



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

KONICA MINOLTA

Customer Service History Report

Status of Data 7/18/2019

Sold To GREAT BAY E-LEARNING CHARTER SCHOOL
Month (MM/YYYY) JUL 2018 - JUNE 2019

SPC Evaluation Report

While there have been no significant service calls on the two copiers, average response time of 6.1 hours is higher than the 4 hour response time as outlined in the bid specifications. The uptime average of 99.83% is fair considering their are only two copiers in your fleet with KMBS; however, the copiers are both over 7 years old now (from model intro date) and it takes longer to locate replacement parts.

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume
GBECS	30 LINDEN STREET	EXETER	C554E	A5AY011014090	Color Photocopier	2	127,142	6.1	6.9	99.66 %	12,546
GBECS	30 LINDEN STREET	EXETER	C554E	A5AY011014117	Color Photocopier	0	0	0.0	0.0	100.00 %	6,195
TOTALS & AVERAGES						2	127,142	6.1	6.9	99.83 %	18,741