call Priority:						
	Caller	: Kim Connelly		Dispatched	d: 2019/09/18 07:59	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	need by tuesday - error co	ode PARTS SENT TO	Arriveo	d: 2019/09/18 08:00	Travel Hours:	0.02							
		VOLIR HOLISE 00/16/201	Q	Departur	e 2019/09/18 09:02	Repair Hours:	1.03							
						Resolution Hours:	0							
SC197845														
	ProblemCodes													
	Problem Code:	Error Code												
	Deceloris C. I		Declared D											
	Resolution Code:		Replaced Parts						0.07	7				0
SHES457 [Toshiba]	200								0.37					0
OSV-03395 sn:CEHD286	090								0.37	0.37	0.2	0.6		J
SC197396														
	SC197396	ERROR CODE [CM]		Call In SLA	A: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			0.6		0
Ju.,												3.0		
	Assigned Tech				d: 2019/09/11 14:40	Response Hours:	0.37	Call Priority:						
	Caller	:		Dispatched	d: 2019/09/11 14:53	CM Response Hours:	0.37	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				

								Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Back
	Call Desc	error light		Arrived.	2019/09/11 15:02	Travel Hours:	0.15				Time		
	Call Desc	Citor light			2019/09/11 15:16	Repair Hours:	0.23						
				Completed	2019/09/11 13.10	Resolution Hours:	0.6						
						resolution riours.	0.0						
	ProblemCodes	3											
		Error Code											
	Resolution Code:		Cleaned and Tested										
	Resolution Code:		Reset code										
sex Elementary School : 1 Bixby Hill			40.00%	10		4							
ad													
E-Studio 6570c [Toshiba]									.24 3.38				1
OSV-03786 sn:SSAF907	726							4	.24 3.38	1.3	6.3	3	1
SC193312													
Cal	I SC193312	Call Service Flashing [C	CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#: CT01504-OSV-02			3.97		0
	Assigned Tech	: David Prior		Received:	2019/08/13 08:26	Response Hours:	2.28	Call Priority: 4HR Response					
	_	: Donna Sturgess			2019/08/13 10:01	CM Response Hours:	2.28	Bill Code: OSV Copier Maint In	cl Parts Labor Travel Toner				
	Call Desc	call for service with red	wrench		2019/08/13 10:43	Travel Hours:	0.7						
				Completed	2019/08/13 12:24	Repair Hours:	1.68						
						Resolution Hours:	3.97						
	ProblemCodes	3											
	Problem Code:	Error Code											
	Resolution Code:		Cleaned and Tested										
SC195073	3												
Cal	SC195073	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#: CT01504-OSV-02			()	0
	Assigned Tech	· David Prior		Pacaived:	2019/08/27 08:43	Response Hours:	9.97	Call Priority: High					
		: Donna Sturgess			2019/08/28 09:38	CM Response Hours:	9.91	Bill Code: OSV Copier Maint In	ol Parte Labor Traval Tapar				
	Callel	. Donna Sturgess		Dispatched.	2019/00/20 09.30	Civi Response Hours.		Bill Code. OSV Copiel Maint III	ICI Paris Labor Traver Torier				
	Call Desc	blue lines on the tops of	f the paper	Arrived:	2019/08/28 10:11	Travel Hours:	0.55						
				Completed	2019/08/28 11:23	Repair Hours:	1.2						
						Resolution Hours:	0						
	ProblemCodes	3											
		COPY QUALITY											
	Resolution Code:		Repaired										
SC205624			. topunou										
		COPY QUALITY POOR	R ICMI	Call In SLA:	No	SLA Response Hours:	4.00	Contract#: CT01504-OSV-02			5.65	5	0
Cal				Gail III GEA		CENTROOPONGO FIGURO.	1.00	35/14/36/17/36/17/36/17/36/17/36/17/36/17/36/17/36/17/36/17/36/17/36/17/36/17/36/17/36/17/36/17/36/17/36/17/36			0.00		
	Assigned Tech	: David Prior		Received:	2019/11/08 12:12	Response Hours:	4.47	Call Priority: N					
	Caller	: Donna Sturgess		Dispatched:	2019/11/11 08:01	CM Response Hours:	4.47	Bill Code: OSV Copier Maint In	cl Parts Labor Travel Toner				
	Call Desc	Pca		A reis to de	2019/11/11 08:10	Travel Hours:	0.15						
	Call Desc	. 1 04						Incompleted 4 Need Parts					
				Completed	2019/11/11 09:21	Repair Hours:	1.18	Incompleted 1-Need Parts					
						Resolution Hours:	5.65						
	ProblemCodes Problem Code:	COPY QUALITY											

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Ba
	Resolution Code:		Needs parts									Time		
	SC205732	COPY QUALITY POOR		Call In SLA:	· Ν/Δ	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			15.47		1
Call	30203732	COLL GOVERNIT COL	COM	Call III SLA.	. IV/A	SLA Response Hours.	4.00	Contract#.	C101304-03V-02			13.47		1
	Assigned Tech	David Prior		Received:	2019/11/11 09:29	Response Hours:	0.23	Call Priority:	N					
	Caller	Donna Sturgess		Dispatched:	2019/11/12 14:58	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	need asap - Pcq		Arrived:	2019/11/12 15:12	Travel Hours:	0.23							
				Departure	2019/11/12 16:27	Repair Hours:	1.25							
						Resolution Hours:	15.47							
SC205732														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Replaced Parts											
tudio 857 [Toshiba]			.,						10.5	55 6.82	1.2	6.0		3
OSV-03781 sn:CABF313	166								10.5					3
- COV 00701 311.0ADF 313										0.02	1.2	0.0		
SC192257														
	SC192257	JAMMING [CM]		Call In SLA:	. No	SLA Response Hours:	4.00	Contract	CT01504-OSV-02			6.62		0
Call	SC 192257	JAMMING [CIVI]		Call III SLA:	: INO	SLA Response Hours.	4.00	Contract#.	C101504-05V-02			0.02		U
	Assigned Tech	Brian Sheehan		Received:	2019/08/02 10:52	Response Hours:	5.63	Call Priority:	N					
	Caller	Donna Sturgess		Dispatched:	2019/08/05 07:17	CM Response Hours:	5.63	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	Jamming			2019/08/05 07:52	Travel Hours:	0.58							
				Completed	2019/08/05 08:59	Repair Hours:	0.98							
						Resolution Hours:	6.62							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Replaced Misc. Parts											
SC193438														
Call	SC193438	JAMMING [CM]		Call In SLA:	: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			3.4		0
	Assigned Tech				2019/08/13 15:34	Response Hours:	1.25	Call Priority:						
	Caller	Donna		Dispatched:	2019/08/14 08:03	CM Response Hours:	1.25	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	iamming		Arrived:	2019/08/14 08:19	Travel Hours:	0.27							
	Can Dosc	, ,			1 2019/08/14 10:28	Repair Hours:	2.15							
				Completed	2010/00/14 10.20	Resolution Hours:	3.4							
						ivesolution Hours.	3.4							
	D 11 0													
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
SC193870														
Call	SC193870	Jamming [CM]		Call In SLA:	: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			12.55		0
	Assigned Tech	Brian Sheehan		Received:	2019/08/16 12:01	Response Hours:	11.55	Call Priority:	Medium					
	-	Donna Sturgess			: 2019/08/19 13:54	CM Response Hours:	11.55			Parts Labor Travel Toner				
	Caller	Doma Sturgess		Dispatched:	. 2019/00/19 13:54	Own Nesponse Hours:	11.33	DIII Code:	Oov Copiel Iviairit inci	i i alio Labui Tiavel Tullel				
	Call Desc	Jaming		Arrived:	2019/08/19 15:04	Travel Hours:	1.17							
				Completed	2019/08/19 16:04	Repair Hours:	1							
				Completed										
				Completed		Resolution Hours:	12.55							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call E
	ProblemCodes													
	Problem Code:	JAMMING												
	Developing On the		DDOD! EM DADED											
SC19460	Resolution Code:		PROBLEM PAPER											
	7 III SC194607	Jamming [CM]		Call In SLA:	Vac	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			5.33		0
- Oa				Oan in OLA.	103	OLA Nesponse Flours.	4.00					0.00	· ·	
		Brian Sheehan			2019/08/22 13:02	Response Hours:	3.47	Call Priority:						
	Caller	Donna Sturgess		Dispatched:	2019/08/23 07:42	CM Response Hours:	3.47	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	jamming		Arrived:	2019/08/23 07:57	Travel Hours:	0.25							
				Completed	2019/08/23 09:52	Repair Hours:	1.87							
						Resolution Hours:	5.33							
	ProblemCodes													
	Problem Code:	JAMMING												
	Population Code		Clooped and Tarted											
SC19515	Resolution Code:		Cleaned and Tested											
	8 III SC195158	ERROR CODE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			6.2		0
- Oa							4.00					0.2	·	
	Assigned Tech				2019/08/27 11:48	Response Hours:	4.7	Call Priority:						
	Caller	Donna Sturgess		Dispatched:	2019/08/28 07:59	CM Response Hours:	4.70	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	call fo rservice C471		Arrived:	2019/08/28 07:59	Travel Hours:	0							
				Completed	2019/08/28 09:30	Repair Hours:	1.5							
						Resolution Hours:	6.2							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Danainad											
	Resolution Code:		Repaired Trouble Shoot											
SC19574			Trouble Shoot											
	II SC195744	Jamming [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			2.22		0
	Assigned Tech				2019/08/30 08:42	Response Hours:	1.13	Call Priority:		D T T				
	Caller	Donna		Dispatched:	2019/08/30 09:30	CM Response Hours:	1.13	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	jaming		Arrived:	2019/08/30 09:50	Travel Hours:	0.33							
				Completed	2019/08/30 10:55	Repair Hours:	1.08	Incompleted	1-Need Parts					
						Resolution Hours:	2.22							
	D 11 0 :													
	Problem Code:	JAMMING												
	riobiem Code:	JAIVIIVIING												
	Resolution Code:		Trouble Shoot											
Са	III SC195805	Parts in Box [O]	Trouble officer	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			0		1
												Ů		
	Assigned Tech				2019/08/30 10:59	Response Hours:	26.85	Call Priority:		5				
	Caller	Donna		Dispatched:	2019/09/06 15:45	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	needs transport rollers	asap - jaming PARTS	Arrived:	2019/09/06 16:28	Travel Hours:	0.72							
		SENT TO VOLIR HOLL	SE 09/03/2019	Departure	2019/09/06 16:56	Repair Hours:	0.03							
						Resolution Hours:	0							

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	
	ProblemCodes													
		JAMMING												
	Resolution Code:		Replaced Parts											
SC197377														
Cal	SC197377	Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			22.05		0
	Assigned Tech:	David Prior		Received:	2019/09/11 13:19	Response Hours:	20.18	Call Priority:	Medium					
	Caller:	Donna		Dispatched:	2019/09/16 07:56	CM Response Hours:	20.18	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	jamming		Arrived:	2019/09/16 07:58	Travel Hours:	0.03							
				Completed	2019/09/16 09:52	Repair Hours:	1.87							
						Resolution Hours:	22.05							
	Dunklara O. J													
	Problem Code:	JAMMING												
	. TODICITI OUCE.	C/ WANAIII AC												
	Resolution Code:		Trouble Shoot											
SC204698		I								<u> </u>				
Call	SC204698	DOWN MAC NOTRUM	N [CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			7.27		0
	Assigned Tech:	David Prior		Received:	2019/11/04 09:14	Response Hours:	6.62	Call Priority:	down machine					
	_	Donna			2019/11/04 14:52	CM Response Hours:	6.62			Parts Labor Travel Toner				
	0 11 5	0570 0-4-							·					
	Call Desc:	CF70 Code			2019/11/04 15:51 2019/11/04 16:34	Travel Hours: Repair Hours:	0.98 0.65	Incompleted	1-Need Parts					
				Completed	2019/11/04 16.34	Resolution Hours:	7.27	incompleted	1-Need Parts					
						Trecoluse II Treate.	7.27							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code: SC204887	Parts Shipped [O]	Needs parts	Call In SLA:	NI/A	SLA Response Hours:	4.00	Contractili	CT01504-OSV-02			0		1
Can	1 50204667	Parts Snipped [O]		Call III SLA	N/A	SLA Response nours.	4.00	Contract#.	C101504-O5V-02			0		'
	Assigned Tech:				2019/11/04 16:46	Response Hours:	11.38		down machine					
	Caller:	Donna		Dispatched:	2019/11/08 10:15	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	need overnight down -	CF70 Code PARTS SENT	Arrived:	2019/11/08 10:34	Travel Hours:	0.32							
		тинкинти		Departure	2019/11/08 12:04	Repair Hours:	1.5		1-Need Parts					
						Resolution Hours:	0							
2 "	SC205620	Parte Chinand (O)		Call In Ol 4	NI/A	CI A Doongree U.	4.00	0	CT04F04 C0V 00					
Call	SC205620	Parts Shipped [O]		Call In SLA:	IV/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			0		1
	Assigned Tech:				2019/11/08 12:07	Response Hours:	23.25	Call Priority:						
	Caller:	Tim Scribner		Dispatched:	2019/11/19 07:57	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	need overnight per Ha	rold - need overnight down -	Arrived:	2019/11/19 07:58	Travel Hours:	0.02							
		TE /II LOND BUDIC C	ENT TIMEPHIO AND	Departure	2019/11/19 08:39	Repair Hours:	0.65							
						Resolution Hours:	0							
0000100														
SC204887														
	ProblemCodes													
		Error Code												
	Resolution Code:		Needs parts											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bac
	ProblemCodes											Time		
	Problem Code:	Error Code												
	Resolution Code:		Replaced Parts											
ex High School : 2 Educational			16.667%	24		4								
e									7.00	7.00		0.0		
E-Studio 1057 [Toshiba]	440								7.22					9
OSV-04823 sn:CBJE40	118								7.00	8.93	0.0	9.8		2
SC19567	1													
	II SC195671	ERROR CODE [CM]		Call In SLA:	Vac	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			2.83		0
Oa	30193071	Entroit GODE [GIII]		Call III SEA.	163	OLA Response Hours.	4.00	Contractin.	0101304-037-02			2.03		
	Assigned Tech:	David Prior		Received:	2019/08/29 13:40	Response Hours:	1.87	Call Priority:	N					
	Caller	Donna		Dispatched:	2019/08/29 15:17	CM Response Hours:	1.87	Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc	Fn-83 code		Arrived:	2019/08/29 15:32	Travel Hours:	0.25							
	Call Desc.	1000000			2019/08/29 16:41	Repair Hours:	0.23							
				Completed	2015/00/23 10.41	Resolution Hours:	2.83							
						Nosoidilott i iduls.	2.03							
	ProblemCodes													
		Error Code												
	r robiem code.	Lifer code												
	Resolution Code:		Repaired											
	Resolution Code:		Trouble Shoot											-
SC19589														
	SC195897	Jamming [CM]		Call In SLA:	. No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			8.37		0
				Jan Jan								0.0.		
	Assigned Tech:				2019/09/03 08:08	Response Hours:	7.97	Call Priority:						
	Caller	Donna		Dispatched:	2019/09/03 16:05	CM Response Hours:	7.97	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	doc feeder jamming		Arrived:	2019/09/03 16:06	Travel Hours:	0.02							
					2019/09/03 16:40	Repair Hours:	0.4							
				•		Resolution Hours:	8.37							
	ProblemCodes													
	Problem Code:	ADF PROB												
	Resolution Code:		Repaired											
SC19814	6													
Ca	II SC198146	Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			9.6		0
		D. H.B.		5	0040/00/47 02 17			0 " 5 " .	M. P.					
	Assigned Tech:				2019/09/17 09:45	Response Hours:	8.47	Call Priority:		Porto Lokas Tarrel T				
	Caller	Paul Scharf		Dispatched:	2019/09/18 09:21	CM Response Hours:	8.47	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	jamming		Arrived:	2019/09/18 09:43	Travel Hours:	0.37							
				Completed	2019/09/18 10:51	Repair Hours:	1.13							
						Resolution Hours:	9.6							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Remove Paper Jam											
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
SC200599	5													
00200030														

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	
	Assigned Tech				2019/10/03 12:20	Response Hours:	20.9	Call Priority:						
	Caller	: Paul 802-373-4043		Dispatched:	2019/10/07 16:13	CM Response Hours:	20.90	Bill Code:	OSV Copier Maint Inc	l Parts Labor Travel Toner				
	Call Desc	: Jamming Constantly		Arrived:	2019/10/07 16:14	Travel Hours:	0.02							-
	Call Desc.	ourning constantly			2019/10/07 17:13	Repair Hours:	0.27							ŀ
				Completed	2019/10/07 17.13									-
						Resolution Hours:	21.17							-
														-
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		PROBLEM PAPER											
SC20296	51													
Ca	all SC202961	Black Line On Image [C	CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.1	5	0
	Assigned Teeb	. Doyid Dries		Dagainade	2019/10/22 09:15	Deepense Heure	F 0F	Call Driagity	Lliah					-
	Assigned Tech					Response Hours:	5.85	Call Priority:		l Dorto Labar Tarrel T				
	Caller	: Craig Donnan		Dispatched:	2019/10/22 15:06	CM Response Hours:	5.85	Bill Code:	OSV Copier Maint Inc	l Parts Labor Travel Toner				
	Call Desc	BLKACK LINES ON CO	OPIES	Arrived:	2019/10/22 15:06	Travel Hours:	0							
					2019/10/22 15:24	Repair Hours:	0.3	Incompleted	I 1-Need Parts					
				•		Resolution Hours:	6.15							-
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Flobleili Code.	COFT QUALITY												
	D 1 (O 1													
	Resolution Code:		Needs parts											
Ca	all SC203094	Black Line On Image [Cl	ΣM]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			16.	5	1
	Assigned Tech:	: David Prior		Received:	2019/10/22 15:28	Response Hours:	0.15	Call Priority:	: N					H
		: Craig Donnan			2019/10/24 11:53	CM Response Hours:				l Parts Labor Travel Toner				
				.,										
	Call Desc	need overnight - BLKAC	CK LINES ON COPIES	Arrived:	2019/10/24 12:00	Travel Hours:	0.12							
				Departure	2019/10/24 14:58	Repair Hours:	2.97							
						Resolution Hours:	16.5							
SC203094	14													
	ProblemCodes	j												
		PM												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											+
SC203787			. top.asour and											+
	all SC203787	COPY QUALITY POOR	S [CM]	Call In SLA:	Vas	SLA Response Hours:	4.00	Contract	CT01504-OSV-02			4.4	7	0
Cal	00203707	SOLI WOMENT FOOK	· [Uiii]	Call III SLA:	103	OLA Nesponse Hours.	4.00	Contract#.	. 0101004-037-02			4.4	•	J
	Assigned Tech	David Prior		Received:	2019/10/28 10:28	Response Hours:	3.97	Call Priority:	: N					
		: Donna		Dispatched:	2019/10/28 13:30	CM Response Hours:	3.97	Bill Code:	OSV Copier Maint Inc	l Parts Labor Travel Toner				
	Caller													
	Caller	CQ			2019/10/28 14:26	Travel Hours:	0.93							
		CQ			2019/10/28 14:26 2019/10/28 14:56	Repair Hours:	0.5	Incompleted	1 1-Need Parts					
		: CQ						Incompleted	1-Need Parts					
		: CQ				Repair Hours:	0.5	Incompleted	I 1-Need Parts					
		: CQ				Repair Hours:	0.5	Incompleted	1-Need Parts					
						Repair Hours:	0.5	Incompleted	1-Need Parts					
	Call Desc					Repair Hours:	0.5	Incompleted	1 1-Need Parts					
	Call Desc	5				Repair Hours:	0.5	Incompleted	1 1-Need Parts					
	Call Desc	5	Needs parts			Repair Hours:	0.5	Incompleted	1-Need Parts					
Cal	ProblemCodes Problem Code:	5			2019/10/28 14:56	Repair Hours:	0.5		1-Need Parts CT01504-OSV-02			5.12	2	1

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call
	Caller	Donna		Dispatched	1: 2019/10/29 10:21	CM Response Hours:		Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner		Time		
														_
	Call Desc	need overnight - CQ			1: 2019/10/29 10:29	Travel Hours:	0.13							
				Departure	e 2019/10/29 11:37	Repair Hours:	1.13							
						Resolution Hours:	5.12							
0000000														
SC203896	Ö													
	ProblemCodes													
	Problem Code:	COPY QUALITY												
00000744	Resolution Code:		Replaced Parts											
SC206713		DOWN MAC NOTOLIN	TOM II	0-111-014	NI.	OLA Bassassas Hassas	4.00	0 1 1 1	OT04504 OOV 00			44.00		0
Cal	II SC206713	DOWN MAC NOTRUN	[СМ]	Call In SLA	A: NO	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			14.23	1	0
	Assigned Tech	David Prior		Received	1: 2019/11/18 09:46	Response Hours:	13.47	Call Priority:	down machine					
	Caller	Paul 802-373-4043		Dispatched	i: 2019/11/19 14:04	CM Response Hours:	13.47	Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	0 "5	lamming assets that	infonding		1. 0040/44/40 44 44		0.07							
	Call Desc	Jamming constantly / m	nsreeaing		1: 2019/11/19 14:44	Travel Hours:	0.67							
				Completed	d 2019/11/19 15:30	Repair Hours:	0.77							_
						Resolution Hours:	14.23							
	Deakle v O v l													
	ProblemCodes													
	Problem Code:	JAMMING												
	D 1 0 1													
	Resolution Code:		Remove Paper Jam											
	Resolution Code:		Replaced Parts											
SV-04824 sn:CBAF40	183								9.30	8.9	5 1.6	8.4		1
SC199688	8													
Cal	SC199688	Finisher Problem [CM]		Call In SLA	x: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			15.85	<i>j</i>	0
	Assigned Tech	Brian Sheehan		Received	d: 2019/09/26 15:13	Response Hours:	12.87	Call Priority:	High					
	_	: Donna			d: 2019/09/30 10:29	CM Response Hours:	12.87			Parts Labor Travel Toner				
	Canci	Doma		Dispatched	1. 2013/03/30 10.23	OW Response Flours.	12.07	Dill Code.	Oov Copier Maint iner i	and Labor Traver Torier				
	Call Desc	FT34 - Paul 802-373-40	043 Won't Staple or hole	Arrived	d: 2019/09/30 11:05	Travel Hours:	0.6							
		ninen		Completed	d 2019/09/30 14:04	Repair Hours:	2.98							
						Resolution Hours:	15.85							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Repaired											
SC200842	2													
Cal	II SC200842	JAMMING [CM]		Call In SLA	a: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			9.83	š	0
	Assigned Tech	David Prior		Pagaira	d: 2019/10/04 14:50	Response Hours:	9.22	Call Priority:	N					
		: David Prior : Donna			i: 2019/10/04 14:50 i: 2019/10/07 15:18	CM Response Hours:	9.22			Parts Labor Travel Toner				
	Callel	Doma		Dispatched	. 2010/10/07 10:10	OWINESPONSE HOURS.	3.22	Bill Code:	COV Copier Mail II IIICI I	ano Labor Haver Fullel				
	Call Desc	Jamming from tray 2 Pa	aul 802-373-4043	Arrived	1: 2019/10/07 15:33	Travel Hours:	0.25							
				Completed	d 2019/10/07 16:10	Repair Hours:	0.62							
						Resolution Hours:	9.83							
	5 6 .													
	ProblemCodes													
		JAMMING												

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	С
	Resolution Code:		Remove Paper Jam											4
	Resolution Code:		Cleaned and Tested											_
SC202846		Otera also COA II		0 111 51 5	N	OLA D.		2	OT04504 OS: / 55					
Call	SC202846	Streaks [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			9.65	5	0
	Assigned Tech:	David Prior		Received:	2019/10/21 13:30	Response Hours:	8.53	Call Priority:	High					
	Caller	Craig Donnan		Dispatched:	2019/10/22 12:05	CM Response Hours:	8.53	Bill Code:	OSV Copier Maint Inc	cl Parts Labor Travel Toner				
	Call Desc	CTDEAKS		ما معن دم ما	2019/10/22 13:32	Travel Hours:	1.45							-
	Call Desc.	OTTEARO			2019/10/22 13:32	Repair Hours:	1.12	Incompleted	1-Need Parts					
				Completed	2019/10/22 14.39	Resolution Hours:	9.65	incompleted	1-Neeu Faits					H
						Resolution Hours.	9.03							
	ProblemCodes													
		COPY QUALITY												+
	Resolution Code:		Needs parts											
Cal	SC203089	Parts Shipped [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			()	1
	Assigned Task	David Prior		Pagging	2019/10/22 14:55	Dononas Herrer	40.7	Call Priority:	N					
	Assigned Tech:	David Prior Craig Donnan				Response Hours: CM Response Hours:	10.7	•		cl Parts Labor Travel Toner				
	Caller	Craig Dollhan		nisharcued;	2019/10/24 09:50	Givi Response Hours:		DIII Code:	OSV Copier iviaint ind	a i aito Labui Traver Foner				
	Call Desc	need overnight - STREA	KS PARTS SENT	Arrived:	2019/10/24 09:55	Travel Hours:	0.08							
				Departure	2019/10/24 11:41	Repair Hours:	1.77							
						Resolution Hours:	0							
SC204937														
Call	SC204937	ERROR CODE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.52	2	0
	Assigned Tech:	David Prior		Received:	2019/11/05 09:59	Response Hours:	5.17	Call Priority:	N					
	Caller	Paul Scharf		Dispatched:	2019/11/05 14:48	CM Response Hours:	5.17	Bill Code:	OSV Copier Maint Inc	cl Parts Labor Travel Toner				
	Call Dans	Error Code f034		الم مدن شده ۸	2040/44/05 45:00	Travel Hours:	0.05							
	Call Desc.	Life Code 1034			2019/11/05 15:09 2019/11/05 16:44	Repair Hours:	0.35 1.35							
				Completed	2019/11/03 10.44	Resolution Hours:	6.52							-
						Nesolation Hours.	0.02							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Trouble Shoot											
OSV-04825 sn:CBJE400	93								9.9	55 4.9	6 1.	3.3	3	3
00100														
SC199927	SC199927	ERROR CODE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract"	CT01504-OSV-02			4.75		0
Call	SC 199921	ERROR CODE [CIVI]		Call III SLA:	NO	SLA Response Hours:	4.00	Contract#.	C101504-O5V-02			4.73)	U
	Assigned Tech:	Brian Sheehan		Received:	2019/09/30 09:30	Response Hours:	4.58	Call Priority:	N					
	Caller	Donna		Dispatched:	2019/09/30 14:05	CM Response Hours:	4.58	Bill Code:	OSV Copier Maint Inc	cl Parts Labor Travel Toner				
	Call Desc	F- 008 PLEASE CHEC	K THE POWER	Arrived:	2019/09/30 14:05	Travel Hours:	0							-
	Jan 2000.	FINISHED *** BOTH	OF THEIR MACHINES		2019/09/30 14:15	Repair Hours:	0.17							
				p.0.00		Resolution Hours:	4.75							
	ProblemCodes													
	Problem Code:	Error Code												
			Repaired											

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call E
Cal	I SC201910	COPY QUALITY POOR	[CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			5.33	3	0
	Assigned Tech:	: David Prior		Received:	2019/10/15 10:09	Response Hours:	5.02	Call Priority:	N					
	Caller	: Donna		Dispatched:	2019/10/15 14:10	CM Response Hours:	5.02	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: David ghosting 802-878-	-8168	Arrived:	2019/10/15 15:10	Travel Hours:	1							
	Can Desc.	David gridding coz cro	0.00		2019/10/15 15:29	Repair Hours:	0.32	Incompleted	1-Need Parts					
				Cop.o.co	2010/10/10 10:20	Resolution Hours:	5.33							
	ProblemCodes	3												
	Problem Code:	COPY QUALITY												
Cal	Resolution Code: I SC202056	Parts Shipped [O]	Needs parts	Call In SLA:	NI/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			(2	1
Gai	1 30202036	raits Shipped [O]		Call III SLA.	N/A	SLA Response Hours.	4.00	Contract#.	C101304-O3V-02			(J	'
	Assigned Tech:				2019/10/15 15:34	Response Hours:	35.47	Call Priority:						
	Caller	Donna		Dispatched:	2019/10/28 09:21	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	need asap - David ghos		Arrived:	2019/10/28 09:28	Travel Hours:	0.12							
		DARTS SENT 10/22/20	10	Departure	2019/10/28 09:54	Repair Hours:	0.43							
						Resolution Hours:	0							
SC202056	3													
	Decklary Carlo													
	Problem Code:	COPY QUALITY												
	Flobletti Code.	COFT QUALITY												
	Resolution Code:		Replaced Parts											
SC203893			·											
Cal	I SC203893	DOWN MAC NOTRUN	[CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			3.65	5	0
	Assigned Tech	· David Prior		Received:	2019/10/28 14:51	Response Hours:	1.73	Call Priority	down machine					
		: Donna			2019/10/29 08:00	CM Response Hours:	1.73			Parts Labor Travel Toner				
									•					
	Call Desc	: Fuser won't go back into	the machine. Paul 802-		2019/10/29 08:05 2019/10/29 10:00	Travel Hours:	0.08 1.92	Incompleted	1-Need Parts					
				Completed	2019/10/29 10:00	Repair Hours: Resolution Hours:	3.65	incompleted	1-Need Fails					
						resolution riours.	3.03							
	ProblemCodes	3												
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Needs parts											
Cal	I SC203983	Parts Shipped [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			(0	1
	Assigned Tech	: David Prior		Received:	2019/10/29 10:02	Response Hours:	10.75	Call Priority:	down machine					
	Caller	: Donna		Dispatched:	2019/11/01 08:00	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	need overnight down - F	user won't go back into	Arrived:	2019/11/01 08:12	Travel Hours:	0.2							
			272_1012 DARTS SENT		2019/11/01 10:23	Repair Hours:	2.18							
						Resolution Hours:	0							
SC203983	3													
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Replaced Parts											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call E
Ca	all SC207162	DOWN MAC NOTRUN	[CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			9.5	3	0
	Assigned Tech	: David Prior		Received:	2019/11/20 10:04	Response Hours:	8.52	Call Priority:	down machine					
	Caller	: Donna		Dispatched:	2019/11/21 10:04	CM Response Hours:	8.52	Bill Code:	OSV Copier Maint Inc	cl Parts Labor Travel Toner				
	Call Dags	: F008 code constant jam	oo Doul 902 272 4042	۸ ۳۳۰ ده ماد	2019/11/21 10:05	Travel Hours:	0.02							
	Call Desc	: Food code constant jain	15 Faul 602-373-4043		2019/11/21 10:05	Repair Hours:	1.02	Incompleted	1-Need Parts					
				Completed	2019/11/21 11:00	Resolution Hours:	9.53	incompleted	1-Need Parts					
						Resolution Hours.	9.55							
	ProblemCodes	5												
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Needs parts											
Ci	all SC207389	Parts in Box [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02				0	1
	Assigned Teeb	. Dovid Drios		Danairad	2040/44/24 44:00	Deepense Heure	0.75	Call Driagity	down machine					
	Assigned Tech	: David Prior : Donna			2019/11/21 11:08 2019/11/26 13:38	Response Hours: CM Response Hours:	0.75		down machine	cl Parts Labor Travel Toner				
	Callel	. Donna		Dispatched.	2019/11/20 13.30	Civi Response Hours.		biii Code.	OSV Copier Maint III	CI Paris Labor Traver Toner				
	Call Desc	need overnight down - F		Arrived:	2019/11/26 13:38	Travel Hours:	0							
				Departure	2019/11/26 15:33	Repair Hours:	1.92							
						Resolution Hours:	0							
SC20738	39													
	Durling On to													
	Problem Codes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Danlaged Darts											
	Resolution Code.		Replaced Parts											
OCV 0400C ON CD IT 40	24.04								1	11 5.0	5 1	0 10	0	2
OSV-04826 sn:CBJE40	0101								4.	5.9	5 1.	0 10	.9	3
OSV-04826 sn:CBJE4	0101								4.	5.9	5 1.	0 10	.9	3
									4.	5.9	5 1.	0 10	9	3
SC19551	14	print issue [CM]		Call In SI A	No	SI A Rasponsa Hours	4.00	Contract#-		5.9	5 1.			3
SC19551		print issue [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	5.9	5 1.	6.6		
SC19551	SC195514 Assigned Tech	: David Prior			No 2019/08/29 08:37	SLA Response Hours: Response Hours:	4.00 5.37	Call Priority:	CT01504-OSV-02 High		5 1,			
SC19551	SC195514 Assigned Tech			Received:				Call Priority:	CT01504-OSV-02 High	cl Parts Labor Travel Toner	5 1.			
SC19551	Assigned Tech	: David Prior : Paul Scharf		Received: Dispatched:	2019/08/29 08:37 2019/08/29 12:57	Response Hours: CM Response Hours:	5.37 5.37	Call Priority:	CT01504-OSV-02 High		5 1,			
SC19551	Assigned Tech	: David Prior		Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59	Response Hours: CM Response Hours: Travel Hours:	5.37 5.37 1.03	Call Priority:	CT01504-OSV-02 High		5 1.			
SC19551	Assigned Tech	: David Prior : Paul Scharf		Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57	Response Hours: CM Response Hours:	5.37 5.37	Call Priority:	CT01504-OSV-02 High		5 1,			
SC19551	Assigned Tech	: David Prior : Paul Scharf		Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	5.37 5.37 1.03 1.27	Call Priority:	CT01504-OSV-02 High		5 1.			
SC19551	Assigned Tech	: David Prior : Paul Scharf		Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	5.37 5.37 1.03 1.27	Call Priority:	CT01504-OSV-02 High		5 1,			
SC19551	Assigned Tech	: David Prior : Paul Scharf : Ghosting images		Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	5.37 5.37 1.03 1.27	Call Priority:	CT01504-OSV-02 High		5 1.			
SC19551	Assigned Tech Caller Call Desc	: David Prior : Paul Scharf : Ghosting images		Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	5.37 5.37 1.03 1.27	Call Priority:	CT01504-OSV-02 High		5 1.			
SC19551	Assigned Tech Caller Call Desc	: David Prior : Paul Scharf : Ghosting images		Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	5.37 5.37 1.03 1.27	Call Priority:	CT01504-OSV-02 High		5 1,			
SC19551	Assigned Tech Caller Call Desc	: David Prior : Paul Scharf : Ghosting images	Cleaned and Tested	Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	5.37 5.37 1.03 1.27	Call Priority:	CT01504-OSV-02 High		5 1.			
SC19551	Assigned Tech Caller Call Desc ProblemCodes Problem Code: Resolution Code:	: David Prior : Paul Scharf : Ghosting images	Cleaned and Tested	Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	5.37 5.37 1.03 1.27	Call Priority:	CT01504-OSV-02 High		5 1,			
SC19551 Ca	Assigned Tech Caller Call Desc ProblemCodes Problem Code: Resolution Code:	: David Prior : Paul Scharf : Ghosting images	Cleaned and Tested	Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59 2019/08/29 15:15	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	5.37 5.37 1.03 1.27	Call Priority: Bill Code:	CT01504-OSV-02 High		5 1,		33	
SC19551 Ca	Problem Code: Resolution Code: Resolution Code: SC195896	: David Prior : Paul Scharf : Ghosting images COPY QUALITY Jamming [CM]	Cleaned and Tested	Received: Dispatched: Arrived: Completed Call In SLA:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59 2019/08/29 15:15	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	5.37 5.37 1.03 1.27 6.63	Call Priority: Bill Code: Contract#:	CT01504-OSV-02 High OSV Copier Maint Ind		5 1,	6.6	33	0
SC19551 Ca	Problem Code: Resolution Code: Resigned Tech Call Desc Problem Code: Resolution Code: Assigned Tech Assigned Tech	: David Prior : Paul Scharf : Ghosting images COPY QUALITY Jamming [CM] : David Prior	Cleaned and Tested	Received: Dispatched: Arrived: Completed Call In SLA: Received:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59 2019/08/29 15:15 No 2019/09/03 08:07	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours:	5.37 5.37 1.03 1.27 6.63 4.00 7.4	Call Priority: Bill Code: Contract#: Call Priority:	CT01504-OSV-02 High OSV Copier Maint Ind CT01504-OSV-02 Medium	cl Parts Labor Travel Toner	5 1,	6.6	33	0
SC19551 Ca	Problem Code: Resolution Code: Resigned Tech Call Desc Problem Code: Resolution Code: Assigned Tech Caller	: David Prior : Paul Scharf : Ghosting images COPY QUALITY Jamming [CM] : David Prior : Donna	Cleaned and Tested	Received: Dispatched: Arrived: Completed Call In SLA: Received:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59 2019/08/29 15:15	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	5.37 5.37 1.03 1.27 6.63	Call Priority: Bill Code: Contract#: Call Priority:	CT01504-OSV-02 High OSV Copier Maint Ind CT01504-OSV-02 Medium		5 1,	6.6	33	0
SC19551 Ca	Problem Code: Resolution Code: Resigned Tech Call Desc Problem Code: Resolution Code: Assigned Tech Caller	: David Prior : Paul Scharf : Ghosting images COPY QUALITY Jamming [CM] : David Prior	Cleaned and Tested	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59 2019/08/29 15:15 No 2019/09/03 08:07	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: Travel Hours:	5.37 5.37 1.03 1.27 6.63 4.00 7.4	Call Priority: Bill Code: Contract#: Call Priority:	CT01504-OSV-02 High OSV Copier Maint Ind CT01504-OSV-02 Medium	cl Parts Labor Travel Toner	5 1.	6.6	33	0
SC19551 Ca	Problem Code: Resolution Code: Resigned Tech Call Desc Problem Code: Resolution Code: Assigned Tech Caller	: David Prior : Paul Scharf : Ghosting images COPY QUALITY Jamming [CM] : David Prior : Donna	Cleaned and Tested	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59 2019/08/29 15:15 No 2019/09/03 08:07 2019/09/03 15:25	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	5.37 5.37 1.03 1.27 6.63 4.00 7.4 7.40 0.1 0.53	Call Priority: Bill Code: Contract#: Call Priority:	CT01504-OSV-02 High OSV Copier Maint Ind CT01504-OSV-02 Medium	cl Parts Labor Travel Toner	5 1,	6.6	33	0
SC19551 Ca	Problem Code: Resolution Code: Resigned Tech Call Desc Problem Code: Resolution Code: Assigned Tech Caller	: David Prior : Paul Scharf : Ghosting images COPY QUALITY Jamming [CM] : David Prior : Donna	Cleaned and Tested	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59 2019/08/29 15:15 No 2019/09/03 08:07 2019/09/03 15:25 2019/09/03 15:31	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: Travel Hours:	5.37 5.37 1.03 1.27 6.63 4.00 7.4 7.40 0.1	Call Priority: Bill Code: Contract#: Call Priority:	CT01504-OSV-02 High OSV Copier Maint Ind CT01504-OSV-02 Medium	cl Parts Labor Travel Toner	5 1,	6.6	33	0
SC19551 Ca	Problem Code: Resolution Code: Resigned Tech Call Desc Problem Code: Resolution Code: Assigned Tech Caller	: David Prior : Paul Scharf : Ghosting images COPY QUALITY Jamming [CM] : David Prior : Donna	Cleaned and Tested	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59 2019/08/29 15:15 No 2019/09/03 08:07 2019/09/03 15:25 2019/09/03 15:31	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: Travel Hours: Repair Hours:	5.37 5.37 1.03 1.27 6.63 4.00 7.4 7.40 0.1 0.53	Call Priority: Bill Code: Contract#: Call Priority:	CT01504-OSV-02 High OSV Copier Maint Ind CT01504-OSV-02 Medium	cl Parts Labor Travel Toner	5 1,	6.6	33	0
SC19551 Ca	Assigned Tech Caller Call Desc ProblemCodes Problem Code: Resolution Code: Resolution Code: Call Desc Call Desc Call Desc	: David Prior : Paul Scharf : Ghosting images COPY QUALITY Jamming [CM] : David Prior : Donna : doc feeder is jamming	Cleaned and Tested	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59 2019/08/29 15:15 No 2019/09/03 08:07 2019/09/03 15:25 2019/09/03 15:31	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: Travel Hours: Repair Hours:	5.37 5.37 1.03 1.27 6.63 4.00 7.4 7.40 0.1 0.53	Call Priority: Bill Code: Contract#: Call Priority:	CT01504-OSV-02 High OSV Copier Maint Ind CT01504-OSV-02 Medium	cl Parts Labor Travel Toner	5 1.	6.6	33	0
SC19551 Ca	Problem Code: Resolution Code: Resigned Tech Call Desc Problem Code: Resolution Code: Assigned Tech Caller	: David Prior : Paul Scharf : Ghosting images COPY QUALITY Jamming [CM] : David Prior : Donna : doc feeder is jamming	Cleaned and Tested	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/08/29 08:37 2019/08/29 12:57 2019/08/29 13:59 2019/08/29 15:15 No 2019/09/03 08:07 2019/09/03 15:25 2019/09/03 15:31	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: Travel Hours: Repair Hours:	5.37 5.37 1.03 1.27 6.63 4.00 7.4 7.40 0.1 0.53	Call Priority: Bill Code: Contract#: Call Priority:	CT01504-OSV-02 High OSV Copier Maint Ind CT01504-OSV-02 Medium	cl Parts Labor Travel Toner	5 1.	6.6	33	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
SC201914	Resolution Code:		Repaired											
		COPY QUALITY POOR	(CM)	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.1		0
- Cui			1- 1									0.1		
	Assigned Tech:				2019/10/15 10:20	Response Hours:	5.37	Call Priority:						
	Caller:	Donna		Dispatched:	2019/10/15 15:35	CM Response Hours:	5.37	Bill Code:	OSV Copier Maint Inc	cl Parts Labor Travel Toner				
	Call Desc:	David ghosting 802-878	-8168	Arrived:	2019/10/15 15:42	Travel Hours:	0.12							
				Completed	2019/10/15 16:26	Repair Hours:	0.73	Incompleted	1-Need Parts					
						Resolution Hours:	6.1							
	Deable to Carda													
	Problem Code:	COPY QUALITY												
	Problem Code.	COFT QUALITY												
	Resolution Code:		Needs parts											
		COPY QUALITY POOR		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			52.83	3	1
	Assissed Teels	D. M.D.		Described.	2040/40/45 40 00	D H		Oall Britain	N					
	Assigned Tech:	David Prior Donna			2019/10/15 16:30 2019/10/24 07:59	Response Hours: CM Response Hours:	0	Call Priority:		cl Parts Labor Travel Toner				
				Dispatched.	2013/10/24 07:39			Bill Code:	COV Copier Ividirit Int	ori and Labor Havel Fuller				
	Call Desc:	needs asap - David gho	sting 802-878-8168		2019/10/24 08:00	Travel Hours:	0.02							
				Departure	2019/10/24 09:50	Repair Hours:	1.83							
						Resolution Hours:	52.83							
SC202748														
		JAMMING [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			6.02)	0
												0.02		
	Assigned Tech:				2019/10/21 09:25	Response Hours:	5.18	Call Priority:						
	Caller:	Donna		Dispatched:	2019/10/21 14:27	CM Response Hours:	5.18	Bill Code:	OSV Copier Maint Inc	cl Parts Labor Travel Toner				
	Call Desc:	machine is jammed and	l can't clear	Arrived:	2019/10/21 14:36	Travel Hours:	0.15							
				Completed	2019/10/21 15:26	Repair Hours:	0.83							
						Resolution Hours:	6.02							
	ProblemCodes													
		JAMMING												
	Troblem Gode.	o, avaivante												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repaired											
SC207163														
Call	SC207163	DOWN MAC NOTRUN	[CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			8.02	2	0
	Assigned Tech:	David Prior		Received:	2019/11/20 10:06	Response Hours:	6.42	Call Priority:	down machine					
	_	Donna		Dispatched:	2019/11/21 08:00	CM Response Hours:	6.42			cl Parts Labor Travel Toner				
	Call Desc.	H4-30 Code Paul 802-3	73-4043	Arrived:	2019/11/21 08:01	Travel Hours:	0.02							
	Call Dest.				2019/11/21 08:01	Repair Hours:	1.6	Incompleted	1-Need Parts					
				p.0.00		Resolution Hours:	8.02							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Porto in Dec. [O]	Needs parts	0.11.01	NI/A	CLADaras	1.22	0	OTO4504 COVICE					
Call	SC207360	Parts in Box [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			()	1
	Assigned Tech:	David Prior		Received:	2019/11/21 09:58	Response Hours:	2.73		down machine					
	Caller:	Donna		Dispatched:	2019/11/26 15:36	CM Response Hours:		Bill Code:	OSV Copier Maint Inc	cl Parts Labor Travel Toner				
							0.02							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
				Departure	2019/11/26 15:53	Repair Hours:	0.27		1-Need Parts					
						Resolution Hours:	0							
0-11	00000044	Desta in Day (O)		0-111-014	NI/A	Ol A Description	4.00	011	OT04504 OOV 00				0	
Call	SC208014	Parts in Box [O]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02				0	1
	Assigned Tech:	David Prior		Received:	2019/11/26 15:55	Response Hours:	0.43	Call Priority:	: N					
	Caller:	Donna		Dispatched:	2019/12/04 15:04	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	needs pcu pwb overnigh	t down - down overnight -	Arrived:	2019/12/04 15:30	Travel Hours:	0.43							
		H1-30 Code Paul 802-3	72_ANA2 DARTS AT		2019/12/04 18:00	Repair Hours:	1		1-Need Parts					
						Resolution Hours:	0							
SC207360														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Needs parts											
tudio 207 [Toshiba]	resolution Code:		iveeus parts						3.2	5 3.2	25 0.9	9 4.	1	0
OSV-03394 sn:CEHD297	' 92								3.2					0
00 0000 III.0E11D201	02								3.2	0.1				
SC195431														
Call	SC195431	Multiple Problems [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			1.5	8	0
	Assigned Tech:	David Prior		Pacaivad:	2019/08/28 14:55	Response Hours:	0.83	Call Priority:	Medium					
	Caller:				2019/08/28 15:45	CM Response Hours:	0.83			Parts Labor Travel Toner				
				Dispatericu.	2013/00/20 13.43		0.00	Din Couc.	. Oov Oopici Maint inoi	Taris Labor Traver Torier				
	Call Desc:	Making noise and jamm	ing		2019/08/28 15:45	Travel Hours:	0							
				Completed	2019/08/28 16:44	Repair Hours:	0.75							
						Resolution Hours:	1.58							
	ProblemCodes													
		Multiple Issues												
	Resolution Code:		Lubricated											
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Instructed											
SC208068							,			•				
Call	SC208068	?Unknown Problem? [C	M]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			6.6	7	0
	Assigned Tech:	David Prior		Received:	2019/11/27 09:47	Response Hours:	5.67	Call Priority:	: High					
		Kenny Madsen			2019/11/27 15:09	CM Response Hours:	5.67			Parts Labor Travel Toner				
	Call Doco	call for service CAA7 con	de PLease ask for Kenny	Arrived	2019/11/27 15:27	Travel Hours:	0.3							
	Call Desc:	as he dave 03303 as id:	t		2019/11/27 15:27	Repair Hours:	0.3							
				Completed	2010/11/21 10.21	Resolution Hours:	6.67							
							5.01							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Reseat											
Studio 3055c [Toshiba]									1.5		0.4			0
OSV-03388 sn:C7HD786	44								1.5	8	0.4	0.	0	0

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call B
C	all SC204629	MAINT LITE [PM]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#	: CT01504-OSV-02			(0	0
	Assigned Tech	: David Prior		Received	2019/11/01 14:31	Response Hours:	1.58	Call Priority	: N					
	Caller	: Donna		Dispatched	2019/11/01 15:38	CM Response Hours:		Bill Code	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: maintenance lite		Arrived	2019/11/01 16:06	Travel Hours:	0.47							
				Completed	2019/11/01 16:46	Repair Hours:	0.4							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Reset code											
tudio 557 [Toshiba]	resolution code.		Noset sode						4.1	7 4.17	7 1.8	3 5.9	9	0
OSV-03397 sn:CAHD1	14261								4.1					0
SC19253	31													
C	all SC192531	COPY QUALITY POC	DR [CM]	Call In SLA	No	SLA Response Hours:	4.00	Contract#	: CT01504-OSV-02			5.92	2	0
	Assigned Tech	: David Prior		Received	2019/08/06 09:05	Response Hours:	4.17	Call Priority	: N					
		: Donna		Dispatched	2019/08/06 12:45	CM Response Hours:	4.17			Parts Labor Travel Toner				
	Call Daga	. Light conjure to you fo	nint and fadad	A wwin to all	2040/09/06 42:45	Travel Hours:	0.5							
	Call Desc	: Light copiers to very fa	aint and raded		2019/08/06 13:15	Repair Hours:	0.5 1.75							_
				Completed	2019/08/06 15:00	Resolution Hours:	5.92							
						Tresolution Flours.	0.02							
	ProblemCodes	3												
	Problem Code:	Multiple Issues												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Trouble Shoot											
tudio 657 [Toshiba]														
OSV-03398 sn:														
tudio 757 [Toshiba]									4.1:	3 4.13	3 1.1	1 5.3	2	0
OSV-03396 sn:CAHD1	13768								4.13	3 4.13	1.1			0
SC19513														
C	all SC195135	Call Service Flashing	[CM]	Call In SLA	No	SLA Response Hours:	4.00	Contract#	: CT01504-OSV-02			5.22	2	0
	Assigned Tech	: David Prior		Received	2019/08/27 11:17	Response Hours:	4.13	Call Priority	: High					
	Caller	: Donna Canty		Dispatched	2019/08/27 15:21	CM Response Hours:	4.13	Bill Code	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: states the machine is	completly down call for	Arrived:	2019/08/27 15:25	Travel Hours:	0.07							
	Odii Boso	carvina	completely down our roll		2019/08/27 16:52	Repair Hours:	1.08							
						Resolution Hours:	5.22							
	ProblemCodes	3												
	Problem Code:	Error Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Trouble Shoot											

								F	Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bac
x Middle School : 60 Founders			12.50%	8	3	1						Time		
E-Studio 6570c [Toshiba]									10.83	10.83	1.7	12.	5	0
OSV-03787 sn:SSAF907	712								10.83					0
USV-US707 SII.SSAF907	713								10.03	10.00	1.7	12.	3	O .
SC202189	9													
	II SC202189	JAMMING [CM]		Call In SLA	: No	SLA Response Hours:	4.00	Contract#: (CT01504-OSV-02			24.9	8	0
								0 11 5 1 11 1						
	Assigned Tech				: 2019/10/16 10:46	Response Hours:	22.73	Call Priority: N		Newton Labora Transcol Transco				
	Caller	: Donna		Dispatched	: 2019/10/21 07:59	CM Response Hours:	22.73	Bill Code: (JSV Copier Maint Inci F	Parts Labor Travel Toner				
	Call Desc	FOR THE PAST DAY T	THE MACHINE HAS	Arrived	: 2019/10/21 08:00	Travel Hours:	0.02							
		SEEN TANAMINIS WEE	NICE TO THE COURT OF THE STATE	Completed	2019/10/21 10:15	Repair Hours:	2.25							
						Resolution Hours:	24.98							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Donload Darts											
SC204894			Replaced Parts											
	SC204894	DOWN MAC NOTRUN	[CM]	Call In SLA	· No	SLA Response Hours:	4.00	Contract#: (CT01504-OSV-02			6.5	5	0
Odii			, [e.i.]			OLA Response Flours.	4.00	Contractin.	3101304-007-02			0.0	0	o .
	Assigned Tech				: 2019/11/05 08:05	Response Hours:	5.62	Call Priority: o						
	Caller	: Kim		Dispatched	: 2019/11/05 12:24	CM Response Hours:	5.62	Bill Code: (OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc	Jammed Wrench C4E	E2	Arrived	: 2019/11/05 13:42	Travel Hours:	1.3							
				Completed	2019/11/05 14:38	Repair Hours:	0.93							
						Resolution Hours:	6.55							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Cleaned and Tested											
SC205260	Resolution Code:		Trouble Shoot											
	I SC205260	JAMMING [CM]		Call In SLA	· No	SLA Response Hours:	4.00	Contract#: (CT01504-OSV-02			13.0	3	0
Gali	30203200	o, annum to form		Call III SLA	. 140	OLA Response Flours.	4.00	Contractin.	5101304-037-02			13.0	3	O .
	Assigned Tech				: 2019/11/06 14:11	Response Hours:	10.85	Call Priority: N						
	Caller	: Michael Finn		Dispatched	: 2019/11/08 08:00	CM Response Hours:	10.85	Bill Code: (OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc	constantly Jamming		Arrived	: 2019/11/08 08:02	Travel Hours:	0.03							
				Completed	2019/11/08 10:13	Repair Hours:	2.18							
						Resolution Hours:	13.03							
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:		Replaced Parts											
	Resolution Code:		Trouble Shoot											
SC208149		Multiple Problems [CM]		Call In CLA	· No	CLA Bossons Harres	4.00	Contracti	CT01504-OSV-02				E	0
Call	SC208149	wulliple Froblems [CM]		Call In SLA	. INU	SLA Response Hours:	4.00	Contract#: (J101304-05V-02			5.4	J	U
	Assigned Tech	: Keith Llewellyn		Received	: 2019/12/02 08:03	Response Hours:	4.12	Call Priority: N	Medium					
	Caller	: Kim Maiberger		Dispatched	: 2019/12/02 11:38	CM Response Hours:	4.12	Bill Code: 0	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc	Jamming near the hole	punch area all the red	Arrived	: 2019/12/02 12:10	Travel Hours:	0.53							

									Response Hours	CMResponse Hours		Resolution Time	Rescheduled	Call B
						Resolution Hours:	5.45							
	ProblemCodes													
F	Problem Code:	JAMMING												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repaired											
udio 857 [Toshiba]	tocolulion ocuo.		rtopaliou						11.99	9 6.2	1.4	1 6.1		0
OSV-03783 sn:CABF3136	2								11.99					0
SC191991														
Call	SC191991	Finisher Problem [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			10.07		0
	Assigned Tech:	David Prior		Received:	2019/07/31 14:48	Response Hours:	8.57	Call Priority:	High					
	=	Kim Maiberger			2019/08/01 13:28	CM Response Hours:	8.57			Parts Labor Travel Toner				
	0-11 5	Finishing unit has a nart	that will not go book											
		Finishing unit has a part			2019/08/01 14:52 2019/08/01 16:22	Travel Hours: Repair Hours:	1.4 1.5							
				Completed	2019/00/01 10:22	Resolution Hours:	10.07							
						NGSOIUIIOIT HOUIS.	10.07							
	ProblemCodes													
F	Problem Code:	PART BROKE OFF												
F	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repaired											
SC195200														
Call	SC195200	Multiple Problems [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			7.62		0
	Assigned Tech:	David Prior		Received:	2019/08/27 14:03	Response Hours:	6.33	Call Priority:	Medium					
	Caller:	Kim Maiberger		Dispatched:	2019/08/28 11:26	CM Response Hours:	6.33	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	8x11 drawer is loose this	s is causing jams and	Arrived:	2019/08/28 11:53	Travel Hours:	0.45							
		noise			2019/08/28 13:10	Repair Hours:	1.28							
						Resolution Hours:	7.62							
	ProblemCodes													
F	Problem Code:	Multiple Issues												
	Depolution Or 1		DEDAIDED											
	Resolution Code:		REPAIRED Trouble Shoot											-
SC197449	Coordion Code.		Trouble Sillot											
	SC197449	Paper Tray Issue [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			8.18		0
	Assigned Tech:				2019/09/12 08:16	Response Hours:	7.17	Call Priority:		Porto Lober Travel Terra				
	Caller:	Donna			2019/09/12 14:58	CM Response Hours:	7.17	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	saying to add paper but	there is paper in the		2019/09/12 15:26	Travel Hours:	0.47							
				Completed	2019/09/12 16:27	Repair Hours:	1.02							
						Resolution Hours:	8.18							
	Droblem Carla													
-	ProblemCodes Problem Code:	Message												
F	TODICITI COUE.	IVICOSaye												
F	Resolution Code:		Cleaned and Tested											
'														

								R	Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Ba
SC1996	17											Time		
C	all SC199617	PM [PM]		Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#: C	T01504-OSV-02			()	0
		5		5	0040/00/0044		05.40	0 11 5 1 1 1						
	Assigned Tech				: 2019/09/26 11:20	Response Hours:	35.12	Call Priority: N		D / I I T I I T				
	Caller	r: Donna		Dispatched	: 2019/10/02 12:19	CM Response Hours:		Bill Code: C	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc		periodic maint. Kim 802-	Arrived	: 2019/10/02 12:27	Travel Hours:	0.13							
		R7Q-7173		Completed	1 2019/10/02 13:48	Repair Hours:	1.35							
						Resolution Hours:	0							
	ProblemCodes	:S												
	Problem Code:	PM												
	Resolution Code:		Cleaned and Tested											
SC20799	97													
	all SC207997	DOWN MAC NOTRUN	N [CM]	Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#: C	CT01504-OSV-02			4.38	3	0
•						·								
	Assigned Tech				: 2019/11/26 14:27	Response Hours:	2.77	Call Priority: d						
	Caller	r: Mike 802-857-1574	4	Dispatched	: 2019/11/27 08:00	CM Response Hours:	2.77	Bill Code: C	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	c: C471		Arrived	: 2019/11/27 08:43	Travel Hours:	0.72							
					2019/11/27 10:20	Repair Hours:	1.62							
						Resolution Hours:	4.38							
	ProblemCodes	10												
	Problem Code:	Error Code												
	1 Toblem Code.	Life Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Reset code											_
own School District : 58	resolution code.		0.00%	3	<u> </u>	0								_
s Road			0.0070											
-Studio 5560cT [Toshiba]									9.24	9.5	1.0	0 8.1	,	1
OSV-03784 sn:CSBE1	7738								9.24	9.5	1.0	0 8.1	1	1
SC2001	45													
C	all SC200145	Drawer issue [CM]		Call In SLA	: No	SLA Response Hours:	4.00	Contract#: C	T01504-OSV-02			10.47	1	0
	Assigned Tech	o: Pandy Ladd		Pagaiyad	: 2019/10/01 10:12	Response Hours:	9.15	Call Priority: H	ligh					
										Dorto Labor Traval Tanar				
	Caller	r: Donna		Dispatched	: 2019/10/02 10:31	CM Response Hours:	9.15	DIII Code: C	55 v Copier iviaint incl	Parts Labor Travel Toner				
	Call Desc	c: LCT Left does not spill		Arrived	: 2019/10/02 10:51	Travel Hours:	0.33							
		it's amny and asking fo	or naner I orna 202-272-	Completed	2019/10/02 12:10	Repair Hours:	1.32	Incompleted 1	-Need Parts					
						Resolution Hours:	10.47							
	ProblemCodes	s												
	Problem Code:	MISC. CALL												
	Resolution Code:		Needs parts											
	all SC200370	Parts Shipped [O]	·	Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#: C	CT01504-OSV-02			(0 1	1
C														
C		i: David Prior			: 2019/10/02 12:13	Response Hours:	8.45	Call Priority: N						
C	Assigned Tech			Dispatched	: 2019/10/22 16:24	CM Response Hours:		Bill Code: C	OSV Copier Maint Incl	Parts Labor Travel Toner				
С		r: Donna		Dispatorica	0 . 0, . 0, 0									
C	Caller		ed tires - LCT Left does			Travel Hours	0.05							
C	Caller	c: Needs lct guide and fee	eed tires - LCT Left does side when it's amny and	Arrived	: 2019/10/22 16:27	Travel Hours:	0.05							
C	Caller	c: Needs lct guide and fee		Arrived		Travel Hours: Repair Hours: Resolution Hours:	0.05 0.05							

									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Back
SC200370												Time		
332000.0														
	ProblemCodes	:												
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Replaced Parts											
SC204966		Won't Feed [CM]		Call la Cl A	. No	CLA Despense House	4.00	Contropt#	CT04504 OCV 02			45.00		0
Call	SC204966	Wort Feed [CIVI]		Call In SLA	: NO	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			15.02	2	U
	Assigned Tech:	David Prior		Received	2019/11/05 10:54	Response Hours:	14.1	Call Priority	High					
	Caller	Lorna 802-857-2000)	Dispatched	: 2019/11/07 07:58	CM Response Hours:	14.10	Bill Code	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Still having the same iss	ues after parts were	Arrived	: 2019/11/07 07:58	Travel Hours:	0							
		rankacad naads ASAD		Completed	1 2019/11/07 08:55	Repair Hours:	0.92							
						Resolution Hours:	15.02							
	Problem Code:													
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Needs parts											
SC208319			22.22 ps.13											
Call	SC208319	Call Service Flashing [C	M]	Call In SLA	: No	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			6.92	2	0
	Assigned Tech:	David Prior		Pagaiyad	: 2019/12/03 08:31	Response Hours:	5.27	Call Priority	High					
		Lorna Michaud			: 2019/12/03 08:31	CM Response Hours:	5.27			Parts Labor Travel Toner				
								Diii Oodo	COV Copier Maint inoi	Turio Eubor Traver Torier				
	Call Desc:	Call for Service			: 2019/12/03 13:47	Travel Hours:	0.75							
				Completed	1 2019/12/03 15:26	Repair Hours:	1.65							
						Resolution Hours:	6.92							
	ProblemCodes													
		Error Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repaired											
ex Westford School District : 51 < Street			66.667%	3	3	2								
E-Studio 3055c [Toshiba]									4.4	5 6.6	7 0.8	3 19.0)	1
OSV-03385 sn:C7HD786	664								4.4	5 6.6	7 0.8	19.0		1
SC196073		Call Conder El 11 10	N.41	0-111-01	Na	CLA Davis visit	4.00	0	OT04504 OOV 00			40.1		0
Call	SC196073	Call Service Flashing [C	MJ	Call In SLA	: No	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			12.15		0
	Assigned Tech:	David Prior		Received	: 2019/09/03 13:42	Response Hours:	11.32	Call Priority	High					
	Caller	Donna		Dispatched	: 2019/09/05 08:01	CM Response Hours:	11.32	Bill Code	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	call for service		Arrived:	: 2019/09/05 08:01	Travel Hours:	0							
	- 2000.				1 2019/09/05 08:51	Repair Hours:	0.83	Incompleted	I 1-Need Parts					
				·		Resolution Hours:	12.15							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	0-110	Needs parts	A	NVA	0145			0704554 5500					
Call	SC196391	Call Service Flashing [C	IVIJ	Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			42.27		1

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call B
	Caller	: Donna		Dispatched	d: 2019/09/12 08:00	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: needs overnight - call fo	or service	Arriveo	d: 2019/09/12 08:01	Travel Hours:	0.02							
	- Can Bood				e 2019/09/12 08:51	Repair Hours:	0.83							
						Resolution Hours:	42.27							
SC19639	1													
	ProblemCodes	3												
	Problem Code:	Error Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
SC19801	3													
Ca	II SC198013	TONER ISSUE [CM]		Call In SLA	A: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			2.62		0
		D. H.			1 0040/00/40 40 70	D	0.55	0 " 5 : /	M. P.					
	Assigned Tech				d: 2019/09/16 13:53	Response Hours:	2.02	Call Priority:		Desta Labor Touris				
	Caller	: Donna		Dispatched	d: 2019/09/16 15:08	CM Response Hours:	2.02	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc		they are stioll getting the	Arriveo	d: 2019/09/16 15:54	Travel Hours:	0.77							
		massage to replace ton	nor .	Complete	d 2019/09/16 16:56	Repair Hours:	0.6							
						Resolution Hours:	2.62							
	ProblemCodes	3												
	Problem Code:	TONER PROBLEM												
	Resolution Code:		Instructed											
udio 857 [Toshiba]									35.80	0 2.2	7 0.7	1.3	<u> </u>	1
OSV-03401 sn:CAHD13	3841								35.80					1
SC19896	2													
	II SC198962	Cleaning Web [CM]		Call In SLA	A: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			2.53		0
	Assigned Tech				d: 2019/09/23 10:17	Response Hours:	2.27	Call Priority:						
	Caller	: Donna		Dispatched	d: 2019/09/23 12:11	CM Response Hours:	2.27	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: FUSER CLEANING WE	EB MACHINE IS STILL	Arriveo	d: 2019/09/23 12:33	Travel Hours:	0.37							
		MUDRING HIST NEED	EDS OF EVNING		d 2019/09/23 12:49	Repair Hours:	0.27	Incompleted	1-Need Parts					
				Jompioto	23.3,00,20 12.40	Resolution Hours:	2.53	Joinpiolou						
						recondition ribuis.	2.00							
	ProblemCodes													
	Problem Code:	MAIN LITE												
	i iobiciii Gode.	WW WIN ELLE												
	Resolution Code:		PM Kit											
Co	II SC199051	Parts Shipped [O]	FIVINIL	Call In SLA	Δ- Ν/Δ	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			(1
Ca	1 30 133031	. and onipped [O]		Call III SLP	N. 18/73	OLA Nespulise Huuls.	4.00	Contract#:	0101304-037-02					'
	Assigned Tech	: David Prior		Received	d: 2019/09/23 12:52	Response Hours:	69.32	Call Priority:	High					
	Caller	: Donna		Dispatched	d: 2019/10/07 07:59	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Dass	: needs fr-kit mo-kit drum	n - FUSER CLEANING	Λ *** ** *	d: 2019/10/07 08:00	Travel Hours:	0.02							
	Call Desc	WER MACHINE IS STI	III WORKING IIIST											
				Departur	e 2019/10/07 09:11	Repair Hours:	1.18							
						Resolution Hours:	0							
SC19905	1													
SC19905														
SC19905	1 ProblemCodes Problem Code:	S MAIN LITE												

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Bac
												Time		
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
nders Memorial School : 33			12.50%	8		1								
nders Road E-Studio 6570c [Toshiba]									6.17	6.17	1.0	7.2		0
OSV-03785 sn:SSAF9	0722								6.17					0
00 V 00700 3H.00Al 0	0122								0.17	0.11	1.0			
SC1931	83													
С	all SC193183	Paper Tray Issue [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			9.28		0
	Assigned Tech:	David Prior		Pagaired:	2019/08/12 09:04	Response Hours:	7.78	Call Priority:	High					
		Jane Olesen			2019/08/13 08:00	CM Response Hours:	7.78			Parts Labor Travel Toner				
				Dispatoricu.	2013/00/13 00:00	OW Response Flours.		Din Oode.	Oov Copier Maint inci	Tarto Labor Traver Torici				
	Call Desc:	Right hand side of the m	nachine is crunching up		2019/08/13 08:21	Travel Hours:	0.35							
				Completed	2019/08/13 09:51	Repair Hours:	1.5							
						Resolution Hours:	9.28							
	ProblemCodes													
	Problem Code:	JAMMING												
	i robioni odde.	07 UVIIVIII 40												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repositioned											
SC1968	47													
С	all SC196847	Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.77		0
	Assigned Tech:	David Prior		Received:	2019/09/09 09:44	Response Hours:	6.15	Call Priority:	Medium					
		Laurie Wilcox			2019/09/09 15:45	CM Response Hours:	6.15			Parts Labor Travel Toner				
						· ·								
	Call Desc:	Document feeder on the	top it jams		2019/09/09 15:53	Travel Hours:								
				Completed	2019/09/09 16:55	Repair Hours:	0.62 6.77							
						Resolution Hours:	6.77							
	ProblemCodes													
	Problem Code:	ADF PROB												
	Resolution Code:		ADJUSTED											
	Resolution Code:		Cleaned and Tested											
SC1993	94													
С	all SC199394	DOWN MAC NOTRUN	[CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.47		0
	Assigned Tech:	David Prior		Received:	2019/09/25 10:02	Response Hours:	5.98	Call Priority:	down machine					
		Jane 802-857-6300			2019/09/25 14:52	CM Response Hours:	5.98			Parts Labor Travel Toner				
	Call Days	lammed												
	Call Desc:	Janned			2019/09/25 16:01 2019/09/25 16:52	Travel Hours: Repair Hours:	1.15 0.48							
				Completed	2019/09/20 10:52	Repair Hours:	0.48 6.47							
						NOSOIUIIOITTIUUIS.	0.47							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
SC2083	93													
C	all SC208393	DOWN MAC NOTRUN	[CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.2		0
		David Prior			2019/12/03 13:36		4.77		down machine					

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call B
	Caller:	Jane 802-857-6300		Dispatched:	2019/12/04 09:35	CM Response Hours:	4.77	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner		Time		
								2 0000	ост осрго: паше ше	. 4.10 24201 114101 1 51101				
	Call Desc:	paper is crumpling when	n comes out. and it is not		2019/12/04 09:52	Travel Hours:	0.28							
				Completed	2019/12/04 11:18	Repair Hours:	1.43							
						Resolution Hours:	6.2							
	ProblemCodes													
		JAMMING												
	Resolution Code:		Cleaned and Tested											
udio 857 [Toshiba]									6.20	6.20	6.0	7.1	1	0
OSV-03782 sn:CABF313	65								6.20	6.20	0.9	7.1	1	0
SC191677														
Call	SC191677	Feeding multiple sheets	at one time [CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			8.77	/	0
	Assigned Tech:	David Prior		Received:	2019/07/30 09:07	Response Hours:	7.38	Call Priority:	N					
	Caller:	Jane Olesen		Dispatched:	2019/07/31 07:59	CM Response Hours:	7.38	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc.	Skewed copies toner or	n copies Jammina	Arrived.	2019/07/31 08:00	Travel Hours:	0.02							
	Can Desc.	The second of the second of			2019/07/31 08:00	Repair Hours:	1.38							
				O 0 p. 10.10 u	2010/01/01 00:20	Resolution Hours:	8.77							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Instructed											
SC203119														
Call	SC203119	DOWN MAC NOTRUN	[CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			8.42	2	0
	Assigned Tech:	David Prior		Received:	2019/10/23 08:05	Response Hours:	7.32	Call Priority:	down machine					
	Caller:	Laurie Wilcox		Dispatched:	2019/10/23 15:03	CM Response Hours:	7.32	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc.	TC Jane 802-857-6300		Arrived:	2019/10/23 15:24	Travel Hours:	0.35							
	Gail Bess.				2019/10/23 17:01	Repair Hours:	1.1							
				O 0 p. 10.10 u	2010/10/2011101	Resolution Hours:	8.42							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Reset code											
SC205215		LANAMINIO FOR C		0 11 1 21 1	No	OLA D.		•	OT04504 OOV			. = -		
Call	SC205215	JAMMING [CM]		Call In SLA:	NO	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			4.25	0	0
	Assigned Tech:	David Prior		Received:	2019/11/06 12:15	Response Hours:	4.07	Call Priority:	N					
	Caller:	Jane Olesen		Dispatched:	2019/11/06 15:49	CM Response Hours:	4.07	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	jamming on ledger size	paper in the fuser area	Arrived:	2019/11/06 16:19	Travel Hours:	0.5							
	Can Dose.	, 5			2019/11/06 16:54	Repair Hours:	0.18							
				20ріотоц		Resolution Hours:	4.25							
	ProblemCodes													

									Response Hours	CMResponse Hours	Repair Hours R		Rescheduled	Call Bac
	Resolution Code:		Instructed								Ti	ime		
TOSHES457 [Toshiba]									0.1	5 0.1	5 0.8	0.9		0
OSV-03386 sn:CEHD28	3685								0.1	5 0.1	5 0.8	0.9		0
SC191863	3													
Cal	II SC191863	Jamming [CM]		Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			0.93		0
	Assigned Tech	: David Prior		Received	: 2019/07/31 09:25	Response Hours:	0.15	Call Priority:	: Medium					
		: Laurie Wilcox			: 2019/07/31 09:34	CM Response Hours:	0.15			Parts Labor Travel Toner				
	Canon	. Laurio Villoox		Diopatorioa	. 2010/01/01 00:01	OM Responde Floure.	0.10	D C CCC.	. Cov Copioi Maine moi	Tario Labor Travor Torior				
	Call Desc	Jamming		Arrived	: 2019/07/31 09:34	Travel Hours:	0							
				Completed	2019/07/31 10:21	Repair Hours:	0.78							
						Resolution Hours:	0.93							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Remove Paper Jam											
	Resolution Code:		Cleaned and Tested											
watha Elementary School : 34 watha Avenue			100.00%	2	2	2								
Estudio 857 [Toshiba]														
OSV-03400 sn:														
TOSHES457 [Toshiba]									0.8	9 0.89	0.6	1.5		0
OSV-03751 sn:CEKE470	7064								0.8	9 0.89	0.6	1.5		0
SC197403	3													
Cal	II SC197403	Paper Tray Issue [CM]		Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			1.33		0
		D :15:		5	0040/00/44 45 40		4.0	0 11 5						
	Assigned Tech				: 2019/09/11 15:10	Response Hours:	1.2	Call Priority:		Destrict the Towns Towns				
	Caller	: Donna		Dispatched	: 2019/09/11 15:19	CM Response Hours:	1.20	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	broken paper tray		Arrived	: 2019/09/11 16:22	Travel Hours:	1.05							
				Completed	2019/09/11 16:59	Repair Hours:	0.13							
						Resolution Hours:	1.33							
	ProblemCodes	3												
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repaired											
SC206287	7													
Cal	II SC206287	NOISE [CM]		Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			1.6		0
	Assigned Tech	: David Prior		Received	: 2019/11/14 10:07	Response Hours:	0.57	Call Priority:	: N					
		: Donna			: 2019/11/14 10:13	CM Response Hours:	0.57			Parts Labor Travel Toner				
				Dispatorieu	0.0/11/14 10.10			Dill Code.	. 30. 30pioi maint inti	. and Eabor Haver Fuller				
	Call Desc	noises		Arrived	: 2019/11/14 10:41	Travel Hours:	0.47							
				Completed	2019/11/14 11:43	Repair Hours:	1.03							
						Resolution Hours:	1.6							
						Resolution Hours:	1.6							
						Resolution Hours:	1.6							
	ProblemCodes Problem Code:	S NOISE				Resolution Hours:	1.6							

									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Back
									·	·	·	Time		
	Resolution Code:		Lubricated											
	Resolution Code:		Cleaned and Tested											
homas Fleming Elementary School :			10.00%	10		1								
1 Prospect Street									5.07	7 5.07	1.6	6.7		0
E-Studio 3055c [Toshiba] OSV-03387 sn:C7HD786	365								5.07					0
000-00007-311.071107-00									0.01	0.01		0.1		
SC199128														
Call	SC199128	Part Broke off [CM]		Call In SLA:	: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.65		0
	Assigned Tech:	David Prior		Received:	2019/09/24 08:23	Response Hours:	5.07	Call Priority:	N					
	_	Jillian Aldrich			2019/09/24 12:29	CM Response Hours:	5.07			Parts Labor Travel Toner				
	Call Dagge	roller fell out of the mack	nino	A rei co de	2019/09/24 13:27	Travel Hours:	0.97							
	Call Desc:	roller reli out of the mach	ille		2019/09/24 13:27 I 2019/09/24 15:02	Repair Hours:	1.58							
				Completed	2019/09/24 13.02	Resolution Hours:	6.65							
							0.00							
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repaired						10.2	7 10.27	1 (11.4		0
EStudio 557 [Toshiba]	064								10.37					0
OSV-03404 sn:CAHD142	264								10.3	10.37	1.0	11.4		U
SC192516														
Call	SC192516	Not Scanning [CM]		Call In SLA:	: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			11.32		0
	Assigned Tech:	Keith Llewellyn		Received:	2019/08/06 08:08	Response Hours:	10.5	Call Priority:	Hiah					
	_	Jillian Aldrich			2019/08/07 09:14	CM Response Hours:	10.50			Parts Labor Travel Toner				
	Call Dagg	Not scanning at all now	it said its not on their end	Arrivad	2019/08/07 10:08	Travel Hours:	0.9							
	Call Desc.	Not scaring at all now	it said its not on their end		2019/08/07 10:08	Repair Hours:	0.82							
				Completed	2013/00/01 10.01	Resolution Hours:	11.32							
	ProblemCodes													
	Problem Code:	Scan to email error N	Network											
	Resolution Code:		Firmware update											
SC195904	Resolution Code:		Trouble Shoot											
		Jamming [CM]		Call In SLA:	: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			10.55		0
	Assigned Tech:				2019/09/03 08:12	Response Hours:	9.5	Call Priority:		D				
	Caller:	Donna		Dispatched:	2019/09/04 09:05	CM Response Hours:	9.50	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	jamming		Arrived:	2019/09/04 09:12	Travel Hours:	0.12							
				Completed	2019/09/04 10:15	Repair Hours:	1.05							
						Resolution Hours:	10.55							
	D. I. C.													
	Problem Code:	JAMMING												
	Problem Code:	JAIVIIVIIING												

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Ba
SC205386	16											Time		
		Dark Copies [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			12.37	7	0
Çu.												. 2.0.		
	Assigned Tech:				2019/11/07 10:05	Response Hours:	11.1	Call Priority:						
	Caller:	Jillian Aldrich		Dispatched:	2019/11/08 12:10	CM Response Hours:	11.10	Bill Code:	OSV Copier Maint In	cl Parts Labor Travel Toner				
	Call Desc:	dark copies		Arrived:	2019/11/08 12:41	Travel Hours:	0.52							
				Completed	2019/11/08 13:57	Repair Hours:	1.27							
						Resolution Hours:	12.37							
	ProblemCodes													
	Problem Code:	DARK COPY												
	Resolution Code:		Trouble Shoot											
studio 657 [Toshiba]										9.0				0
OSV-03402 sn:CAHD14	4073								6	.76 6.7	'6 1. ₄	4 8.1		0
SC197899	9													
		Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			8.3	3	0
J.												5.0		
	Assigned Tech:				2019/09/16 09:24	Response Hours:	7.1	Call Priority:		1B / 1 / E / E				
	Caller:	Jillian Aldrich		Dispatched:	2019/09/17 08:00	CM Response Hours:	7.10	Bill Code:	OSV Copier Maint In	cl Parts Labor Travel Toner				
	Call Desc:		aid its not the paper it has	Arrived:	2019/09/17 08:00	Travel Hours:	0							
		to he comething also		Completed	2019/09/17 09:12	Repair Hours:	1.2							
						Resolution Hours:	8.3							
	ProblemCodes													
	Problem Code:	JAMMING												
	Deceleties Octo		Oleren Levil Teste I											
	Resolution Code:		Cleaned and Tested Trouble Shoot											_
SC199129			Trouble Shoot											
		Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			7.75	5	0
Odi				Call III OLA.	140	OLA Response Flours.	4.00	Contract#.	0101304-007-02			7.70		Ů,
	Assigned Tech:				2019/09/24 08:23	Response Hours:	6.72	Call Priority:						
	Caller:	Jillian Aldrich		Dispatched:	2019/09/24 15:05	CM Response Hours:	6.72	Bill Code:	OSV Copier Maint In	cl Parts Labor Travel Toner				
	Call Desc:	jammimg		Arrived:	2019/09/24 15:06	Travel Hours:	0.02							
					2019/09/24 16:08	Repair Hours:	1.03							
						Resolution Hours:	7.75							
	ProblemCodes													
	Problem Code:	JAMMING												
000017	Resolution Code:		Replaced Parts											
SC200920		lamming [CM]		0.111.01.0	No	CLA Deces	4.00	0	CT04504 C01/ 00				7	0
Cal	all SC200920	Jamming [CM]		Call In SLA:	NO .	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			14.37		0
	Assigned Tech:	David Prior		Received:	2019/10/07 09:06	Response Hours:	12.53	Call Priority:	Medium					
	Caller	Jillian Aldrich		Dispatched:	2019/10/08 12:38	CM Response Hours:	12.53	Bill Code:	OSV Copier Maint In	cl Parts Labor Travel Toner				
	Caller.													
		4th call for jamming - us	sers frustrated	Arrived:	2019/10/08 13:08	Travel Hours:	0.5							
		4th call for jamming - us	sers frustrated		2019/10/08 13:08 2019/10/08 14:58	Travel Hours: Repair Hours:	0.5 1.83							
		4th call for jamming - u	sers frustrated		2019/10/08 13:08 2019/10/08 14:58	Travel Hours: Repair Hours: Resolution Hours:	0.5 1.83 14.37							
		4th call for jamming - u	sers frustrated			Repair Hours:	1.83							

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Bac
	Double to Octob											Time		
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		NO PROB FOUND											
SC205645														
Call	SC205645	Broken Piece [CM]		Call In SLA:		SLA Response Hours:	4.00		CT01504-OSV-02			2.03	3	0
	Assigned Tech:				2019/11/08 13:38	Response Hours:	0.67	Call Priority:						
	Caller	Donna		Dispatched:	2019/11/08 13:59	CM Response Hours:	0.67	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	broken piece			2019/11/08 14:18	Travel Hours:	0.32							
				Completed	2019/11/08 15:40	Repair Hours:	1.37							
						Resolution Hours:	2.03							
	ProblemCodes													
		PART BROKE OFF												
	Troblem Gode.	TAILT BROKE OF												
	Resolution Code:		REPAIRED											
OSV-03403 sn:CAHD141	00								13.4	13.48	0.9	14.4		0
00405000														
SC195900	SC195900	Call Service Flashing [C	CMI	Call In SLA:	No	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			9.27		0
Call	SC195900	Call Service Flashing [C	JIVI]	Call In SLA:	INO	SLA Response nours.	4.00	Contract#.	C101504-OSV-02			9.21		U
	Assigned Tech:	David Prior		Received:	2019/09/03 08:11	Response Hours:	8.37	Call Priority:	High					
	Caller:	Donna		Dispatched:	2019/09/04 08:01	CM Response Hours:	8.37	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Call for service wrench	1	Arrived:	2019/09/04 08:03	Travel Hours:	0.03							
					2019/09/04 08:57	Repair Hours:	0.9							
				•		Resolution Hours:	9.27							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repaired											
SC207448		DUDIEV IAM COM		Call In Cl A	No	CLA Donners Herrer	4.00	Contract"	CT04504 OSV 00			40.57		0
Call	SC207448	DUPLEX JAM [CM]		Call In SLA:	INO	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			19.55		U
	Assigned Tech:				2019/11/21 13:57	Response Hours:	18.58	Call Priority:						
	Caller:	Donna		Dispatched:	2019/11/25 14:54	CM Response Hours:	18.58	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	keeps jamming when d	luplexing and stapling Jill	Arrived:	2019/11/25 15:32	Travel Hours:	0.63							
					2019/11/25 16:51	Repair Hours:	0.97							
						Resolution Hours:	19.55							
	Problem Code:	JAMMING												
	i fobletti Code:	JAIVIIVIIING												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repaired											
d Elementary School : 146			0.00%	2		0								+
de Road														
Studio 557 [Toshiba]									20.2					1
OSV-03405 sn:CAHD142														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC202847												Time		
Cal	I SC202847	ERROR CODE [CM]		Call In SLA	: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			12.33	(0
	Assigned Tech	: David Prior		Received	2019/10/21 13:30	Response Hours:	11.57	Call Priority:	N					
	Caller	: Pauline Perry		Dispatched	2019/10/23 08:00	CM Response Hours:	11.57	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	error connection when p	utting in codes	Arrived	2019/10/23 08:04	Travel Hours:	0.07							
				Completed	2019/10/23 08:50	Repair Hours:	0.77							
						Resolution Hours:	12.33							
	ProblemCodes	S												
	Problem Code:	Message												
	Resolution Code:		Cleaned and Tested											
0000000	Resolution Code:		Instructed											
SC206096	I SC206096	Multiple Problems [CM]		Call In SLA	· No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			12.33		0
Odi												12.00		
	Assigned Tech				2019/11/13 11:21	Response Hours:	11.98	Call Priority:		5				
	Caller	: Ethan Kichura		Dispatched	2019/11/14 13:36	CM Response Hours:	11.98	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: frequent jams and broke	en handle		2019/11/14 14:50	Travel Hours:	1.23							
				Completed	2019/11/14 15:11	Repair Hours:	0.35	Incompleted	1-Need Parts					
						Resolution Hours:	12.33							
	ProblemCodes	S												
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Needs parts											
Cal	II SC206424 Parts Shipped [O]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02			0		1		
	Assigned Tech: David Prior Caller: Ethan Kichura		Received: 2019/11/14 15:17		Response Hours:	37.18	Call Priority: Medium							
			Dispatched: 2019/11/22 08:00		CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner					
	Call Desc	need asap - frequent jar	ns and broken handle	Arrived	2019/11/22 08:07	Travel Hours:	0.12							
		DADTO CENT 11/15/20	10	Departure	2019/11/22 09:56	Repair Hours:	1.82							
						Resolution Hours:	0							
0000040	4													
SC206424	+													
	ProblemCodes	S												
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
Total									9.6	4 6.8	32 127.78	821.69	25	5

Survey Responses Office Systems of Vermont Service Call Feedback

CallNumber SC198013 Essex Westford School District **Customer: Completed Date:** OSV-CC07 9/18/2019 9:15 AM **Customer Number: Customer Rep: Customer Address:** ESSEX JUNCTION, VT 05452 Survey Sent To: Name: Donna Email: osv-service@ewsd.org Ph: 802-878-2584 OSV-03385 9/16/2019 1:53 PM **Equipment:** Call Opened: Model: Toshiba E-Studio 3055c Call Closed: 9/16/2019 4:56 PM Technician: **David Prior** 9/16/2019 3:08 PM Dispatched: Tech Mgr: Harold Santamore **Arrival Date:** 9/16/2019 3:54 PM Dispatcher: Monica Hobbs **Departed Date:** 9/16/2019 4:56 PM **Call Description:** after replacing bk toner they are stioll getting the message to replace toner. Question **Target** Score 10 of 10 Rate our dispatch overall (ease of placing a service call, professionalism, etc.). Target: 6 Scale 0-10 Communication to keep me informed (if needed). 10 of 10 Target: 6 Scale 0-10 The technician left the equipment repaired to your satisfaction. 10 of 10 Target: 0 Scale 0-10 The technician explained the problem, resolution, and provided training if needed. 10 of 10 Target: 0 Scale 0-10

Rate our technician overall	10 of 10	
Target: 6	Scale 0-10	
If asked by a friend or colleague, how likely is it that you would recommend Office Systems of Vermont?	9 of 10	
Target: 6	Scale 0-10	
Any suggestions for improvement?		*
We are concerned about the "Order Parts as needed" policy that was explained to our staff, instead of having parts On- Hand and In-Stock. The original service call needed a part, and the office copier was down for a week before the part came	Target: 0	Comments Field
Would you be interested in receiving this same level of service and supply-inclusive support for your other print output devices?	Yes	
Target: Yes	Yes/No	
Please have a manager contact me?	No	
Target: Yes	Yes/No	
Please have a sales person contact me.	No	
Target: Yes	Yes/No	
Would you like our new process where we can email you when your service call is entered, email again when the technician is dispatched (so you know which tech is on the way) and email you again when your equipment is fixed (in case you miss them)?		Yes
As it is now is fine.	Target: Yes	Yes/No

Remove me from further emails like this (if yes, please tell us why).	No	
Target: Yes	Yes/No	

^{*} Red text denotes answer is equal to or below target.