

Report run from 7/1/2018 to 6/30/2019







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.

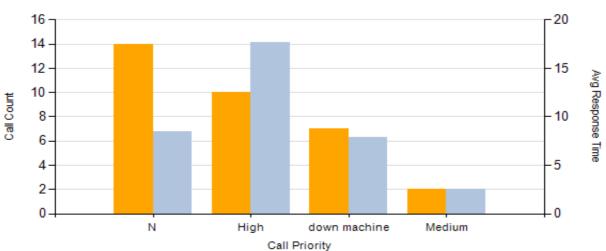
The Detail Stats tab shows the individuals who placed service calls and for which machines (hidden). The equipment details can be obtained by clicking on the + to the left of the contact name

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	







Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume	Actualy Monthly Volume	Actual Equipment Age
					Projected Monthly Volume	Actualy Monthly Volume	(based on model intro date)
Bethlehem Elementary : 2297 Main Street					Volume	Volume	
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
		0111201001	11/10/2010		931	1,631	0.2
OSV-03727[ Kyocera/P-2135DN Printer]	Room 118	LVK5835079	11/18/2015	1	1,088	717	5.9
OSV-03728[ Kyocera/P-2135DN Printer]	Room 115 4th Grade	LVK5835078	11/18/2015	0	388	297	5.9
OSV-03730[ Kyocera/P-2135DN Printer]	Room 120	LVK5730747	11/18/2015	0	204	190	
OSV-03731[ Kyocera/P-2135DN Printer]	Room 119	LVK5835073	11/18/2015	0	535	540	
OSV-03732[ Kyocera/P-2135DN Printer]	Room 133 - STORAGE	LVK5730736	11/18/2015	0	0	0	
OSV-03733[ Kyocera/P-2135DN Printer]	Room 105	LVK5835074	11/18/2015	0	138	181	5.9
OSV-03734[ Kyocera/P-2135DN Printer]	Room 121 3rd Grade	LVK5730737	11/18/2015	0	219	317	
OSV-03737[ Kyocera/M2535DN]	Library	LVZ5219447	11/18/2015	0	724	963	
OSV-03747[ Toshiba/EStudio 757]	Room 104	CAIE26901	11/18/2015	1	34,549	28,921	5.9
OSV-04001[ HP/HP P1606dn]	Room 108	VNB3N10763		0			9.
OSV-04002[ HP/HP P1606dn]	Room 126	VNB3N10762		0	228		9.
OSV-04003[ HP/HP P1606dn]	Room 127	VNB3N10786		0	156		
OSV-04004[ HP/HP P1606dn]	Room 128 - STORAGE	VNB3L87031		0	0	0	
Lisbon Regional School : 25 Highland Avenue							
OSV-03255[ Kyocera/P-2135DN Printer]	Room 227 Teachers Lounge	LVK5835068	11/18/2015	0	1,130	0	5.9
OSV-03680[ Toshiba/Estudio 857]	Teacher's Mailroom	CAFE23172	11/18/2015	1	31,142	18,140	
OSV-03722[ Toshiba/E-Studio 4555c ]	Library	C7AE37792	11/18/2015	1	3,236	3,425	
55. 55. <u>22[</u> 155111542		317.201702	11/10/2010	-	1,281	1,834	0.20
OSV-03723[ Toshiba/E-Studio 5560cT]	Main Office Work Room	CSAE16852	11/18/2015	3		8,005	5.
SS. 20 TOSTIBULE STUDIO SOCIETY	Main Office Work (Colff)	00/ IL 10002	11/10/2013	3	2,011	2,201	5.0
OSV-03740[ Kyocera/P-2135DN Printer]	Room 108	LVK5835642	11/18/2015	0	397	2,201	5.9
OSV-03740[ Kyocera/P-2135DN Printer]	Room 135	LVK5835042 LVK5835062	11/18/2015	0	343		

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

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

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

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bac
Sethlehem Elementary			% Calls in SLA	Total Calls	In SLA	4			12.68	9.94	0.6	11.4	l I	8
ethlehem Elementary : 2297 Main			50.00%	2		1								
treet E-Studio 4555c [Toshiba]														
OSV-03720 sn:														
Estudio 857 [Toshiba]									13.72		1.0	0.0	)	1
OSV-03794 sn:SAHE90	)196								13.72		1.0			1
SC16400														
Ca	II SC164006	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			(	)	0
	Assigned Tech:	: Randv Ladd		Received:	2019/01/04 10:09	Response Hours:	35.52	Call Priority:	High					
		: Tina Lister			2019/01/10 11:26	CM Response Hours:	55.52			arts Labor Travel Toner				
	Call Desc:	leaving lines on copies			2019/01/10 11:40	Travel Hours:	0.23							
				Completed	2019/01/10 12:34	Repair Hours:	0.9		1-Need Parts					
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:	1	Needs parts						0701000 000101					
Ca	II SC164964	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			(	)	1
	Assigned Tech:	Randy Ladd		Received:	2019/01/10 12:37	Response Hours:	8.38	Call Priority:	High					
	Caller	Tina Lister		Dispatched:	2019/01/14 12:33	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	arts Labor Travel Toner				
	Call Dagge	Noodo drum and MO kit	t - leaving lines on copies	A	2040/04/44 40:50	Travalllavas	0.00							
	Call Desc:	Needs druin and MO Kil	t - leaving lines on copies		2019/01/14 12:50	Travel Hours: Repair Hours:	0.28 1.48							
				Departure	2019/01/14 14:19	Resolution Hours:	0							
						Resolution Hours.	U							
SC16496	4													
30 10490	4													
	ProblemCodes													
		COPY QUALITY												
	Troblem Code.	OOI I QOALII I												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
SC17080			. top.acca r arto											
		Touchscreen not workin	ng [O]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			C	)	0
	Assigned Tech:				2019/02/19 15:06	Response Hours:	4.67	Call Priority:						
	Caller	Tina Lister		Dispatched:	2019/02/20 09:54	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	arts Labor Travel Toner				
	Call Desc:	touch sceen isnt respon	ding	Arrived:	2019/02/20 11:16	Travel Hours:	1.37							
					2019/02/20 11:42	Repair Hours:	0.43							
				•		Resolution Hours:	0							
	ProblemCodes													
		Control Panel												
	Resolution Code:		Firmware update											
	Resolution Code:		Cleaned and Tested											

SC178315	5													
	II SC178315	MAINT LITE [PM]		Call In SLA	A: N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			0	(	0
	Assigned Tech	· Pandy Lodd		Doggingo	d: 2019/04/11 14:10	Response Hours:	6.3	Call Priority:	N					
		: Steve Hoyt			d: 2019/04/11 14:10 d: 2019/04/12 10:52	CM Response Hours:	0.3			Parts Labor Travel Toner				
								2 0000.	oo oopioi mami morr	a.10 <u>2</u> 420 470 6110.				
	Call Desc	time for maintaince fuse	er cleaning web		d: 2019/04/12 11:58	Travel Hours:	1.1							
				Complete	d 2019/04/12 13:15	Repair Hours: Resolution Hours:	1.28							
						Resolution Flours.	O							
	ProblemCode	5												
	Problem Code:	JAMMING												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
HP M401dn [HP] OSV-04025 sn:														
03V-04025 SII.														
HPM451DN [Hewlett Packard]														
OSV-04023 sn:														المرازا
OSV-04024 sn:														
TOSHES287CSL [Toshiba]									15.37	13.44	0.3	17.3		2
OSV-03725 sn:TJAE112	251								15.37					2
001 00120 0111012112														
SC177310	0													
Cal	II SC177310	Fuser problem [CM]		Call In SLA	A: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			26.97	(	0
	Assigned Tech	: Randy Ladd		Received	d: 2019/04/04 12:45	Response Hours:	25.95	Call Priority:	High					
	Caller	: Steve Hoyt		Dispatched	d: 2019/04/09 11:31	CM Response Hours:	25.95	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc	needs new fuiser unit		Arriveo	d: 2019/04/09 13:12	Travel Hours:	1.68							
					d 2019/04/09 14:13	Repair Hours:	1.02	Incompleted	1-Need Parts					
				·		Resolution Hours:	26.97							
	ProblemCode													
	Problem Code:	ERROR												
	Resolution Code:		Needs parts											
	Resolution Code:		Replaced Parts											
Cal	II SC177908	Fuser problem [CM]	. Topiacou i arto	Call In SLA	A: N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			8.05	,	1
	Assigned Tech	: Randy Ladd : Steve Hoyt			d: 2019/04/09 14:13	Response Hours:	1.27	Call Priority:		Parts Labor Travel Toner				
				Dispatched	d: 2019/04/10 12:20	CM Response Hours:		biii Code:	OOV OOPIEI IVIAIITI ITICI P	and Labor Haver Forier				
	Call Desc	: Needs transfer belt ass	sembly - needs new fuiser		d: 2019/04/10 13:36	Travel Hours:	1.27							
				Departur	e 2019/04/10 13:46	Repair Hours:	0.17							
						Resolution Hours:	8.05							
SC177908	8													
30171908														
	ProblemCode	3												
	Problem Code:	ERROR												

	Resolution Code:		Tested											
	Resolution Code:		Replaced Parts											
SC179061														
Cal	SC179061	Image Problem. misc [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			0.97	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 F	Parts Labor Travel Toner				
	Call Desc	Black image drum is near life a	nd is alerting him	Arrived:	2019/04/18 10:03	Travel Hours:	0							
	Can Desc.	. Diadit imago aram io noar ino ar	na io aiorang rani		2019/04/18 10:06	Repair Hours:	0.05	Incompleted	1-Need Parts					
				G 6 p. 101.01	20.0/0 1/10.10100	Resolution Hours:	0.97							
	ProblemCodes	3												
	Problem Code:	REQUIRES PARTS												
	Resolution Code:		NEEDS DRUM											
Cal	SC179088	Image Problem. misc [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			33.37	1	
	Assigned Tech	: Harold Santamore		Received:	2019/04/18 10:06	Response Hours:	33.32	Call Priority:	High					
		: Steve Hoyt			2019/04/24 09:19	CM Response Hours:				Parts Labor Travel Toner				
		: Black image drum is near life a	nd in planting him				0.4							
	Call Desc	: Black image drum is near life al	nd is alerting nim		2019/04/24 09:25	Travel Hours: Repair Hours:	0.1 0.05							
				Departure	2019/04/24 09:28	Resolution Hours:	33.37							
						resolution riours.	33.37							
SC179088	<b>3</b>													
	ProblemCodes	3												
	Problem Code:	Install Consumable												
	Resolution Code:		REPL DR DV											
Lafayette Regional : 149 Main Street			33.333%	3		1								
E-Studio 4555c [Toshiba]									18.02	18.0	2 1.2	19.2	0	0
OSV-03721 sn:C7AE376	887								18.02			19.2		
SC180868	3													
Cal	SC180868	WRENCH [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			19.18	0	ر
	Assigned Tech	: Randy Ladd		Received:	2019/05/01 09:27	Response Hours:	18.02	Call Priority:	down machine					
	-	: Toni Butterfield			2019/05/03 09:09	CM Response Hours:	18.02			Parts Labor Travel Toner				
									·					
	Call Desc	just lost power now they have the for service light	e red wrench call		2019/05/03 10:28	Travel Hours:	1.32							
				Completed	2019/05/03 11:38	Repair Hours:	1.17							
						Resolution Hours:	19.18							
	ProblemCodes													
		Error Code												
	Resolution Code:	Fi	irmware update											
	Resolution Code:	Clear	ned and Tested											
	Resolution Code:		Replaced Parts											
EStudio 757 [Toshiba]									13.50			14.1		0
OSV-03747 sn:CAIE269	01								13.50	13.5	0.6	14.1	0	
SC172754	SC172754	Call Service Flashing [CM]		Call In SLA:	No	SLA Response Hours:	4.00	0	CT01099-OSV-04			14.12	0	

	Assigned Tech				1: 2019/03/05 13:06	Response Hours:	13.5	Call Priority: High					
	Caller	: Toni Butterfield		Dispatched	1: 2019/03/07 07:42	CM Response Hours:	13.50	Bill Code: OSV Copier Maint Incl Pa	arts Labor Travel Toner				
	Call Desc	: CALL FOR SERVICE	cb80	Arrived	1: 2019/03/07 09:36	Travel Hours:	1.9						
				Completed	d 2019/03/07 10:13	Repair Hours:	0.62						
						Resolution Hours:	14.12						
	ProblemCodes	s											
	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:													
00 v 04004 3H.													
MOSOS DN [[/wasara]													
M2535DN [Kyocera]													
OSV-03737 sn:													
P-2135DN Printer [Kyocera]								1.40	1.40	0.3	1.7	0	
OSV-03727 sn:LVK583									4.40	0.0	4 =	•	
	35079							1.40	1.40	0.3	1.7	0	)
	35079							1.40	1.40	0.3	1.7	0	)
								1.40	1.40	0.3	1.7	0	
SC17519	90								1.40	0.3			
SC17519		Paper Tray Issue [CM]		Call In SLA	x: Yes	SLA Response Hours:	4.00	1.40 Contract#: CT01099-OSV-04	1.40	0.3	1.7	0	
SC17519	90 all SC175190							Contract#: CT01099-OSV-04	1.40	0.3			
SC17519	90 all SC175190 Assigned Tech	: Randy Ladd		Received	l: 2019/03/21 11:02	Response Hours:	1.4	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519	90 all SC175190 Assigned Tech Caller	: Randy Ladd : Toni Butterfield		Received Dispatched	l: 2019/03/21 11:02 l: 2019/03/21 11:44	Response Hours: CM Response Hours:	1.4 1.40	Contract#: CT01099-OSV-04		0.3			
SC17519	90 all SC175190 Assigned Tech Caller	: Randy Ladd : Toni Butterfield	paper tray opens its self	Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours:	1.4 1.40 0.7	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519	90 all SC175190 Assigned Tech Caller	: Randy Ladd : Toni Butterfield		Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519	90 all SC175190 Assigned Tech Caller	: Randy Ladd : Toni Butterfield		Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours:	1.4 1.40 0.7	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519	90 all SC175190 Assigned Tech Caller	: Randy Ladd : Toni Butterfield		Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519	90 all SC175190 Assigned Tech Caller	:: Randy Ladd :: Toni Butterfield :: verytime they print the		Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519	90 all SC175190  Assigned Tech Caller Call Desc	: Randy Ladd :: Toni Butterfield :: verytime they print the		Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519	90 all SC175190 Assigned Tech Caller	:: Randy Ladd :: Toni Butterfield :: verytime they print the		Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519	90 all SC175190  Assigned Tech Caller Call Desc  ProblemCodes Problem Code:	: Randy Ladd :: Toni Butterfield :: verytime they print the	paper tray opens its self	Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519	Problem Code:  Resolution Code:	: Randy Ladd :: Toni Butterfield :: verytime they print the	paper tray opens its self  ADJUSTED	Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519	90 all SC175190  Assigned Tech Caller Call Desc  ProblemCodes Problem Code:	: Randy Ladd :: Toni Butterfield :: verytime they print the	paper tray opens its self	Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519	Problem Code:  Resolution Code:	: Randy Ladd :: Toni Butterfield :: verytime they print the	paper tray opens its self  ADJUSTED	Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519 Ca	Problem Code:  Resolution Code:	: Randy Ladd :: Toni Butterfield :: verytime they print the	paper tray opens its self  ADJUSTED	Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519 Ca	Problem Code:  Resolution Code:	: Randy Ladd :: Toni Butterfield :: verytime they print the	paper tray opens its self  ADJUSTED	Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519 Ca	Problem Code:  Resolution Code:	: Randy Ladd :: Toni Butterfield :: verytime they print the	paper tray opens its self  ADJUSTED	Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519 Ca	Problem Code:  Resolution Code:	: Randy Ladd :: Toni Butterfield :: verytime they print the	paper tray opens its self  ADJUSTED	Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519 Ca	Problem Code:  Resolution Code:	: Randy Ladd :: Toni Butterfield :: verytime they print the	paper tray opens its self  ADJUSTED	Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519 Ca OSV-03728 sn:	Problem Code:  Resolution Code:	: Randy Ladd :: Toni Butterfield :: verytime they print the	paper tray opens its self  ADJUSTED	Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519 Ca	Problem Code:  Resolution Code:	: Randy Ladd :: Toni Butterfield :: verytime they print the	paper tray opens its self  ADJUSTED	Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519 C: OSV-03728 sn:	Problem Code:  Resolution Code:	: Randy Ladd :: Toni Butterfield :: verytime they print the	paper tray opens its self  ADJUSTED	Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			
SC17519 C: OSV-03728 sn: OSV-03730 sn:	Problem Code:  Resolution Code:	: Randy Ladd :: Toni Butterfield :: verytime they print the	paper tray opens its self  ADJUSTED	Received Dispatched Arrived	l: 2019/03/21 11:02 l: 2019/03/21 11:44 l: 2019/03/21 12:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.4 1.40 0.7 0.3	Contract#: CT01099-OSV-04 Call Priority: N		0.3			

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Company   Comp		2014 a.  1004 12 1-1978ac													
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	OSV-03733 sn:														
### SEASON CONTROL   10   10   10   10   10   10   10   1	OSV-03734 sn:														
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Asspect form librid Surfamone Color Rational Ballo Call Parts Color Rational Ballo Call Rational Ballo Cal			MAINT LITE [PM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			0		0 0
Cold   Processed Surface   Cold   C													_		
Cyl   Dept   Ministration   Amend 2914001 1332   Transitivate   25		Assigned Tech:	Harold Santamore		Received:	2019/03/04 13:06	Response Hours:	8.95							
Completed 2019/05/05/13/25   Repair Nove   0.00   Reduction   0.00   0		Caller	Rossana Burke		Dispatched:	2019/03/05 10:57	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Pa	arts Labor Travel Toner				
Completed 2019/05/05/13/25   Repair Nove   0.00   Reduction   0.00   0		Call Desc	periodic maintenance		Arrived	2019/03/05 12:33	Travel Hours:	2.6							
Problem Code:		Call Desc.	F 3110010 Hairronanio												
Proteom Code Proteom Code Proteom Code Proteom Code CALON CALENATION  Registation Code CALON CALENATION  Registation Code CALON CALENATION  CALON CALENATION  CALON CALENATION  CALON CALENATION  Registation Code CALON CALENATIO					Completed	2013/03/03 13.33									
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Modulation Code:   GLMARD, CQ															
SC173962   SALOSES OFFICE   Ind   Call in SLA: NA   SLA Response Hours: 4.00   Contractor C101098-05V-04   0   0   0   0   0   0   0   0   0		Problem Code:	COLOR CALIBRATIO	ON											
SC173962   SALOSES OFFICE   Ind   Call in SLA: NA   SLA Response Hours: 4.00   Contractor C101098-05V-04   0   0   0   0   0   0   0   0   0															
Call SC173662   SAMOSE SOPES   PMI   Call in SLA NA   SLA Response Hours:   4.00   Contracte: CT01099-C9V-24   0   0   0   0   0   0   0   0   0				CLN&ADJ CQ											
Assigned Tech: Randy Ladd Caller: Rosain Buree  Call Desc. Big shears of the Acord to gages Arrind: 2019(00)11 09:34  Call Desc. Big shears of the Acord to gages Arrind: 2019(00)12 14-18 Carrylated: 2019(00)13 14-18 Car			0.4.15.050.005150.751				0.1.5								
Call Desc. Big streets of rix across tool drageners   Dispatched: 2019/03/12 14.21   Travel Houris   0.45   1.Nood Parts   0.45	Call	SC173562	SMUDGES COPIES [PI	И	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			0		0 0
Call Personane Burke   Department 2019/03/12 13-32   CM Response Hours   Bill Code: CSV Cepter Maint lect Parts Labor Travel Toner   Parts Labor Travel To		Assigned Tech:	Randy Ladd		Received:	2019/03/11 09:34	Response Hours:	13.28	Call Priority:	N					
Call Deac. Bis servers of link across tool of pages  Arrived: 2019/03/12 14-21 Completed 2019/03/12 14-28 Repair Hours: 0.46 Resolution Hours: 0.6 Resolution Code: Problem Code: COPY QUALITY  Resolution Code: Needs parts  Assigned Tack: Ranging Judid Call Deac. Needs Injury Ladd Call Deac. Needs Injury La		_			Dispatched:	2019/03/12 13:32					arts Labor Travel Toner				
Completed 2019/03/12 14-48   Repair Hours   0.45   1-Need Parts										·					
Resolution Hours: 0		Call Desc:	Big smears of ink across	s top of pages											
Problem Codes ODPY QUALITY					Completed	2019/03/12 14:48		0.45		1-Need Parts					
Problem Code:   COPY QUALITY							Resolution Hours:	0							
Problem Code:   COPY QUALITY															
Problem Code:   COPY QUALITY															
Resolution Code: Needs parts  Call SC173908 SMUDGES COPIES [PM] Call in SLA: N/A SLA Response Hours: 4.00 Contract#: CT01099-OSV-04 0 1 0 C  Assigned Tech: Randy Ladd Received: 2019/03/12 14:49 Response Hours: 5.53 Call Priority: N  Caller: Rossana Burke Dispatched: 2019/03/13 10:29 CM Response Hours: Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner  Call Desc: Needs fuser kit - Big smears of ink across top of Needs fuser kit - Big s															
Call   SC173908   SMUDGES COPIES [FM]   Call   In SLA: N/A   SLA Response Hours:   4.00   Contract#: CT01099-OSV-04   0   1   CT		Problem Code:	COPY QUALITY												
Call   SC173908   SMUDGES COPIES [FM]   Call   In SLA: N/A   SLA Response Hours:   4.00   Contract#: CT01099-OSV-04   0   1   CT															
Assigned Tech: Randy Ladd Received: 2019/03/12 14:49 Response Hours: 5.53 Call Priority: N  Call Desc: Reeds fuser kit - Big smears of ink across top of Departure 2019/03/13 11:51 Departure 2019/03/13 12:54 Resolution Hours: 0  SC173908 Problem Code: COPY QUALITY Resolution Code: Tested Resolution Code: Replaced Parts Resolution Code: Replaced Parts Resolution Code: Replaced Parts Resolution Code: Replaced Parts			ON UPOTO OCTITO						_	OT 100 1 5 5 1 1					
Caller: Rossana Burke   Dispatched: 2019/03/13 10:29   CM Response Hours:   Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner	Call	SC173908	SMUDGES COPIES [PI	vij.	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	C101099-OSV-04			0		1 0
Caller: Rossana Burke   Dispatched: 2019/03/13 10:29   CM Response Hours:   Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner		Assigned Tech:	Randy Ladd		Received:	2019/03/12 14:49	Response Hours:	5.53	Call Priority:	N					
Call Desc: Needs fuser kit - Big smears of ink across top of Departure 2019/03/13 11:51 Travel Hours: 1.37  Departure 2019/03/13 12:54 Repair Hours: 1.05  Resolution Hours: 0  Problem Codes COPY QUALITY  Resolution Code: Tested Resolution Code: Replaced Parts  Resolution Code: Replaced Parts											arts Labor Travel Toner				
Departure   Depa															
Departure 2019/03/13 12:54   Repair Hours: 1.05   Resolution Hours: 0   Replaced Parts   Resolution Hours: 0		Call Desc:		ears of ink across top of											
SC173908					Departure	2019/03/13 12:54									
ProblemCodes							Resolution Hours:	0							
ProblemCodes															
Problem Code:         COPY QUALITY           Resolution Code:         Tested           Resolution Code:         Replaced Parts	SC173908														
Problem Code:         COPY QUALITY           Resolution Code:         Tested           Resolution Code:         Replaced Parts															
Resolution Code:         Tested           Resolution Code:         Replaced Parts															
Resolution Code: Replaced Parts		Problem Code:	COPY QUALITY												
Resolution Code: Replaced Parts															
SC185642				Replaced Parts											
	SC185642														

Co	all SC185642	ERROR CODE [CM]		Call In Cl A: No	CI	A Pagnanga Haura	4.00	Contract#	CT01099-OSV-04			6.50	0
Ca	all 30 103042	ENROR CODE [CIVI]		Call In SLA: No	SL	A Response Hours:	4.00	Contract#:	0101099-057-04			6.58	J
	Assigned Tech	Randy Ladd		Received: 2019/06	6/06 13:24	Response Hours:	5.73	Call Priority:	N				
	Caller	Rossana Burke		Dispatched: 2019/06	6/07 09:10	CM Response Hours:	5.73	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner			
	Call Desc	Error code F101		Arrived: 2019/06	6/07 10:38	Travel Hours:	1.47						
				Completed 2019/06	6/07 11:29	Repair Hours:	0.85						
						Resolution Hours:	6.58						
	ProblemCodes												
	Problem Code:	Error Code											
	Resolution Code:		Firmware update										
	Resolution Code:		Tested										
	Resolution Code:		Replaced Parts							45.05		40.0	
-Studio 5560cT [Toshiba]	2050								11.71				1
OSV-03723 sn:CSAE16	0852								11.71	15.65	1.1	12.0	1
SC16488	35												
	all SC164885	Paper Tray Issue [CM]		Call In SLA: No	SL	A Response Hours:	4.00	Contract#:	CT01099-OSV-04			13.83	0
				D									
	Assigned Tech			Received: 2019/0		Response Hours:	12.98	Call Priority:		Dorto Lohov Traval Traval			
	Caller	Rossana Burke		Dispatched: 2019/0	1/11 13:42	CM Response Hours:	12.98	Bill Code:	OSV Copier Maint Inci F	Parts Labor Travel Toner			
	Call Desc	When using autofeed fo		Arrived: 2019/0	1/11 14:14	Travel Hours:	0.53						
		AND AN ISPA SILVE IN THE	enale din ni ma enale	Completed 2019/0	1/11 15:05	Repair Hours:	0.85	Incompleted	3-TECH ASSIST				
						Resolution Hours:	13.83						
	ProblemCodes												
	Problem Code:	MISC. CALL											
	Resolution Code:		Firmware update										
	Resolution Code:		Tested										
Ca	all SC165211	Paper Tray Issue [CM]	1 00100	Call In SLA: N/A	SL	_A Response Hours:	4.00	Contract#:	CT01099-OSV-04			4.77	1
	Assigned Tech	*		Received: 2019/0		Response Hours:	3.82		down machine				
	Caller	Rossana Burke		Dispatched: 2019/0	1/14 08:31	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner			
	Call Desc	Need to research proble	em stops printing if you	Arrived: 2019/0	1/14 10:27	Travel Hours:	1.93						
		conv more than 15 hade	as in color made - When	Departure 2019/0	1/14 11:24	Repair Hours:	0.95						
						Resolution Hours:	4.77						
CC4CEO4	1												
SC16521													
SC 16321	Destitut O												
SC16521	Problem Code:												
SC16521		MISC. CALL											
SC16521	Problem Code:		ADJUSTED										
SC16521			ADJUSTED Cleaned and Tested										
SC18321	Problem Code:  Resolution Code:  Resolution Code:												
SC18397	Problem Code:  Resolution Code:  Resolution Code:			Call In SLA: No	SL	A Response Hours:	4.00	Contract#:	CT01099-OSV-04			19.77	0
SC18397	Problem Code:  Resolution Code:  Resolution Code:  74  all SC183974	MISC. CALL  TONER ISSUE [CM]										19.77	0
SC18397	Problem Code:  Resolution Code: Resolution Code:  4  Assigned Tech	MISC. CALL  TONER ISSUE [CM]  Randy Ladd		Received: 2019/0	5/23 12:29	Response Hours:	18.32	Call Priority:	High	Porte Labor Travel Taxas		19.77	0
SC18397	Problem Code:  Resolution Code: Resolution Code:  4  Assigned Tech	MISC. CALL  TONER ISSUE [CM]			5/23 12:29			Call Priority:	High	Parts Labor Travel Toner		19.77	0
SC18397	Problem Code:  Resolution Code: Resolution Code:  4  All SC183974  Assigned Tech Caller	MISC. CALL  TONER ISSUE [CM]  Randy Ladd Joe Orlando  The colors are off and s	Cleaned and Tested	Received: 2019/0	5/23 12:29 5/28 12:42	Response Hours:	18.32	Call Priority:	High	Parts Labor Travel Toner		19.77	0
SC18397	Problem Code:  Resolution Code: Resolution Code:  4  All SC183974  Assigned Tech Caller	TONER ISSUE [CM] Randy Ladd Joe Orlando	Cleaned and Tested	Received: 2019/09 Dispatched: 2019/09	5/23 12:29 5/28 12:42 5/28 13:48	Response Hours:	18.32 18.32	Call Priority:	High	Parts Labor Travel Toner		19.77	0

	ProblemCode	S											
	Problem Code:	COPY QUALITY											
	Resolution Code:		Cleaned and Tested										
	Resolution Code:		Replaced Parts										
studio 657 [Toshiba]													
OSV-03745 sn:													
001/ 007/0													
OSV-03746 sn:													
studio 857 [Toshiba]									0.02	0.02	0.1	0.1	0
OSV-03680 sn:CAFE2	3172								0.02			0.1	0
00 00000 SH.O/II E2	0172								0.02	0.02	0	0.1	
SC1741	19												
	all SC174119	ERROR CODE [CM]		Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			0.1	0
		. Daniel La Li											
	Assigned Tech				1: 2019/03/13 13:48	Response Hours:	0.02	Call Priority:		Porto Labor Traval Taras			
		: Joe Orlando		Dispatched	1: 2019/03/13 13:49	CM Response Hours:	0.02	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner			
	Call Desc	: cb80 error		Arrived	1: 2019/03/13 13:49	Travel Hours:	0						
				Completed	d 2019/03/13 13:54	Repair Hours:	0.08						
						Resolution Hours:	0.1						
	ProblemCode												
	Problem Code:	Error Code											
	Description O. 1		0-19										
	Resolution Code:		Calibrated Cleaned and Tested										
D M404 do [LID]	Resolution Code:		Cleaned and Tested						34.87	34.87	0.1	35.0	0
P M401dn [HP] OSV-04006 sn:									34.07	34.07	0.1	33.0	0
03V-04000 SII.													
OSV-04007 sn:													
00101001011													
OSV-04010 sn:PHGF0	01586								34.87	34.87	0.1	35.0	0
SC1643	64												
C	SC164364	Cutting off Print [CM]		Call In SLA	: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			34.95	0
	Assigned Tech	: Randy Ladd		Received	1: 2019/01/07 14:16	Response Hours:	34.87	Call Priority:	N				
		: Joe Orlando			I: 2019/01/11 15:08	CM Response Hours:	34.87			Parts Labor Travel Toner			
								2 0000.	2. Copioi maint mort				
	Call Desc	Every once in a while the	ne printer cuts of a single		1: 2019/01/11 15:08	Travel Hours:	0						
				Completed	d 2019/01/11 15:13	Repair Hours:	0.08						
						Resolution Hours:	34.95						
	Death O												
	Problem Code:												
	Problem Code:	COPY QUALITY											
	Resolution Codo:		Cleaned and Tested										
OSV-04011 sn:	Resolution Code:		Cleaned and Tested										

OSV-04013 sn:													
HPM451DN [Hewlett Packard]													
OSV-04005 sn:													
<b>CO</b> 1 0.000 0													
OSV-04008 sn:													
OSV-04009 sn:													
22/12/2													
OSV-04012 sn:													
P-2135DN Printer [Kyocera]													
OSV-03255 sn:													
OSV-03740 sn:													
OSV-03741 sn:													
OSV-03742 sn:													
file Jr/Sr High : 691 Profile Road			75.00%		4	3							
			70.0070		T								
E-Studio 5560cT [Toshiba]													
OSV-03724 sn:CSEE196									35.57		46.1		
	600								35.57 35.57		46.1 46.1	1	
	600												
SC178464													
SC178464 Call		Noisy Operation [CM]		Call In SL	A: Yes	SLA Response Hours:	4.00	Contract#:	35.57		46.1		
	SC178464	Noisy Operation [CM]		Call In SL		SLA Response Hours:	4.00		35.57 CT01099-OSV-04			1	
	SC178464 Assigned Tech:	Randy Ladd		Receive	ed: 2019/04/12 12:43	Response Hours:	0.77	Call Priority:	35.57 CT01099-OSV-04 N	0.77	46.1	1	
	SC178464 Assigned Tech:			Receive				Call Priority:	35.57 CT01099-OSV-04 N		46.1	1	
	SC178464 Assigned Tech:	Randy Ladd Kim Antonucci		Receive Dispatche	ed: 2019/04/12 12:43	Response Hours:	0.77	Call Priority:	35.57 CT01099-OSV-04 N	0.77	46.1	1	
	SC178464  Assigned Tech: Caller:	Randy Ladd Kim Antonucci		Receive Dispatche Arrive	ed: 2019/04/12 12:43 ed: 2019/04/12 13:16	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.77 0.77	Call Priority: Bill Code:	35.57 CT01099-OSV-04 N	0.77	46.1	1	
	SC178464  Assigned Tech: Caller:	Randy Ladd Kim Antonucci		Receive Dispatche Arrive	ed: 2019/04/12 12:43 ed: 2019/04/12 13:16 ed: 2019/04/12 13:29	Response Hours: CM Response Hours: Travel Hours:	0.77 0.77 0.22	Call Priority: Bill Code:	35.57 CT01099-OSV-04 N OSV Copier Maint Incl P	0.77	46.1	1	
	SC178464  Assigned Tech: Caller:	Randy Ladd Kim Antonucci		Receive Dispatche Arrive	ed: 2019/04/12 12:43 ed: 2019/04/12 13:16 ed: 2019/04/12 13:29	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.77 0.77 0.22 0.33	Call Priority: Bill Code:	35.57 CT01099-OSV-04 N OSV Copier Maint Incl P	0.77	46.1	1	
	SC178464  Assigned Tech: Caller: Call Desc:	Randy Ladd Kim Antonucci noisy		Receive Dispatche Arrive	ed: 2019/04/12 12:43 ed: 2019/04/12 13:16 ed: 2019/04/12 13:29	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.77 0.77 0.22 0.33	Call Priority: Bill Code:	35.57 CT01099-OSV-04 N OSV Copier Maint Incl P	0.77	46.1	1	
Call	SC178464  Assigned Tech: Caller: Call Desc:	Randy Ladd Kim Antonucci noisy		Receive Dispatche Arrive	ed: 2019/04/12 12:43 ed: 2019/04/12 13:16 ed: 2019/04/12 13:29	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.77 0.77 0.22 0.33	Call Priority: Bill Code:	35.57 CT01099-OSV-04 N OSV Copier Maint Incl P	0.77	46.1	1	
Call	SC178464  Assigned Tech: Caller: Call Desc:	Randy Ladd Kim Antonucci noisy		Receive Dispatche Arrive	ed: 2019/04/12 12:43 ed: 2019/04/12 13:16 ed: 2019/04/12 13:29	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.77 0.77 0.22 0.33	Call Priority: Bill Code:	35.57 CT01099-OSV-04 N OSV Copier Maint Incl P	0.77	46.1	1	
Call	SC178464  Assigned Tech: Caller: Call Desc:  ProblemCodes Problem Code:	Randy Ladd Kim Antonucci noisy	Needs narts	Receive Dispatche Arrive Complete	ed: 2019/04/12 12:43 ed: 2019/04/12 13:16 ed: 2019/04/12 13:29	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.77 0.77 0.22 0.33	Call Priority: Bill Code:	35.57 CT01099-OSV-04 N OSV Copier Maint Incl P	0.77	46.1	1	
Call	SC178464  Assigned Tech: Caller: Call Desc:  ProblemCodes Problem Code:  Resolution Code:	Randy Ladd Kim Antonucci noisy	Needs parts	Receive Dispatche Arrive Complete	ed: 2019/04/12 12:43 ed: 2019/04/12 13:16 ed: 2019/04/12 13:29 ed 2019/04/12 13:49	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.77 0.77 0.22 0.33 1.1	Call Priority: Bill Code: Incompleted	35.57  CT01099-OSV-04  N  OSV Copier Maint Incl P	0.77	46.1	1	
Call	SC178464  Assigned Tech: Caller: Call Desc:  ProblemCodes Problem Code: Resolution Code: SC178488	Randy Ladd Kim Antonucci noisy  NOISE  Noisy Operation [CM]	Needs parts	Receive Dispatche Arrive Complete	ad: 2019/04/12 12:43 ad: 2019/04/12 13:16 ad: 2019/04/12 13:29 ad 2019/04/12 13:49 A: N/A	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.77 0.77 0.22 0.33 1.1	Call Priority: Bill Code: Incompleted  Contract#:	35.57  CT01099-OSV-04  N OSV Copier Maint Incl P  1-Need Parts  CT01099-OSV-04	0.77	1.1	1	
Call	ProblemCodes Problem Code:  Resolution Code:  SC178488  Assigned Tech:	Randy Ladd Kim Antonucci noisy  NOISE  Noisy Operation [CM]  Randy Ladd	Needs parts	Receive Dispatche Arrive Complete  Call In SL.	ad: 2019/04/12 12:43 ad: 2019/04/12 13:16 ad: 2019/04/12 13:29 ad: 2019/04/12 13:49 ad: 2019/04/12 13:49	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:  SLA Response Hours: Response Hours:	0.77 0.77 0.22 0.33 1.1	Call Priority: Bill Code: Incompleted  Contract#: Call Priority:	35.57  CT01099-OSV-04  N OSV Copier Maint Incl P  1-Need Parts  CT01099-OSV-04  High	O.77 Parts Labor Travel Toner	1.1	1	
Call	ProblemCodes Problem Code:  Resolution Code:  SC178488  Assigned Tech:	Randy Ladd Kim Antonucci noisy  NOISE  Noisy Operation [CM]	Needs parts	Receive Dispatche Arrive Complete  Call In SL.	ad: 2019/04/12 12:43 ad: 2019/04/12 13:16 ad: 2019/04/12 13:29 ad 2019/04/12 13:49 A: N/A	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.77 0.77 0.22 0.33 1.1	Call Priority: Bill Code: Incompleted  Contract#: Call Priority:	35.57  CT01099-OSV-04  N OSV Copier Maint Incl P  1-Need Parts  CT01099-OSV-04  High	0.77	1.1	1	
Call	SC178464  Assigned Tech: Caller: Call Desc:  ProblemCodes Problem Code:  Resolution Code: SC178488  Assigned Tech: Caller:	Randy Ladd Kim Antonucci noisy  NOISE  Noisy Operation [CM]  Randy Ladd		Receive Dispatche Arrive Complete  Call In SL. Receive Dispatche	ad: 2019/04/12 12:43 ad: 2019/04/12 13:16 ad: 2019/04/12 13:29 ad: 2019/04/12 13:49 ad: 2019/04/12 13:49	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:  SLA Response Hours: Response Hours: Travel Hours:	0.77 0.77 0.22 0.33 1.1 4.00 70.37	Call Priority: Bill Code: Incompleted  Contract#: Call Priority:	35.57  CT01099-OSV-04  N OSV Copier Maint Incl P  1-Need Parts  CT01099-OSV-04  High	O.77 Parts Labor Travel Toner	1.1	1	
Call	SC178464  Assigned Tech: Caller: Call Desc:  ProblemCodes Problem Code:  Resolution Code: SC178488  Assigned Tech: Caller:	Randy Ladd Kim Antonucci noisy  NOISE  Noisy Operation [CM]  Randy Ladd Kim Antonucci		Receive Dispatche Arrive Complete  Call In SL  Receive Dispatche Arrive	ad: 2019/04/12 12:43 ad: 2019/04/12 13:16 ad: 2019/04/12 13:29 ad: 2019/04/12 13:49 ad: 2019/04/12 13:49 A: N/A ad: 2019/04/12 13:50 ad: 2019/04/29 09:22	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.77 0.77 0.22 0.33 1.1 4.00 70.37	Call Priority: Bill Code: Incompleted  Contract#: Call Priority:	35.57  CT01099-OSV-04  N OSV Copier Maint Incl P  1-Need Parts  CT01099-OSV-04  High	O.77 Parts Labor Travel Toner	1.1	1	
Call	SC178464  Assigned Tech: Caller: Call Desc:  ProblemCodes Problem Code:  Resolution Code: SC178488  Assigned Tech: Caller:	Randy Ladd Kim Antonucci noisy  NOISE  Noisy Operation [CM]  Randy Ladd Kim Antonucci		Receive Dispatche Arrive Complete  Call In SL  Receive Dispatche Arrive	ad: 2019/04/12 12:43 ad: 2019/04/12 13:16 ad: 2019/04/12 13:29 ad: 2019/04/12 13:49 ad: 2019/04/12 13:49 ad: 2019/04/12 13:50 ad: 2019/04/29 09:22 ad: 2019/04/29 10:44	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:  SLA Response Hours: Response Hours: Travel Hours:	0.77 0.77 0.22 0.33 1.1 4.00 70.37	Call Priority: Bill Code: Incompleted  Contract#: Call Priority:	35.57  CT01099-OSV-04  N OSV Copier Maint Incl P  1-Need Parts  CT01099-OSV-04  High	O.77 Parts Labor Travel Toner	1.1	1	
Call	SC178464  Assigned Tech: Caller: Call Desc:  ProblemCodes Problem Code:  Resolution Code: SC178488  Assigned Tech: Caller:	Randy Ladd Kim Antonucci noisy  NOISE  Noisy Operation [CM]  Randy Ladd Kim Antonucci		Receive Dispatche Arrive Complete  Call In SL  Receive Dispatche Arrive	ad: 2019/04/12 12:43 ad: 2019/04/12 13:16 ad: 2019/04/12 13:29 ad: 2019/04/12 13:49 ad: 2019/04/12 13:49 ad: 2019/04/12 13:50 ad: 2019/04/29 09:22 ad: 2019/04/29 10:44	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.77 0.77 0.22 0.33 1.1 4.00 70.37	Call Priority: Bill Code: Incompleted  Contract#: Call Priority:	35.57  CT01099-OSV-04  N OSV Copier Maint Incl P  1-Need Parts  CT01099-OSV-04  High	O.77 Parts Labor Travel Toner	1.1	1	

	Problem Code:												
	Problem Code:	NOISE											
	Resolution Code:		Cleaned and Tested										
	Resolution Code:		Replaced Parts										
Studio 557 [Toshiba]			· ·										
OSV-03744 sn:													
studio 657 [Toshiba]									0.02	0.02	1.8	1.8	0
OSV-03748 sn:													
OSV-03792 sn:CAIE20	96256								0.02	2. 0.02	2 1.8	1.8	0
03V-03/92 SII.CAIE20	.0230								0.02	0.02	1.0	1.0	U
SC1663	331												
C	Call SC166331	COPY QUALITY POOF	R [CM]	Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			1.82	0
	Assigned Tech	· Randy Ladd		Recoived	: 2019/01/18 11:11	Response Hours:	0.02	Call Priority:	N				
		: Kim Antonucci			: 2019/01/18 11:11	CM Response Hours:	0.02			Parts Labor Travel Toner			
								Diii Oode.	20. Sopiol Mailt IIIOI	and Eddor Haver Toller			
	Call Desc	: Copy quality			: 2019/01/18 11:12	Travel Hours:	0						
				Completed	1 2019/01/18 13:00	Repair Hours:	1.8						
						Resolution Hours:	1.82						
	ProblemCodes												
	Problem Code:	COPY QUALITY											
	i resiem educi												
	Resolution Code:		Cleaned and Tested										
	Resolution Code:		Replaced Parts										
Studio 757 [Toshiba]	·								12.44				
OSV-03793 sn:CAIE26	6902								12.44	4.45	0.9	13.3	1
SC1652	207												
	Call SC165297	DOWN MAC NOTRUN	I ICMI	Call In SLA	· No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			6.85	0
			. [0]									0.00	Ŭ
	Assigned Tech				: 2019/01/14 09:12	Response Hours:	5.35		down machine				
	Caller	: Kim Antonucci		Dispatched	: 2019/01/14 14:21	CM Response Hours:	5.35	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner			
	Call Desc		se front cover. Tried that	Arrived	: 2019/01/14 14:33	Travel Hours:	0.2						
		cavaral times Turned it	t att innlinged - no	Completed	2019/01/14 16:03	Repair Hours:	1.5	Incompleted	3-TECH ASSIST				
						Resolution Hours:	6.85						
	_												
	Problem Code:												
	Problem Code:	Machine Down											
	Resolution Code:		RESCH FOLLOW UP										
C	Call SC165513	DOWN MAC NOTRUN		Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#	CT01099-OSV-04			29.03	1
			1									20.00	·
	Assigned Tech				: 2019/01/14 16:04	Response Hours:	28.43		down machine				
		: Kim Antonucci		Dispatched	: 2019/01/18 08:30	CM Response Hours:		Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner			
	Caller												
		: Need to research - The		Arrived	: 2019/01/18 10:30	Travel Hours:	2						
			e display says to close		: 2019/01/18 10:30 e 2019/01/18 11:06	Travel Hours: Repair Hours:	2 0.6						

SC165513													
	ProblemCodes	3											
	Problem Code:	Machine Down											
	Resolution Code:	Rep	placed Power Supply										
	Resolution Code:		Cleaned and Tested										
SC175513													
Call	SC175513	ERROR CODE [CM]		Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#: C7	01099-OSV-04			4.1	0
	Assigned Tech				: 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: OS	SV Copier Maint Incl P	arts Labor Travel Toner			
	Call Desc	: flashing wrench CB80 cod	de	Arrived	: 2019/03/25 12:10	Travel Hours:	0.73						
					2019/03/25 12:43	Repair Hours:	0.55						
						Resolution Hours:	4.1						
	ProblemCodes												
		Error Code											
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	Resolution Code:		ADJUSTED										
	Resolution Code:		Cleaned and Tested										
HP CP4520 [HP]													
OSV-04019 sn:													
HP M401dn [HP]													
OSV-04015 sn:													
OSV-04020 sn:													
OSV-04021 sn:													
HP P1606dn [HP]													
OSV-04016 sn:													
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HP1525NW [Hewlett Packard]													
OSV-04014 sn:													
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HPM451DN [Hewlett Packard]									7.57		0.0	0.0	0
OSV-04017 sn:													
OSV-04018 sn:													
OSV-04022 sn:CNDF337	7446								7.57		0.0	0.0	0
SC174805													
Call	SC174805	Lines on copy [O]		Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#: C7	01099-OSV-04			0	0
		David I I I			0040/00/45 15 15			0 11 5 1 1 1					
	Assigned Tech	: Randy Ladd		Received	: 2019/03/19 10:48	Response Hours:	7.57	Call Priority: High	gh				

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	Call Desc		nter its smearing do bad		2019/01/04 13:22 2019/01/04 14:13	Travel Hours: Repair Hours:	0.57 0.85							
		: Marjorie Brown			2019/01/04 12:48	CM Response Hours:	10.53	Bill Code:	OSV Copier iviaint incl F	Parts Labor Travel Toner				
	Assigned Tech				2019/01/03 11:20	Response Hours:	10.53		down machine	Posto I ob Travel T				
	SC163813	Feeding multiple sheet	ts at one time [CM]	Call In SLA: N	No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			11.38	0	0
SC163813														
OSV-04029 sn:PHGFC0	1577								10.53	10.53	0.9	11.4	0	)
	Resolution Code:		Cleaned and Tested											
	i iobieiii Code:	OUT I QUALITY												+
		COPY QUALITY												
	ProblemCodes													
						Resolution Hours:	28.87							
				Completed 2	2019/01/10 11:22	Repair Hours:	0.12							
	Call Desc	: Copy Quality			2019/01/10 11:15	Travel Hours:	0							
	Caller	: Marjorie Brown		Dispatched: 2	2019/01/10 11:15	CM Response Hours:	28.75	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Assigned Tech				2019/01/07 07:42	Response Hours:	28.75	Call Priority:		Porto Lobor Travel Trave				
		COPY QUALITY POO	R [CM]	Call In SLA: N	No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			28.87	0	)
SC164175														
OSV-04028 sn:PHGFC0	1578								28.75	28.75		28.9	0	)
401dn [HP]									19.64	19.64	0.5	20.1	0	)
OSV-03743 sn:														
dio 657 [Toshiba]														
	Resolution Code:		Replaced Parts											
	Resolution Code:		Cleaned and Tested											L
	Problem Code:	JAMMING												
	ProblemCodes													
						Resolution Hours:	1.98							
					2019/06/27 13:49	Repair Hours:	0.92							
	Call Desc	: pagers are skewing ar	nd jaming	Arrived: 2	2019/06/27 12:54	Travel Hours:	0.63							
	Caller	: Gabrielle Ranger-C	clark	Dispatched: 2	2019/06/27 12:16	CM Response Hours:	1.07	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Assigned Tech	: Randy Ladd		Received: 2	2019/06/27 11:50	Response Hours:	1.07	Call Priority:	N					
Call	SC188289	Skewed Copies [CM]		Call In SLA: Y	res	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-04			1.98	0	J
SC188289		Skewed O. 1 Co		0 !!! 5::		OLA B			OT04000 COV. 5			,		
	Resolution Code:		Tested											
	Resolution Code:		REPL PARTS USED											
	Problem Code:	JAMMING												
	ProblemCodes													
SC170595														
				·		Resolution Hours:	8.4							
				Departure 2	2019/02/19 11:09	Repair Hours:	0.4							

					5 1 1 11							
					Resolution Hours:	11.38						
	ProblemCode	S										
	Problem Code:	COPY QUALITY										
	Resolution Code:		Cleaned and Tested									
HP P1102 [HP]												
OSV-04030 sn:												
HPM451DN [Hewlett Packard]												
OSV-04027 sn:												
P-2135DN Printer [Kyocera]												
OSV-03738 sn:												
OSV-03739 sn:												
al							12.68	9.94	21.38	376.49	8	