

RICOH USA

SPC Evaluation Report

Overall, your copier is doing very well, with only 2 service calls in a 12-month period. However, the response time is higher than the four-hour time frame outlined in your contract, which we will address with the vendor.

Customer Service History Fleet Report

| | |
|-----------------|------------------------------|
| Status of Data | 1/25/2019 |
| CLIENT NAME | Larouche & Dyer |
| Month (MM/YYYY) | JANUARY 2018 - DECEMBER 2018 |

| 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 |
|-------------------|-------------------|---------|---------|-------------|-------------------|--------------|---|--------------------|---------------|----------|------------------|
| Larouche & Dyer | 5 Community Drive | Augusta | MPC4000 | V1205500970 | Color Photocopier | 2 | 13,598 | 5.4 | N/A | 99.30 % | 2,753 |
| TOTALS & AVERAGES | | | | | | 2 | 13,598 | 5.4 | N/A | 99.30 % | 2,753 |

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

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