



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

KONICA MINOLTA

Customer Service History Report

Status of Data 7/15/2020

Sold To GREAT BAY E-LEARNING CHARTER SCHOOL
Month (MM/YYYY) JUL 2019 - JUNE 2020

SPC Evaluation Report

Service calls remain low, and average response time has come down from 6.1 hours to 4 hours, which is response time outlined in the bid specs. Uptime has improved as well. Average copies between calls has gone down, but there was less usage on the equipment this year due to schools closing in March instead of June. Please note that your equipment is now 8 years old, which makes getting parts more difficult as your machines age. You may wish to consider upgrading your equipment in the coming year.

Building	Room	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume	Model Intro Date	Model Age (years)
GBECS	Hallway	C554E	A5AY011014090	Color Photocopier	1	52,674	4.0	4.9	99.79 %	10,944	8/1/2012	8
GBECS	Main Office/Mail Room	C554E	A5AY011014117	Color Photocopier	2	123,471	0.0	0.0	100.00 %	7,364	8/1/2012	8
TOTALS & AVERAGES					3	88,073	4.0	4.9	99.90 %	9,154		

This color represents TOTALS in these columns

This color represents totals and averages for all equipment.

This color represents potential problem areas

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

SPC's Bid Specs require vendor to arrive within 4 hours; however, each vendor calculates these figures differently