



SAU 35 Littleton

Report run on: 11/7/2019
Report run from 7/1/2018 to 6/30/2019



SPC SUMMARY

Overall, there have been 33 service calls made on the 62 copiers and printers within your fleet managed by OSV, with an average uptime of 99.41%, which is fair for the number of machines in your fleet. Service call response time has averaged 9.94 hours, which is over the average response time of 4 hours outlined in your bid specs. However 76% of 25 onsite service calls were resolved on the first call, and 42% were resolved in less than four hours.

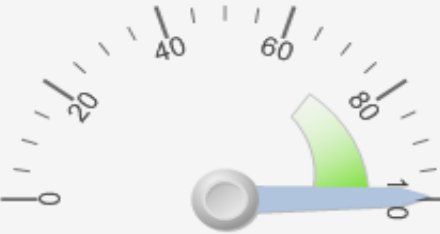
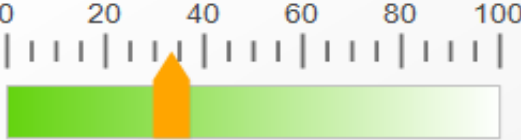
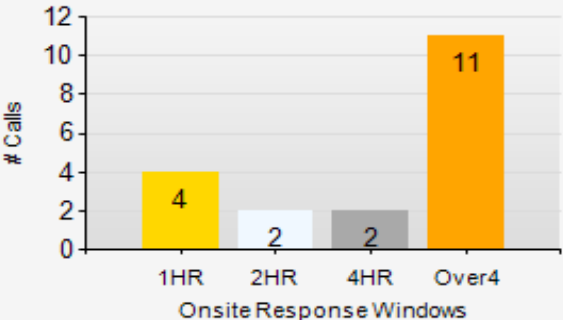
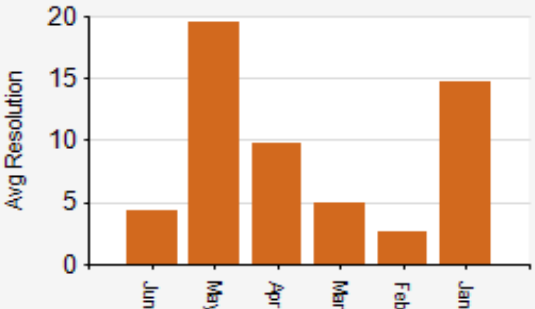
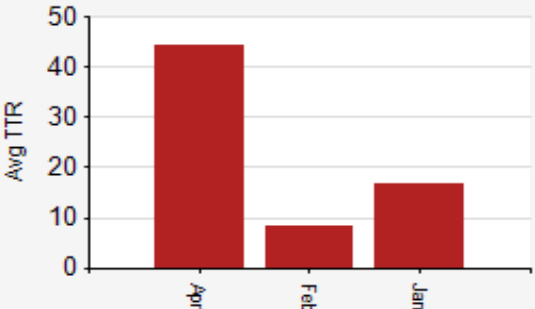
No copiers or printers had more than 5 service calls in the time period of this report (7/1/18 to 6/30/19).

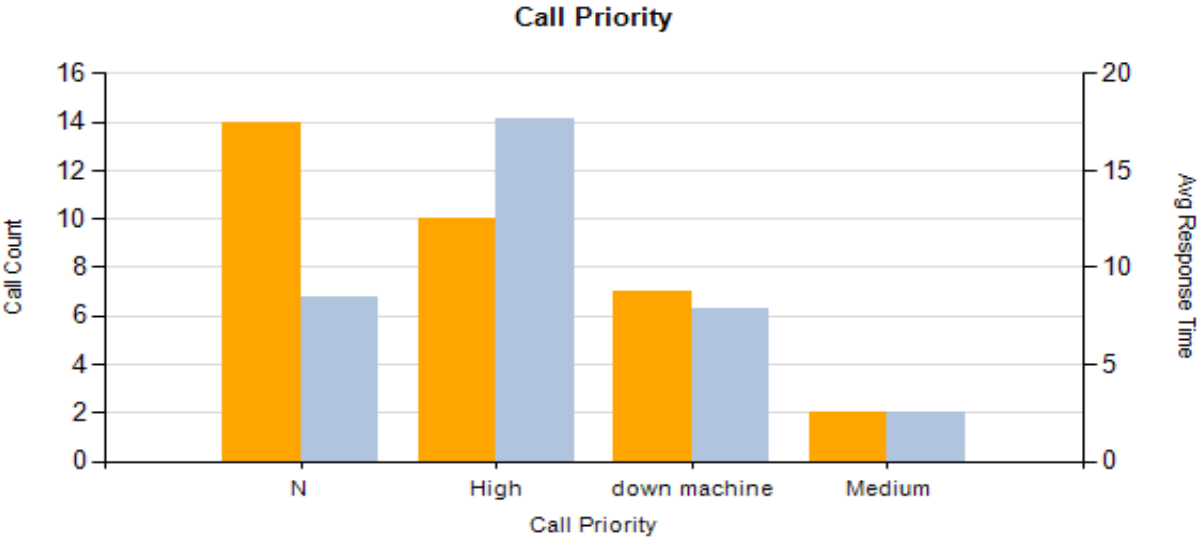
You will note the Detail Stats Charts tab contains graphs reflecting how well OSV is responding to the service calls, uptime, average response time, and call resolution. These are helpful visual aids in addition to the tables within. The Net Promoter Score graph is based on surveys received by the vendor. Details of those survey responses can be found on the Survey Responses tab of this report.

The Detail Stats tab shows the individuals who placed service calls and for which machines (hidden). The equipment details can be obtained by clicking on the + to the left of the contact name.

The Service Details tab outlines every service call for every machine in your fleet with specifics for down time, up time, response time, and reason for the call.

		No equipment had more than 5 calls for the reporting period 7/1/18 to 6/30/19	
Equipment Number	Serial Number		

76.00%	First Call Effectiveness (OnSite)	99.41%	Machine Availability	33.33	NetPromoter Score
76% of 25 OnSite CM visits were resolved in ONE visit for the reporting period		Total target service hours for all contract machines during period was 63488.00. The total # hours (call received until call completed) was 376.49		3 survey responses for the period	
9.94 hrs	Average OnSite Reponse Time	10.6 hrs	First Call Fix Avg Resolution Time (On-Site)	29.1 hrs	Rescheduled Calls Avg TTR Time (first call received until final call closed)
42% of 19 corrective maintenance calls were responded to and completely resolved in under 4 hours		10.6 hrs was the average hours for first call fix from when call opened to problem resolution on 19 calls		29.1 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 6 rescheduled service calls.	



Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume	Actually Monthly Volume	Actual Equipment Age
					Projected Monthly Volume	Actually Monthly Volume	(based on model intro date)
Bethlehem Elementary : 2297 Main Street							
OSV-03720[Toshiba/E-Studio 4555c]	Basement Hallway	C7AE37810	11/18/2015	0	6,311	4,724	6.25
					3,125	3,401	
OSV-03725[Toshiba/TOSHES287CSL]	Room 13-2nd Floor Computer Lab	TJAE11251	11/18/2015	4	3,204	3,423	5.25
					2,122	2,271	
OSV-03794[Toshiba/Estudio 857]	Main Office Hall	SAHE90196	11/18/2015	4	26,677	27,042	5.25
OSV-04023[Hewlett Packard/HPM451DN]	Main Office	CNDF337438	11/18/2015	0	155	209	7.75
					402	437	
OSV-04024[Hewlett Packard/HPM451DN]	Admin Office	CNDF337437	11/18/2015	0	94	95	7.75
					263	314	
OSV-04025[HP/HP M401dn]	Kitchen Office	PHGFC04006	11/18/2015	0	330	280	6.75
Lafayette Regional : 149 Main Street							
OSV-03721[Toshiba/E-Studio 4555c]	Main Office	C7AE37687	11/18/2015	1	147	649	6.25
					931	1,631	
OSV-03727[Kyocera/P-2135DN Printer]	Room 118	LVK5835079	11/18/2015	1	1,088	717	5.5
OSV-03728[Kyocera/P-2135DN Printer]	Room 115 4th Grade	LVK5835078	11/18/2015	0	388	297	5.5
OSV-03730[Kyocera/P-2135DN Printer]	Room 120	LVK5730747	11/18/2015	0	204	190	5.5
OSV-03731[Kyocera/P-2135DN Printer]	Room 119	LVK5835073	11/18/2015	0	535	540	5.5
OSV-03732[Kyocera/P-2135DN Printer]	Room 133 - STORAGE	LVK5730736	11/18/2015	0	0	0	5.5
OSV-03733[Kyocera/P-2135DN Printer]	Room 105	LVK5835074	11/18/2015	0	138	181	5.5
OSV-03734[Kyocera/P-2135DN Printer]	Room 121 3rd Grade	LVK5730737	11/18/2015	0	219	317	5.5
OSV-03737[Kyocera/M2535DN]	Library	LVZ5219447	11/18/2015	0	724	963	5.5
OSV-03747[Toshiba/Estudio 757]	Room 104	CAIE26901	11/18/2015	1	34,549	28,921	5.5
OSV-04001[HP/HP P1606dn]	Room 108	VNB3N10763		0	105	1	9.5
OSV-04002[HP/HP P1606dn]	Room 126	VNB3N10762		0	228	264	9.5
OSV-04003[HP/HP P1606dn]	Room 127	VNB3N10786		0	156	116	9.5
OSV-04004[HP/HP P1606dn]	Room 128 - STORAGE	VNB3L87031		0	0	0	9.5
Lisbon Regional School : 25 Highland Avenue							
OSV-03255[Kyocera/P-2135DN Printer]	Room 227 Teachers Lounge	LVK5835068	11/18/2015	0	1,130	0	5.5
OSV-03680[Toshiba/Estudio 857]	Teacher's Mailroom	CAFE23172	11/18/2015	1	31,142	18,140	5.25
OSV-03722[Toshiba/E-Studio 4555c]	Library	C7AE37792	11/18/2015	4	3,236	3,425	6.25
					1,281	1,834	
OSV-03723[Toshiba/E-Studio 5560cT]	Main Office Work Room	CSAE16852	11/18/2015	3	8,054	8,005	5.5
					2,011	2,201	
OSV-03740[Kyocera/P-2135DN Printer]	Room 108	LVK5835642	11/18/2015	0	397	291	5.5
OSV-03741[Kyocera/P-2135DN Printer]	Room 135	LVK5835062	11/18/2015	0	343	354	5.5

OSV-03742[Kyocera/P-2135DN Printer]	IT Room Hot Swap	LVK5835064	11/18/2015	0	0	982	5.5
OSV-03745[Toshiba/Estudio 657]	Room 188 Special Needs	CAIE26246	11/18/2015	0	7,578	7,786	5.25
OSV-03746[Toshiba/Estudio 657]	Teachers' Mail Room	CAIE26882	11/18/2015	0	11,127	19,798	5.25
OSV-04005[Hewlett Packard/HPM451DN]	Computer Lab	CNDF337444		0	1,058	1,068	7.75
					105	153	
OSV-04006[HP/HP M401dn]	Room 124 Teachers' Education	PHGFC01589		0	91	178	6.75
OSV-04007[HP/HP M401dn]	Room 157	PHGFC01587		0	107	86	6.75
OSV-04008[Hewlett Packard/HPM451DN]	Room 183	CNDF337448		0	98	86	6.75
					349	181	
OSV-04009[Hewlett Packard/HPM451DN]	Room 230	CNDF337447		0	566	410	6.75
					526	176	
OSV-04010[HP/HP M401dn]	Room 215	PHGFC01586		1	1,889	1,520	6.75
OSV-04011[HP/HP M401dn]	Room 200	PHGFC04005		0	101	53	6.75
OSV-04012[Hewlett Packard/HPM451DN]	Room 102	CNDF337440		0	311	473	6.75
					320	196	
OSV-04013[HP/HP M401dn]	IT Room Hot Swap	PHGFC01573		0	0	0	6.75
Profile Jr/Sr High : 691 Profile Road							
OSV-03724[Toshiba/E-Studio 5560cT]	Room 131 Main Office	CSEE19600	11/18/2015	2	2,894	3,949	5.5
					1,036	1,682	
OSV-03726[Kyocera/P-2135DN Printer]	Room 100 - STORAGE	LVK5730741	11/18/2015	0	0	0	5.5
OSV-03729[Kyocera/P-2135DN Printer]	Room 127	LVK5936157	11/18/2015	0	412	361	5.5
OSV-03744[Toshiba/Estudio 557]	Room 314	CAIE26083	11/18/2015	0	8,571	8,448	5.25
OSV-03748[Toshiba/Estudio 657]	Room 100	CAIE26293	11/18/2015	0	17,595	17,527	5.25
OSV-03792[Toshiba/Estudio 657]	Room 187 Media Center - Right Side	CAIE26256	11/18/2015	1	9,830	9,393	5.25
OSV-03793[Toshiba/Estudio 757]	Room 141	CAIE26902	11/18/2015	3	9,422	8,252	5.25
OSV-04014[Hewlett Packard/HP1525NW]	Room 100 - STORAGE	CNBF321721	11/18/2015	0	0	0	9
					0	0	
OSV-04015[HP/HP M401dn]	Room 100 - STORAGE	PHGFC01584	11/18/2015	0	0	0	6.75
OSV-04016[HP/HP P1606dn]	Room 157 - STORAGE	VNB3B44750	11/18/2015	0	0	0	9.5
OSV-04017[Hewlett Packard/HPM451DN]	Room 187 Media Center	CNB0205485	11/18/2015	0	253	263	6.75
					626	590	
OSV-04018[Hewlett Packard/HPM451DN]	Room 163 Art	CNDGD00923	11/18/2015	0	57	68	6.75
					123	101	
OSV-04019[HP/HP CP4520]	Room 313, Computer Lab	JPBCB910CW	11/18/2015	0	176	97	9.5
					581	480	
OSV-04020[HP/HP M401dn]	Room 304	PHGFC01582	11/18/2015	0	75	102	6.75
OSV-04021[HP/HP M401dn]	Room 302 Language	PHGFC01575	11/18/2015	0	75	110	6.75
OSV-04022[Hewlett Packard/HPM451DN]	Main Office - RM127 Was Hot Swap	CNDF337446	11/18/2015	1	742	426	6.75
					30	23	
School Administrative Unit 35 : 262 Cottage Street Suite 301							
OSV-03690[Toshiba/E-Studio 6560c]	Kitchen	CSHE21122	11/18/2015	4	9,257	8,713	5.5
					2,334	2,276	
OSV-03738[Kyocera/P-2135DN Printer]	IT Room Hot Swap	LVK5730731	11/18/2015	0	0	0	5.5

OSV-03739[Kyocera/P-2135DN Printer]	Room G40 Special Ed	LVK5730742	11/18/2015	0	155	347	5.5
OSV-03743[Toshiba/Estudio 657]	Financial Office	CAIE26873	11/18/2015	0	2,460	3,756	5.25
OSV-04027[Hewlett Packard/HPM451DN]	Room G37 - STORAGE	CNDF337451		0	0	0	6.75
OSV-04028[HP/HP M401dn]	Financial Office	PHGFC01578		1	596	752	6.75
OSV-04029[HP/HP M401dn]	Accounts Payable	PHGFC01577		1	1,368	1,880	6.75
OSV-04030[HP/HP P1102]	Room G35	VNB3J19503		0	450	342	9
TOTALS & AVERAGES				33	2,788	2,679	

Caller	Call Count
Gabrielle Ranger-Clark	3
Joe Orlando	3
Karen Watson	1
Kim Antonucci	7
Marjorie Brown	2
Rossana Burke	6
Steve Hoyt	5
Tina Lister	3
Toni Butterfield	3
Total	33

	Resolution Code:	Tested																	
	Resolution Code:	Replaced Parts																	
SC179061	Call	SC179061	Image Problem. misc [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04	0.97	0	0								
		Assigned Tech:	Harold Santamore	Received: 2019/04/18 09:08	Response Hours:	0.92	Call Priority:	down machine											
		Caller:	Steve Hoyt	Dispatched: 2019/04/18 10:03	CM Response Hours:	0.92	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner											
		Call Desc:	Black image drum is near life and is alerting him	Arrived: 2019/04/18 10:03	Travel Hours:	0													
				Completed 2019/04/18 10:06	Repair Hours:	0.05	Incompleted	1-Need Parts											
					Resolution Hours:	0.97													
		ProblemCodes																	
		Problem Code:	REQUIRES PARTS																
		Resolution Code:	NEEDS DRUM																
Call	SC179088	Image Problem. misc [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04	33.37	1	0									
		Assigned Tech:	Harold Santamore	Received: 2019/04/18 10:06	Response Hours:	33.32	Call Priority:	High											
		Caller:	Steve Hoyt	Dispatched: 2019/04/24 09:19	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner											
		Call Desc:	Black image drum is near life and is alerting him	Arrived: 2019/04/24 09:25	Travel Hours:	0.1													
				Departure 2019/04/24 09:28	Repair Hours:	0.05													
					Resolution Hours:	33.37													
SC179088																			
		ProblemCodes																	
		Problem Code:	Install Consumable																
		Resolution Code:	REPL DR DV																
Lafayette Regional : 149 Main Street			33.333%	3	1														
E-Studio 4555c [Toshiba]								18.02	18.02	1.2	19.2	0	0						
OSV-03721 sn:C7AE37687								18.02	18.02	1.2	19.2	0	0						
SC180868	Call	SC180868	WRENCH [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04	19.18	0	0								
		Assigned Tech:	Randy Ladd	Received: 2019/05/01 09:27	Response Hours:	18.02	Call Priority:	down machine											
		Caller:	Toni Butterfield	Dispatched: 2019/05/03 09:09	CM Response Hours:	18.02	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner											
		Call Desc:	just lost power now they have the red wrench call for service light	Arrived: 2019/05/03 10:28	Travel Hours:	1.32													
				Completed 2019/05/03 11:38	Repair Hours:	1.17													
					Resolution Hours:	19.18													
		ProblemCodes																	
		Problem Code:	Error Code																
		Resolution Code:	Firmware update																
		Resolution Code:	Cleaned and Testedd																
		Resolution Code:	Replaced Parts																
EStudio 757 [Toshiba]								13.50	13.50	0.6	14.1	0	0						
OSV-03747 sn:CAIE26901								13.50	13.50	0.6	14.1	0	0						
SC172754																			
Call	SC172754	Call Service Flashing [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04	14.12	0	0									

	Assigned Tech: Randy Ladd			Received: 2019/03/05 13:06		Response Hours: 13.5		Call Priority: High									
	Caller: Toni Butterfield			Dispatched: 2019/03/07 07:42		CM Response Hours: 13.50		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: CALL FOR SERVICE cb80			Arrived: 2019/03/07 09:36		Travel Hours: 1.9											
				Completed 2019/03/07 10:13		Repair Hours: 0.62											
						Resolution Hours: 14.12											
	ProblemCodes																
	Problem Code:	Error Code															
	Resolution Code:	Cleaned and Tested															
	Resolution Code:	Replaced Parts															
HP P1606dn [HP]																	
OSV-04001 sn:																	
OSV-04002 sn:																	
OSV-04003 sn:																	
OSV-04004 sn:																	
M2535DN [Kyocera]																	
OSV-03737 sn:																	
P-2135DN Printer [Kyocera]								1.40		1.40		0.3					
OSV-03727 sn:LVK5835079								1.40		1.40		0.3					
SC175190																	
Call	SC175190	Paper Tray Issue [CM]		Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CT01099-OSV-04							1.7	0	0
	Assigned Tech: Randy Ladd			Received: 2019/03/21 11:02		Response Hours: 1.4		Call Priority: N									
	Caller: Toni Butterfield			Dispatched: 2019/03/21 11:44		CM Response Hours: 1.40		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: verytime they print the paper tray opens its self			Arrived: 2019/03/21 12:26		Travel Hours: 0.7											
				Completed 2019/03/21 12:44		Repair Hours: 0.3											
						Resolution Hours: 1.7											
	ProblemCodes																
	Problem Code:	JAMMING															
	Resolution Code:	ADJUSTED															
	Resolution Code:	Cleaned and Tested															
OSV-03728 sn:																	
OSV-03730 sn:																	
OSV-03731 sn:																	
OSV-03732 sn:																	

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	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Replaced Parts												
Estudio 657 [Toshiba]														
OSV-03745 sn:														
OSV-03746 sn:														
Estudio 857 [Toshiba]								0.02	0.02	0.1	0.1	0	0	
OSV-03680 sn:CAFE23172								0.02	0.02	0.1	0.1	0	0	
SC174119														
Call	SC174119	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01099-OSV-04		0.1	0	0	
	Assigned Tech:	Randy Ladd		Received: 2019/03/13 13:48	Response Hours:	0.02		Call Priority:	N					
	Caller:	Joe Orlando		Dispatched: 2019/03/13 13:49	CM Response Hours:	0.02		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	cb80 error		Arrived: 2019/03/13 13:49	Travel Hours:	0								
				Completed 2019/03/13 13:54	Repair Hours:	0.08								
					Resolution Hours:	0.1								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Calibrated												
	Resolution Code:	Cleaned and Tested												
HP M401dn [HP]								34.87	34.87	0.1	35.0	0	0	
OSV-04006 sn:														
OSV-04007 sn:														
OSV-04010 sn:PHGFC01586								34.87	34.87	0.1	35.0	0	0	
SC164364														
Call	SC164364	Cutting off Print [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01099-OSV-04		34.95	0	0	
	Assigned Tech:	Randy Ladd		Received: 2019/01/07 14:16	Response Hours:	34.87		Call Priority:	N					
	Caller:	Joe Orlando		Dispatched: 2019/01/11 15:08	CM Response Hours:	34.87		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Every once in a while the printer cuts of a single line of text on a document. It's not on every print. I		Arrived: 2019/01/11 15:08	Travel Hours:	0								
				Completed 2019/01/11 15:13	Repair Hours:	0.08								
					Resolution Hours:	34.95								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Tested												
OSV-04011 sn:														

OSV-04013 sn:															
HPM451DN [Hewlett Packard]															
OSV-04005 sn:															
OSV-04008 sn:															
OSV-04009 sn:															
OSV-04012 sn:															
P-2135DN Printer [Kyocera]															
OSV-03255 sn:															
OSV-03740 sn:															
OSV-03741 sn:															
OSV-03742 sn:															
Profile Jr/Sr High : 691 Profile Road			75.00%	4	3										
E-Studio 5560cT [Toshiba]									35.57	0.77	0.5	46.1	1	0	
OSV-03724 sn:CSEE19600									35.57	0.77	0.5	46.1	1	0	
SC178464															
Call	SC178464	Noisy Operation [CM]				Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01099-OSV-04	1.1	0	0	
		Assigned Tech: Randy Ladd				Received: 2019/04/12 12:43	Response Hours:	0.77		Call Priority:	N				
		Caller: Kim Antonucci				Dispatched: 2019/04/12 13:16	CM Response Hours:	0.77		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: noisy				Arrived: 2019/04/12 13:29	Travel Hours:	0.22							
						Completed 2019/04/12 13:49	Repair Hours:	0.33	Incompleted 1-Need Parts						
							Resolution Hours:	1.1							
		ProblemCodes													
		Problem Code:	NOISE												
		Resolution Code:	Needs parts												
Call	SC178488	Noisy Operation [CM]				Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01099-OSV-04	91.07	1	0	
		Assigned Tech: Randy Ladd				Received: 2019/04/12 13:50	Response Hours:	70.37		Call Priority:	High				
		Caller: Kim Antonucci				Dispatched: 2019/04/29 09:22	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: Needs fuser drive assembly - noisy				Arrived: 2019/04/29 10:44	Travel Hours:	1.37							
						Departure 2019/04/29 11:24	Repair Hours:	0.67							
							Resolution Hours:	91.07							
SC178488															

	ProblemCodes													
	Problem Code:	NOISE												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Replaced Parts												
EStudio 557 [Toshiba]														
OSV-03744 sn:														
Estudio 657 [Toshiba]								0.02	0.02	1.8	1.8	0	0	
OSV-03748 sn:														
OSV-03792 sn:CAIE26256								0.02	0.02	1.8	1.8	0	0	
SC166331														
Call	SC166331	COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01099-OSV-04		1.82	0	0	
	Assigned Tech:	Randy Ladd		Received: 2019/01/18 11:11	Response Hours:	0.02		Call Priority:	N					
	Caller:	Kim Antonucci		Dispatched: 2019/01/18 11:12	CM Response Hours:	0.02		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Copy quality		Arrived: 2019/01/18 11:12	Travel Hours:	0								
				Completed 2019/01/18 13:00	Repair Hours:	1.8								
					Resolution Hours:	1.82								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Replaced Parts												
EStudio 757 [Toshiba]								12.44	4.45	0.9	13.3	1	0	
OSV-03793 sn:CAIE26902								12.44	4.45	0.9	13.3	1	0	
SC165297														
Call	SC165297	DOWN MAC NOTRUN [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01099-OSV-04		6.85	0	0	
	Assigned Tech:	Randy Ladd		Received: 2019/01/14 09:12	Response Hours:	5.35		Call Priority:	down machine					
	Caller:	Kim Antonucci		Dispatched: 2019/01/14 14:21	CM Response Hours:	5.35		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	The display says to close front cover. Tried that several times. Turned it off, unplugged - no		Arrived: 2019/01/14 14:33	Travel Hours:	0.2								
				Completed 2019/01/14 16:03	Repair Hours:	1.5	Incompleted 3-TECH ASSIST							
					Resolution Hours:	6.85								
	ProblemCodes													
	Problem Code:	Machine Down												
	Resolution Code:	RESCH FOLLOW UP												
Call	SC165513	DOWN MAC NOTRUN [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01099-OSV-04		29.03	1	0	
	Assigned Tech:	Randy Ladd		Received: 2019/01/14 16:04	Response Hours:	28.43		Call Priority:	down machine					
	Caller:	Kim Antonucci		Dispatched: 2019/01/18 08:30	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Need to research - The display says to close front cover. Tried that several times. Turned it off		Arrived: 2019/01/18 10:30	Travel Hours:	2								
				Departure 2019/01/18 11:06	Repair Hours:	0.6								
					Resolution Hours:	29.03								

SC165513														
	ProblemCodes													
	Problem Code:	Machine Down												
	Resolution Code:	Replaced Power Supply												
	Resolution Code:	Cleaned and Testedd												
SC175513														
Call	SC175513	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04	4.1	0	0			
	Assigned Tech:	Randy Ladd		Received: 2019/03/25 08:37	Response Hours:	3.55	Call Priority:	N						
	Caller:	Kim Antonucci		Dispatched: 2019/03/25 11:26	CM Response Hours:	3.55	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc:	flashing wrench CB80 code		Arrived: 2019/03/25 12:10	Travel Hours:	0.73								
				Completed 2019/03/25 12:43	Repair Hours:	0.55								
					Resolution Hours:	4.1								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	ADJUSTED												
	Resolution Code:	Cleaned and Testedd												
HP CP4520 [HP]														
OSV-04019 sn:														
HP M401dn [HP]														
OSV-04015 sn:														
OSV-04020 sn:														
OSV-04021 sn:														
HP P1606dn [HP]														
OSV-04016 sn:														
HP1525NW [Hewlett Packard]														
OSV-04014 sn:														
HPM451DN [Hewlett Packard]									7.57	0.0	0.0	0	0	
OSV-04017 sn:														
OSV-04018 sn:														
OSV-04022 sn:CNDF337446									7.57	0.0	0.0	0	0	
SC174805														
Call	SC174805	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04	0	0	0			
	Assigned Tech:	Randy Ladd		Received: 2019/03/19 10:48	Response Hours:	7.57	Call Priority:	High						

	Caller: Kim Antonucci	Dispatched: 2019/03/20 08:40	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner		
	Call Desc: magenta lines on pages	Arrived: 2019/03/20 09:52	Travel Hours: 1.2			
		Completed 2019/03/20 09:52	Repair Hours: 0			
			Resolution Hours: 0			
	ProblemCodes					
	Problem Code: COPY QUALITY					
	Resolution Code: Remote/Phone Fix					
P-2135DN Printer [Kyocera]						
OSV-03726 sn:						
OSV-03729 sn:						
White Mountains School Administrative Unit 35 : 262 Cottage Street Suite 301		40.00%	5	2		
E-Studio 6560c [Toshiba]					2.56	0
OSV-03690 sn:CSHE21122					2.56	0
SC164796						
Call SC164796	DOWN MAC NOTRUN [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01099-OSV-04	4.95	0
	Assigned Tech: Randy Ladd	Received: 2019/01/09 14:46	Response Hours: 4.62	Call Priority: down machine		
	Caller: Karen Watson	Dispatched: 2019/01/10 09:16	CM Response Hours: 4.62	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner		
	Call Desc: Jams everytime copying.	Arrived: 2019/01/10 10:53	Travel Hours: 1.62			
		Completed 2019/01/10 11:13	Repair Hours: 0.33			
			Resolution Hours: 4.95			
	ProblemCodes					
	Problem Code: JAMMING					
	Resolution Code: ADJUSTED					
	Resolution Code: Tested					
SC170539						
Call SC170539	Jamming [CM]	Call In SLA: Yes	SLA Response Hours: 4.00	Contract#: CT01099-OSV-04	2.58	0
	Assigned Tech: Randy Ladd	Received: 2019/02/18 08:36	Response Hours: 2.53	Call Priority: Medium		
	Caller: Gabrielle Ranger-Clark	Dispatched: 2019/02/18 11:07	CM Response Hours: 2.53	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner		
	Call Desc: Jamming	Arrived: 2019/02/18 11:08	Travel Hours: 0.02			
		Completed 2019/02/18 11:11	Repair Hours: 0.05	Incompleted 1-Need Parts		
			Resolution Hours: 2.58			
	ProblemCodes					
	Problem Code: JAMMING					
	Resolution Code: Needs parts					
	Resolution Code: Reset					
Call SC170595	Jamming [CM]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01099-OSV-04	8.4	0
	Assigned Tech: Randy Ladd	Received: 2019/02/18 11:15	Response Hours: 2.03	Call Priority: Medium		
	Caller: Gabrielle Ranger-Clark	Dispatched: 2019/02/19 08:58	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner		

	Call Desc: needs exit guide - Jamming		Arrived: 2019/02/19 10:45	Travel Hours:	1.78											
			Departure 2019/02/19 11:09	Repair Hours:	0.4											
				Resolution Hours:	8.4											
SC170595																
	ProblemCodes															
	Problem Code:	JAMMING														
	Resolution Code:	REPL PARTS USED														
	Resolution Code:	Tested														
SC188289																
Call	SC188289	Skewed Copies [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04	1.98	0	0						
	Assigned Tech:	Randy Ladd	Received: 2019/06/27 11:50	Response Hours:	1.07	Call Priority:	N									
	Caller:	Gabrielle Ranger-Clark	Dispatched: 2019/06/27 12:16	CM Response Hours:	1.07	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc:	pagers are skewing and jaming	Arrived: 2019/06/27 12:54	Travel Hours:	0.63											
			Completed 2019/06/27 13:49	Repair Hours:	0.92											
				Resolution Hours:	1.98											
	ProblemCodes															
	Problem Code:	JAMMING														
	Resolution Code:	Cleaned and Testedd														
	Resolution Code:	Replaced Parts														
Estudio 657 [Toshiba]																
OSV-03743 sn:																
HP M401dn [HP]								19.64	19.64	0.5	20.1	0	0			
OSV-04028 sn:PHGFC01578								28.75	28.75	0.1	28.9	0	0			
SC164175																
Call	SC164175	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04	28.87	0	0						
	Assigned Tech:	Randy Ladd	Received: 2019/01/07 07:42	Response Hours:	28.75	Call Priority:	N									
	Caller:	Marjorie Brown	Dispatched: 2019/01/10 11:15	CM Response Hours:	28.75	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc:	Copy Quality	Arrived: 2019/01/10 11:15	Travel Hours:	0											
			Completed 2019/01/10 11:22	Repair Hours:	0.12											
				Resolution Hours:	28.87											
	ProblemCodes															
	Problem Code:	COPY QUALITY														
	Resolution Code:	Cleaned and Testedd														
OSV-04029 sn:PHGFC01577								10.53	10.53	0.9	11.4	0	0			
SC163813																
Call	SC163813	Feeding multiple sheets at one time [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04	11.38	0	0						
	Assigned Tech:	Randy Ladd	Received: 2019/01/03 11:20	Response Hours:	10.53	Call Priority:	down machine									
	Caller:	Marjorie Brown	Dispatched: 2019/01/04 12:48	CM Response Hours:	10.53	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc:	This is there check printer its smearing do bad you cant read the checks also its making bad	Arrived: 2019/01/04 13:22	Travel Hours:	0.57											
			Completed 2019/01/04 14:13	Repair Hours:	0.85											

						Resolution Hours:	11.38							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
HP P1102 [HP]														
OSV-04030 sn:														
HPM451DN [Hewlett Packard]														
OSV-04027 sn:														
P-2135DN Printer [Kyocera]														
OSV-03738 sn:														
OSV-03739 sn:														
Total									12.68	9.94	21.38	376.49	8	0