



Customer Service History Report

Status of Data 1/8/2019

Sold To GREAT BAY E-LEARNING CHARTER SCHOOL
Month (MM/YYYY) JUL 2017 - JUNE 2018

SPC Evaluation Report

While there have been no significant service calls on the two copiers, average response time of 5.2 hours is higher than the 4 hour response time as outlined in your contract. We will address this with the vendor. The uptime is also concerning as with as few service calls as there have been, your average up time should be much higher.

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	18,404	3.8	4.2	99.81 %	12,635
GBECS	30 LINDEN STREET	EXETER	C554E	A5AY011014117	Color Photocopier	1	0	6.6	8.5	99.62 %	6,432
TOTALS & AVERAGES						3	9,202	5.2	12.7	99.72 %	9,534