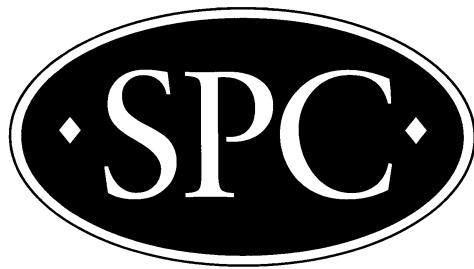




# SAU 36 White Mountains Regional School District

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



## SPC SUMMARY

Overall, there have been 48 service calls made on the 56 copiers and printers within your fleet managed by OSV, with an average uptime of 99.36%, which is fair for the number of machines in your fleet. Service call response time has averaged 5.71 hours, which is over the average response time of 4 hours outlined in your bid specs. However 81% of 43 onsite service calls were resolved on the first call, and 46% were resolved in less than four hours. Some of your service calls were courtesy follow-up calls and return for parts installation or preventative maintenance.

Only one copiers had more than 5 service calls in the time period of this report (7/1/18 to 6/30/19). The calls were error codes, with 2 calls involving parts replacement.

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. No surveys have been received by the vendor to provide satisfaction details.

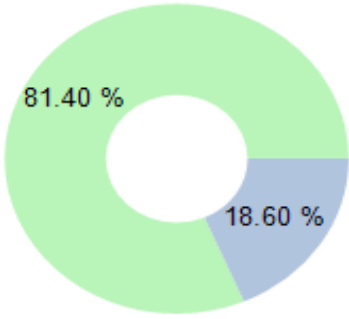
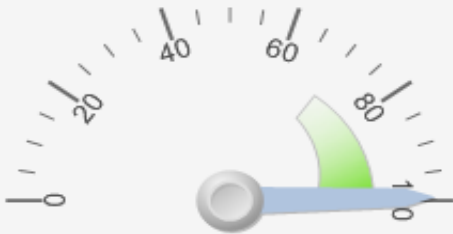
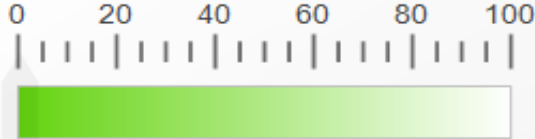
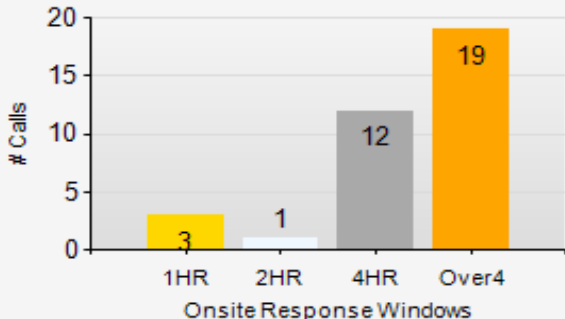
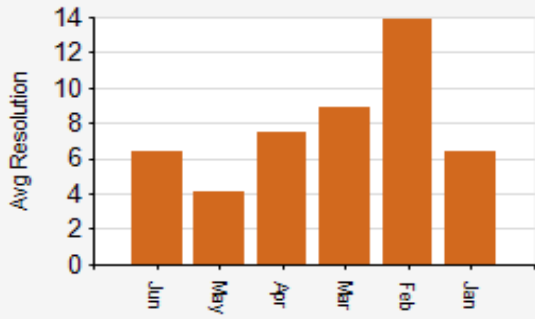
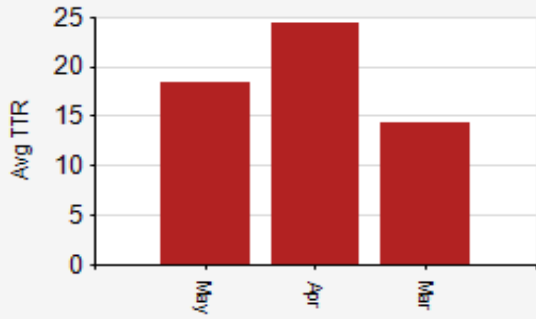
The Detail Stats tab shows the individuals who placed service calls and for which machines (hidden). The equipment details can be obtained by clicking on the + to the left of the contact name.

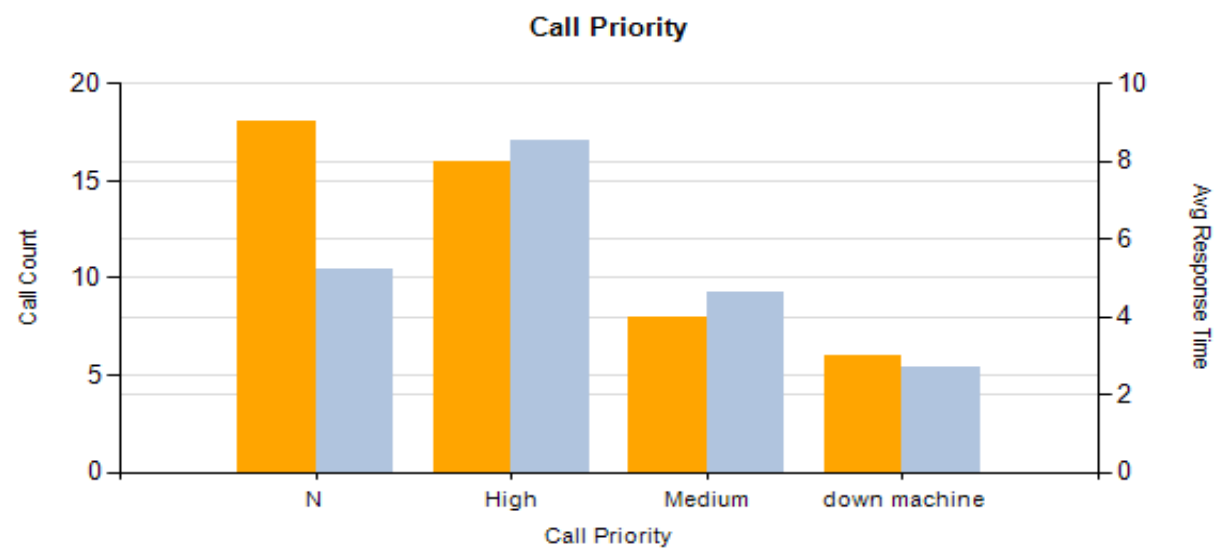
Equipment with greater than 5 calls for the reporting period July 1, 2018 to June 30, 2019												
Building	Location	Equipment	Serial Number	Annual Volume FY 17-18	Annual Volume FY 18-19	Black Meter 6/30/19	Color Meter 6/30/19	Expected Life	Total Calls	Average Response Time	OSV Recommendations	SPC Recommendations
Whitefield Elementary	Upper Common Area	E-Studio 857 OSV-03918	SAAF90338	304,484	280,431	872,438	N/A	5,000,000	8	4.84		Service calls were primarily for error codes (6) with adjustments made on all, parts replaced on two calls; one service call was to install parts ordered.

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Actual Monthly Volume Black	Actual Equipment Age
					Projected Monthly Volume Color	Actual Monthly Volume Color	(based on model intro date)
<b>Lancaster Elementary School : 35 Ice Pond Road</b>							
OSV-03872[ Toshiba/E-Studio 5560cT]	Main Office	SSAF90747	6/30/2016	4	0	0	5.25
					6,369	6,784	
OSV-03875[ Toshiba/Estudio 857]	Room 36 - Copy Room	SAAF90329	6/30/2016	2	4,521	5,224	5
OSV-03877[ Toshiba/Estudio 857]	Room 36 - Copy Room	SAAF90304	6/30/2016	4	23,448	30,064	5
OSV-03879[ Toshiba/Estudio 757]	Admin Office	CABF31294	6/30/2016	1	29,423	29,842	5
OSV-03919[ Kyocera/P6130cdn]	Room 87	V5Q6403049	6/30/2016	0	10,656	7,195	4
					89	135	
OSV-03920[ Kyocera/P6130cdn]	Room 46	V5Q6403048	6/30/2016	1	90	55	4
					257	595	
OSV-03950[ Kyocera/FS-2100DN]	Room 34 - Library	LQA6436009	6/30/2016	1	999	969	6.75
OSV-03952[ Kyocera/FS-2100DN]	Room 42	LQA6436015	6/30/2016	1	1,667	1,478	6.75
OSV-03957[ Kyocera/P-2135DN Printer]	Room 95	LVK6542893	6/30/2016	0	1,266	2,215	5.25
OSV-03973[ Kyocera/P-2135DN Printer]	Room 17	LVK6542884	6/30/2016	0	386	489	5.25
OSV-03974[ Kyocera/P-2135DN Printer]	Room 111	LVK6542890	6/30/2016	0	14	0	5.25
OSV-03975[ Kyocera/P-2135DN Printer]	Room 111	LVK6542885	6/30/2016	0	498	493	5.25
OSV-03976[ Kyocera/P-2135DN Printer]	Room 92	LVK6542895	6/30/2016	1	770	123	5.25
OSV-05643[ Kyocera/M2635dw]	Nurses Office #92	VCA8603469	10/12/2018	0	84	10	2.25
<b>White Mountains Regional High School : PO Box 338 127 Regional Road</b>							
OSV-03876[ Toshiba/E-Studio 6560c]	Main Office	CSCF25480	6/30/2016	3	0	0	5.25
					9,990	5,169	
OSV-03880[ Toshiba/Estudio 657]	Steam Building Right Side	CABF31281	6/30/2016	2	4,602	4,181	5
OSV-03881[ Toshiba/Estudio 857]	Staff Lunch Room	SAAF90337	6/30/2016	2	6,309	2,460	5
OSV-03882[ Toshiba/Estudio 857]	Media Center Storage	SAAF90296	6/30/2016	0	8,691	5,026	5
OSV-03883[ Toshiba/E-Studio 4555c ]	Teachers Workspace	C7BF52824	6/30/2016	2	23,978	7,646	6
					3,246	14,848	
OSV-03884[ Toshiba/Estudio 857]	Media Center Storage	SAAF90341	6/30/2016	0	2,432	2,413	5
OSV-03891[ Kyocera/P6130cdn]	Media Center	V5Q6403056	6/30/2016	1	17,835	7,888	4
					169	292	

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Actual Monthly Volume Black	Actual Equipment Age
					Projected Monthly Volume Color	Actual Monthly Volume Color	(based on model intro date)
OSV-03896[ Kyocera/P6130cdn]	RM118 Futures Program	V5Q6403057	6/30/2016	0	571	321	4
					128	489	
OSV-03915[ Toshiba/E-Studio 5560cT]	Room 203 - Vocational	SSAF90751	6/30/2016	0	139	581	5.25
					3,287	2,006	
OSV-03916[ Toshiba/TOSHES457]	Special Education	CEDF66318	6/30/2016	2	658	706	5
OSV-03943[ Kyocera/M2535DN]	Food Service Office	LVZ6431676	6/30/2016	2	4,649	3,133	5.25
OSV-03961[ Kyocera/FS-2100DN]	Media Room	LQA6436012	6/30/2016	0	1,267	1,177	6.75
OSV-03962[ Kyocera/FS-2100DN]	Room 100 Office by Secretaries	LQA6436002	6/30/2016	0	3,438	1,266	6.75
OSV-03963[ Kyocera/FS-2100DN]	RM 106	LQA6436005	6/30/2016	0	910	975	6.75
OSV-03964[ Kyocera/FS-2100DN]	IT OFFICE	LQA6436008	6/30/2016	0	608	316	6.75
OSV-03965[ Kyocera/FS-2100DN]	Lab Room 136	LQA6435998	6/30/2016	0	572	50	6.75
OSV-03966[ Kyocera/FS-2100DN]	Room 210 SPED	LQA6435999	6/30/2016	0	178	113	6.75
OSV-03968[ Kyocera/P-2135DN Printer]	121 Danault	LVK6542898	6/30/2016	0	991	1,020	5.25
OSV-03972[ Kyocera/P-2135DN Printer]	Not in Production Sitting in IT Office	LVK6542894	6/30/2016	0	513	293	5.25
OSV-04052[ Toshiba/E-Studio 4555c ]	Guidance Office	C7BF52810	6/28/2016	1	464	139	6
					1,818	3,888	
OSV-04053[ HP/HP M401dn]	Room 128	PHGFD08463		0	897	2,793	6.5
<b>White Mountains Regional School District - NHSAU 36 : 14 King Square</b>							
OSV-03868[ Toshiba/E-Studio 6570c]	Main Office	CSAF24353	6/30/2016	2	0	0	5.25
					4,533	3,464	
OSV-03878[ Toshiba/Estudio 657]	Accounts Payable	CABF31267	6/30/2016	1	2,489	3,040	5
OSV-03951[ Kyocera/FS-2100DN]	Superintendent's Secretary	LQA6436006	6/30/2016	0	6,865	4,986	6.75
OSV-04054[ Hewlett Packard/HPCP5225dn]	Room 100	CNGCH8C1BP		0	575	462	8.75
					117	260	
OSV-04056[ Hewlett Packard/HP P3015]	Trina	VNB3Y46993		0	367	587	11
OSV-04127[ Kyocera/FS-2100DN]	Cafeteria	LQA6536799	7/21/2016	0	3,065	2,808	8.75
<b>Whitefield Elementary School : 34 Twin Mountain Road</b>							

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Actual Monthly Volume Black	Actual Equipment Age
					Projected Monthly Volume Color	Actual Monthly Volume Color	(based on model intro date)
OSV-03873[ Toshiba/E-Studio 6560c]	Main Office	CSCF25479	6/30/2016	5	0	0	5.25
					22,136	17,874	
OSV-03888[ Kyocera/P6130cdn]	Lower Common Area	V5Q6403067	6/30/2016	0	5,149	6,531	4
					195	186	
OSV-03889[ Kyocera/P6130cdn]	Room 29	V5Q6403054	6/30/2016	0	210	232	4
					124	130	
OSV-03890[ Kyocera/P6130cdn]	Room 107	V5Q6403040	6/30/2016	0	124	133	4
					138	160	
OSV-03917[ Toshiba/Estudio 857]	Teachers Room 2nd Floor	SAAF90294	6/30/2016	2	140	171	5
OSV-03918[ Toshiba/Estudio 857]	Upper Common Area	SAAF90338	6/30/2016	8	13,688	17,915	5
OSV-03953[ Kyocera/P-2135DN Printer]	Room 131	LVK6543145	6/30/2016	0	25,374	23,369	5.25
OSV-03954[ Kyocera/P-2135DN Printer]	Room 32	LVK6542900	6/30/2016	0	272	245	5.25
OSV-03955[ Kyocera/P-2135DN Printer]	Room 40	LVK6543144	6/30/2016	0	298	188	5.25
OSV-03956[ Kyocera/P-2135DN Printer]	Room 44	LVK6542880	6/30/2016	0	313	287	5.25
OSV-03967[ Kyocera/FS-2100DN]	Library	LQA6436010	6/30/2016	0	267	265	6.75
OSV-03969[ Kyocera/FS-2100DN]	Room 125	LQA6436013	6/30/2016	0	329	421	6.75
OSV-03970[ Kyocera/P-2135DN Printer]	Room 137	VL6542896	6/30/2016	0	198	217	5.25
OSV-03971[ Kyocera/P-2135DN Printer]	Guidance Room 23	LVK6542891	6/30/2016	0	529	29	5.25
OSV-04055[ Hewlett Packard/HPCP5225dn]	Room 143	CNGCH6C18G		0	118	88	8.75
					46	125	
<b>TOTALS AND AVERAGES</b>				<b>48</b>	<b>3702</b>	<b>3320</b>	

<b>81.40%</b>	<b>First Call Effectiveness (OnSite)</b>	<b>99.36%</b>	<b>Machine Availability</b>		<b>NetPromoter Score</b>
81% of 43 OnSite CM visits were resolved in ONE visit for the reporting period		Total target service hours for all contract machines during period was 57344.00. The total # hours (call received until call completed) was 366.15		No survey responses for the period	
<b>5.71 hrs</b>	<b>Average OnSite Reponse Time</b>	<b>6.4 hrs</b>	<b>First Call Fix Avg Resolution Time (On-Site)</b>	<b>17.6 hrs</b>	<b>Rescheduled Calls Avg TTR Time (first call received until final call closed)</b>
46% of 35 corrective maintenance calls were responded to and completely resolved in under 4 hours		6.4 hrs was the average hours for first call fix from when call opened to problem resolution on 35 calls		17.6 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 8 rescheduled service calls.	



Caller	Call Count
Alex	1
Bethany Chase	14
Colleen Bosse	2
Eric Moodey	1
James Soroachak	3
Kathy Scott	1
Robin LaLonde	6
Roxanne Hartlen	3
Stephanie Glidden	8
Tamika Phillips	9
Total	48





									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Needs parts												
	Resolution Code:	Replaced Parts												
SC184313														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Tested												
	Resolution Code:	Replaced Parts												
EStudio 757 [Toshiba]									8.48	8.48	1.2	9.7	0	0
OSV-03879 sn:CABF31294									8.48	8.48	1.2	9.7	0	0
SC167106														
Call	SC167106	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			9.68	0	0
	Assigned Tech: Randy Ladd			Received: 2019/01/24 10:33	Response Hours:	8.48		Call Priority:	N					
	Caller: Bethany Chase			Dispatched: 2019/01/25 08:37	CM Response Hours:	8.48		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: Wrench CD30			Arrived: 2019/01/25 10:32	Travel Hours:	1.92								
				Completed 2019/01/25 11:44	Repair Hours:	1.2								
					Resolution Hours:	9.68								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Replaced Parts												
Estudio 857 [Toshiba]									9.65	6.84	0.7	7.8	1	0
OSV-03875 sn:SAAF90329									14.60	5.73	0.4	15.0	1	0
SC183613														
Call	SC183613	Service Code [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			6.15	0	0
	Assigned Tech: Randy Ladd			Received: 2019/05/21 14:04	Response Hours:	5.73		Call Priority:	High					
	Caller: Bethany Chase			Dispatched: 2019/05/22 11:18	CM Response Hours:	5.73		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: code CB20 call for service			Arrived: 2019/05/22 11:18	Travel Hours:	0								
				Completed 2019/05/22 11:43	Repair Hours:	0.42	Incompleted 1-Need Parts							
					Resolution Hours:	6.15								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
Call	SC183747	Service Code [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			23.9	1	0
	Assigned Tech: Randy Ladd			Received: 2019/05/22 11:47	Response Hours:	23.47		Call Priority:	High					
	Caller: Bethany Chase			Dispatched: 2019/05/28 07:53	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: Finisher delivery drive - code CB20 call for service			Arrived: 2019/05/28 09:45	Travel Hours:	1.87								
				Departure 2019/05/28 10:11	Repair Hours:	0.43								
					Resolution Hours:	23.9								
SC183747														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Tested												
	Resolution Code:	Replaced Parts												
OSV-03877 sn:SAAF90304									7.17	7.39	0.8	4.1	0	0
SC167455														
Call	SC167455	Touchscreen not working [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			0	0	0
	Assigned Tech: Randy Ladd			Received: 2019/01/28 08:29	Response Hours:	2.37		Call Priority:	High					
	Caller: Bethany Chase			Dispatched: 2019/01/28 09:04	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: The touch pad is not working they can print to the machine but to make copies from the machine			Arrived: 2019/01/28 10:51	Travel Hours:	1.78								
				Completed 2019/01/28 11:18	Repair Hours:	0.45								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Control Panel												
	Resolution Code:	Calibrated												
	Resolution Code:	Cleaned and Tested												
SC175182														
Call	SC175182	PM [PM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			0	0	0
	Assigned Tech: Randy Ladd			Received: 2019/03/21 10:47	Response Hours:	11.52		Call Priority:	N					
	Caller: Bethany Chase			Dispatched: 2019/03/22 13:29	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: PM			Arrived: 2019/03/22 13:48	Travel Hours:	0.32								
				Completed 2019/03/22 14:58	Repair Hours:	1.17								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Replaced Parts												
SC178301														
Call	SC178301	Noisy Operation [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			10.85	0	0
	Assigned Tech: Randy Ladd			Received: 2019/04/11 13:24	Response Hours:	9.53		Call Priority:	High					
	Caller: Bethany Chase			Dispatched: 2019/04/12 13:50	CM Response Hours:	9.53		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: making awful noise			Arrived: 2019/04/12 14:26	Travel Hours:	0.6								
				Completed 2019/04/12 15:45	Repair Hours:	1.32								
					Resolution Hours:	10.85								
	ProblemCodes													
	Problem Code:	NOISE												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
	Resolution Code:	Remove Paper Jam												
SC183614														
Call	SC183614	Finisher Problem [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			5.7	0	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: Randy Ladd Caller: Bethany Chase  Call Desc: finisher looks as if it was broke off the hooks are pulled out	Received: 2019/05/21 14:05		Response Hours: 5.25		Call Priority: High								
		Dispatched: 2019/05/22 10:07		CM Response Hours: 5.25		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Arrived: 2019/05/22 10:50		Travel Hours: 0.72										
		Completed 2019/05/22 11:17		Repair Hours: 0.45										
				Resolution Hours: 5.7										
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		ADJUSTED											
	Resolution Code:		Tested											
FS-2100DN [Kyocera]									5.66	5.66	0.3	6.0	0	0
OSV-03950 sn:LQA6436009									0.57	0.57	0.2	0.8	0	0
SC183735														
Call	SC183735	Paper Tray Issue [CM]		Call In SLA: Yes	SLA Response Hours: 4.00		Contract#: CT01205-OSV-03					0.77	0	0
	Assigned Tech: Randy Ladd Caller: Bethany Chase  Call Desc: paper jam can not find	Received: 2019/05/22 11:14		Response Hours: 0.57		Call Priority: Medium								
		Dispatched: 2019/05/22 11:48		CM Response Hours: 0.57		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Arrived: 2019/05/22 11:48		Travel Hours: 0										
		Completed 2019/05/22 12:00		Repair Hours: 0.2										
				Resolution Hours: 0.77										
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Remove Paper Jam											
	Resolution Code:		Cleaned and Tested											
OSV-03952 sn:LQA6436015									10.75	10.75	0.5	11.2	0	0
SC163777														
Call	SC163777	NOISE [CM]		Call In SLA: No	SLA Response Hours: 4.00		Contract#: CT01205-OSV-03					11.22	0	0
	Assigned Tech: Randy Ladd Caller: Eric Moodey  Call Desc: rollers are making noise	Received: 2019/01/03 10:05		Response Hours: 10.75		Call Priority: N								
		Dispatched: 2019/01/04 09:04		CM Response Hours: 10.75		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Arrived: 2019/01/04 12:20		Travel Hours: 3.27										
		Completed 2019/01/04 12:48		Repair Hours: 0.47										
				Resolution Hours: 11.22										
	ProblemCodes													
	Problem Code:	NOISE												
	Resolution Code:		Lubricated											
	Resolution Code:		Cleaned and Tested											
M2635dw [Kyocera]														
OSV-05643 sn:														
P-2135DN Printer [Kyocera]									12.02	12.02	1.0	13.0	0	0
OSV-03957 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-03973 sn:														
OSV-03974 sn:														
OSV-03975 sn:														
OSV-03976 sn:LVK6542895									12.02	12.02	1.0	13.0	0	0
SC174895														
Call	SC174895	TONER ISSUE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			12.98	0	0
		Assigned Tech: Randy Ladd		Received: 2019/03/19 15:04	Response Hours:	12.02		Call Priority:	High					
		Caller: Bethany Chase		Dispatched: 2019/03/21 08:17	CM Response Hours:	12.02		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Seems to be having toner issues per carlos		Arrived: 2019/03/21 10:05	Travel Hours:	1.8								
		please check the machines and make sure the		Completed 2019/03/21 11:03	Repair Hours:	0.97								
					Resolution Hours:	12.98								
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:	COURTESY CALL												
P6130cdn [Kyocera]									22.47	22.47	0.2	22.7	0	0
OSV-03919 sn:														
OSV-03920 sn:V5Q6403048									22.47	22.47	0.2	22.7	0	0
SC174658														
Call	SC174658	TONER ISSUE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			22.68	0	0
		Assigned Tech: Randy Ladd		Received: 2019/03/18 14:33	Response Hours:	22.47		Call Priority:	High					
		Caller: Bethany Chase		Dispatched: 2019/03/21 11:31	CM Response Hours:	22.47		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Issues with toner		Arrived: 2019/03/21 11:31	Travel Hours:	0								
				Completed 2019/03/21 11:44	Repair Hours:	0.22								
					Resolution Hours:	22.68								
	ProblemCodes													
	Problem Code:	TONER PROBLEM												
	Resolution Code:	Cleaned and Testedd												
White Mountains Regional High School : PO Box 338 127 Regional Road			27.273%	11	3									
E-Studio 4555c [Toshiba]									4.48	6.85	1.2	4.5	1	0
OSV-03883 sn:C7BF52824									5.34	6.85	1.4	6.7	1	0
SC173531														
Call	SC173531	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			7.57	0	0



									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: Randy Ladd Caller: Stephanie Glidden  Call Desc: Copy quality is really poor	Received: 2019/05/14 10:25 Dispatched: 2019/05/14 14:43  Arrived: 2019/05/14 14:43 Completed 2019/05/14 15:39		Response Hours: 4.3 CM Response Hours: 4.30  Travel Hours: 0 Repair Hours: 0.93 Resolution Hours: 5.23		Call Priority: N Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
SC186960														
Call	SC186960	Jamming [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01205-OSV-03		6.98		0	0	
	Assigned Tech: Harold Santamore Caller: Stephanie Glidden  Call Desc: jamming	Received: 2019/06/18 08:48 Dispatched: 2019/06/18 13:00  Arrived: 2019/06/18 14:49 Completed 2019/06/18 15:47		Response Hours: 6.02 CM Response Hours: 6.02  Travel Hours: 1.82 Repair Hours: 0.97 Resolution Hours: 6.98		Call Priority: Medium Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Remove Paper Jam												
	Resolution Code:	DEGLAZE RLLRS												
SC187140														
Call	SC187140	Jamming [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01205-OSV-03		6.65		0	0	
	Assigned Tech: Harold Santamore Caller: Stephanie Glidden  Call Desc: Still jamming in the same spot as yesterday	Received: 2019/06/19 08:00 Dispatched: 2019/06/19 11:54  Arrived: 2019/06/19 13:28 Completed 2019/06/19 14:39		Response Hours: 5.47 CM Response Hours: 5.47  Travel Hours: 1.57 Repair Hours: 1.18 Resolution Hours: 6.65		Call Priority: Medium Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	REPL PARTS USED												
Estudio 657 [Toshiba]									3.96	3.96	0.6	4.6	0	0
OSV-03880 sn:CABF31281									3.96	3.96	0.6	4.6	0	0
SC183253														
Call	SC183253	TONER ISSUE [CM]		Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CT01205-OSV-03		3.67		0	0	
	Assigned Tech: Randy Ladd Caller: James Soroachak  Call Desc: Pulled the toner tray out to replace toner but now the Green lever will not turn left to slide the tray	Received: 2019/05/20 08:33 Dispatched: 2019/05/20 10:29  Arrived: 2019/05/20 11:22 Completed 2019/05/20 12:13		Response Hours: 2.82 CM Response Hours: 2.82  Travel Hours: 0.88 Repair Hours: 0.85 Resolution Hours: 3.67		Call Priority: Assist Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	ProblemCodes													
	Problem Code:	JAMMING												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
SC185199														
Call	SC185199	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			5.53	0	0
	Assigned Tech:	Randy Ladd		Received: 2019/06/04 09:12	Response Hours:	5.1		Call Priority:	Medium					
	Caller:	Alex		Dispatched: 2019/06/04 13:03	CM Response Hours:	5.10		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	jamed		Arrived: 2019/06/04 14:18	Travel Hours:	1.25								
				Completed 2019/06/04 14:44	Repair Hours:	0.43								
					Resolution Hours:	5.53								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Remove Paper Jam											
	Resolution Code:		ADJUSTED											
	Resolution Code:		Tested											
Estudio 857 [Toshiba]									5.18	5.18	1.0	6.2	0	0
OSV-03881 sn:SAAF90337									5.18	5.18	1.0	6.2	0	0
SC177456														
Call	SC177456	DUPLEX JAM [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			4.15	0	0
	Assigned Tech:	Randy Ladd		Received: 2019/04/05 11:38	Response Hours:	2.78		Call Priority:	High					
	Caller:	Stephanie Glidden		Dispatched: 2019/04/05 12:49	CM Response Hours:	2.78		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	duplexing causing jams		Arrived: 2019/04/05 14:25	Travel Hours:	1.6								
				Completed 2019/04/05 15:47	Repair Hours:	1.37								
					Resolution Hours:	4.15								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Cleaned and Testedd											
	Resolution Code:		Replaced Parts											
SC182983														
Call	SC182983	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			8.22	0	0
	Assigned Tech:	Randy Ladd		Received: 2019/05/16 11:09	Response Hours:	7.57		Call Priority:	Medium					
	Caller:	Stephanie Glidden		Dispatched: 2019/05/17 08:27	CM Response Hours:	7.57		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	jams before its even pulling paper all the way through		Arrived: 2019/05/17 10:13	Travel Hours:	1.77								
				Completed 2019/05/17 10:52	Repair Hours:	0.65								
					Resolution Hours:	8.22								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		ADJUSTED											
	Resolution Code:		Cleaned and Testedd											
OSV-03882 sn:														
OSV-03884 sn:														





									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Replaced Parts												
P-2135DN Printer [Kyocera]														
OSV-03968 sn:														
OSV-03972 sn:														
P6130cdn [Kyocera]									4.70	4.70	0.3	5.0	0	0
OSV-03891 sn:V5Q6403056									4.70	4.70	0.3	5.0	0	0
SC165724														
Call	SC165724	Power Surge/fluctuations [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03					4.98	0	0
	Assigned Tech: Randy Ladd		Received: 2019/01/15 14:42	Response Hours:	4.7	Call Priority: High								
	Caller: Stephanie Glidden		Dispatched: 2019/01/16 10:44	CM Response Hours:	4.70	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: Replaced toner but now they have a no power warning on the machine		Arrived: 2019/01/16 10:54	Travel Hours:	0.17									
			Completed 2019/01/16 11:11	Repair Hours:	0.28									
				Resolution Hours:	4.98									
	ProblemCodes													
	Problem Code:	ERROR												
	Resolution Code:	Tested												
	Resolution Code:	Reset												
OSV-03896 sn:														
TOSHES457 [Toshiba]									10.73	5.02	0.9	11.7	1	0
OSV-03916 sn:CEDF66318									10.73	5.02	0.9	11.7	1	0
SC182199														
Call	SC182199	Jamming [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03					5.97	0	0
	Assigned Tech: Randy Ladd		Received: 2019/05/10 08:21	Response Hours:	5.02	Call Priority: Medium								
	Caller: Stephanie Glidden		Dispatched: 2019/05/10 12:53	CM Response Hours:	5.02	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: Jamming		Arrived: 2019/05/10 13:22	Travel Hours:	0.48									
			Completed 2019/05/10 14:19	Repair Hours:	0.95	Incompleted 1-Need Parts								
				Resolution Hours:	5.97									
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Needs parts												
Call	SC182312	Jamming [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03					17.35	1	0
	Assigned Tech: Randy Ladd		Received: 2019/05/10 14:21	Response Hours:	16.43	Call Priority: Medium								
	Caller: Stephanie Glidden		Dispatched: 2019/05/14 12:15	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: Needs fuser kit and lct feed tires - Jamming		Arrived: 2019/05/14 13:47	Travel Hours:	1.53									
			Departure 2019/05/14 14:42	Repair Hours:	0.92									
				Resolution Hours:	17.35									

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC182312														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
White Mountains Regional School District - NHSAU 36 : 14 King Square			100.00%	3	3									
Estudio 657 [Toshiba]									3.92	3.92	1.1	5.0	0	0
OSV-03878 sn:CABF31267									3.92	3.92	1.1	5.0	0	0
SC165503														
Call	SC165503	ERROR CODE [CM]		Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CT01205-OSV-03				4.97	0	0
	Assigned Tech: Randy Ladd		Received: 2019/01/14 15:41		Response Hours: 3.92		Call Priority: N							
	Caller: Roxanne Hartlen		Dispatched: 2019/01/15 10:46		CM Response Hours: 3.92		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: call for service F101 Red wrench		Arrived: 2019/01/15 11:06		Travel Hours: 0.33									
Completed 2019/01/15 12:09			Repair Hours: 1.05											
			Resolution Hours: 4.97											
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Firmware update												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
E-Studio 6570c [Toshiba]									3.18	3.18	0.6	3.7	0	0
OSV-03868 sn:CSAF24353									3.18	3.18	0.6	3.7	0	0
SC165740														
Call	SC165740	ERROR CODE [CM]		Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CT01205-OSV-03				3.7	0	0
	Assigned Tech: Randy Ladd		Received: 2019/01/15 15:27		Response Hours: 3.28		Call Priority: N							
	Caller: Roxanne Hartlen		Dispatched: 2019/01/16 08:22		CM Response Hours: 3.28		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: red wrench code C4E2		Arrived: 2019/01/16 10:14		Travel Hours: 1.87									
Completed 2019/01/16 10:39			Repair Hours: 0.42											
			Resolution Hours: 3.7											
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Reset												
SC174492														
Call	SC174492	ERROR CODE [CM]		Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CT01205-OSV-03				3.77	0	0
	Assigned Tech: Randy Ladd		Received: 2019/03/18 09:24		Response Hours: 3.08		Call Priority: N							
	Caller: Roxanne Hartlen		Dispatched: 2019/03/18 10:15		CM Response Hours: 3.08		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: F109 error red wrench		Arrived: 2019/03/18 12:29		Travel Hours: 2.23									
Completed 2019/03/18 13:10			Repair Hours: 0.68											
			Resolution Hours: 3.77											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Firmware update												
	Resolution Code:	Tested												
FS-2100DN [Kyocera]														
OSV-03951 sn:														
OSV-04127 sn:														
HP P3015 [Hewlett Packard]														
OSV-04056 sn:														
HPCP5225dn [Hewlett Packard]														
OSV-04054 sn:														
Whitefield Elementary School : 34 Twin Mountain Road			66.667%	12	8									
E-Studio 6560c [Toshiba]									8.52	5.44	0.3	8.9	1	0
OSV-03873 sn:CSCF25479									8.52	5.44	0.3	8.9	1	0
SC165538														
Call	SC165538	Call Service Flashing [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03				4.57	0	0
		Assigned Tech: Randy Ladd		Received: 2019/01/15 08:15	Response Hours:	4	Call Priority:	High						
		Caller: Robin LaLonde		Dispatched: 2019/01/15 12:10	CM Response Hours:	4.00	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: red wrench CE40 error code call for service		Arrived: 2019/01/15 12:15	Travel Hours:	0.08								
				Completed 2019/01/15 12:49	Repair Hours:	0.57								
					Resolution Hours:	4.57								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC172011														
Call	SC172011	Service Code [CM]		Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03				13.88	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/02/28 07:59	Response Hours:	13.55	Call Priority:	High						
		Caller: Tamika Phillips		Dispatched: 2019/03/01 11:44	CM Response Hours:	13.55	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: service light is on		Arrived: 2019/03/01 13:03	Travel Hours:	1.32								
				Completed 2019/03/01 13:23	Repair Hours:	0.33	Incompleted 7-Used Parts							
					Resolution Hours:	13.88								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call SC172385	Service Code [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03	21.05					1	0
		Assigned Tech: Keith Llewellyn	Received: 2019/03/01 13:24	Response Hours:	20.83	Call Priority:	High							
		Caller: Tamika Phillips	Dispatched: 2019/03/06 08:44	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Needs wire harness for mj1103 from board to	Arrived: 2019/03/06 08:44	Travel Hours:	0									
		conductor - service light is on	Departure 2019/03/06 08:57	Repair Hours:	0.22									
				Resolution Hours:	21.05									
	SC172385													
		ProblemCodes												
		Problem Code:	Error Code											
		Resolution Code:	Replaced Misc. Parts											
	SC181452													
	Call SC181452	Jamming [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03	3.35					0	0
		Assigned Tech: Randy Ladd	Received: 2019/05/06 11:06	Response Hours:	2.78	Call Priority:	Medium							
		Caller: Robin LaLonde	Dispatched: 2019/05/06 13:53	CM Response Hours:	2.78	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Mis Feeding - unable to send anything to or from	Arrived: 2019/05/06 13:53	Travel Hours:	0									
		just jams in	Completed 2019/05/06 14:27	Repair Hours:	0.57									
				Resolution Hours:	3.35									
		ProblemCodes												
		Problem Code:	JAMMING											
		Resolution Code:	Remove Paper Jam											
		Resolution Code:	Cleaned and Tested											
	SC182004													
	Call SC182004	Multiple Problems [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03	1.45					0	0
		Assigned Tech: Randy Ladd	Received: 2019/05/09 08:21	Response Hours:	1.42	Call Priority:	down machine							
		Caller: Tamika Phillips	Dispatched: 2019/05/09 09:46	CM Response Hours:	1.42	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Jamming - and it is printing the same job over and	Arrived: 2019/05/09 09:46	Travel Hours:	0									
		over they can not get that job to delete	Completed 2019/05/09 09:48	Repair Hours:	0.03									
				Resolution Hours:	1.45									
		ProblemCodes												
		Problem Code:	JAMMING											
		Resolution Code:	Remote/Phone Fix											
	Estudio 857 [Toshiba]							4.91	4.95	0.8	7.2		1	0
	OSV-03917 sn:SAAF90294							5.29	5.29	1.4	6.7		0	0
	SC164387													
	Call SC164387	Master Mis-Feed [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03	8.03					0	0
		Assigned Tech: Randy Ladd	Received: 2019/01/07 15:20	Response Hours:	7.02	Call Priority:	High							
		Caller: Robin LaLonde	Dispatched: 2019/01/08 12:55	CM Response Hours:	7.02	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: isfeeding	Arrived: 2019/01/08 13:51	Travel Hours:	0.93									
			Completed 2019/01/08 14:52	Repair Hours:	1.02									
				Resolution Hours:	8.03									

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC173571														
Call	SC173571	Call Service Flashing [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			5.32	0	0
		Assigned Tech: Randy Ladd		Received: 2019/03/11 09:48	Response Hours:	3.55		Call Priority:	down machine					
		Caller: Tamika Phillips		Dispatched: 2019/03/11 11:46	CM Response Hours:	3.55		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: call for service		Arrived: 2019/03/11 13:21	Travel Hours:	1.58								
				Completed 2019/03/11 15:07	Repair Hours:	1.77								
					Resolution Hours:	5.32								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
OSV-03918 sn:SAAF90338									4.81	4.84	0.7	7.3	1	0
SC164927														
Call	SC164927	Service Code [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			3.72	0	0
		Assigned Tech: Randy Ladd		Received: 2019/01/10 10:54	Response Hours:	3.28		Call Priority:	Assist					
		Caller: Tamika Phillips		Dispatched: 2019/01/10 13:53	CM Response Hours:	3.28		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: cb60 call for service light		Arrived: 2019/01/10 14:11	Travel Hours:	0.3								
				Completed 2019/01/10 14:37	Repair Hours:	0.43								
					Resolution Hours:	3.72								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	ADJUSTED												
	Resolution Code:	Tested												
SC166694														
Call	SC166694	Touchscreen not working [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			0	0	0
		Assigned Tech: Randy Ladd		Received: 2019/01/22 12:52	Response Hours:	6.32		Call Priority:	High					
		Caller: Tamika Phillips		Dispatched: 2019/01/23 08:39	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: touch screen is not working even after resetting		Arrived: 2019/01/23 10:41	Travel Hours:	2.03								
				Completed 2019/01/23 11:14	Repair Hours:	0.55								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Control Panel												
	Resolution Code:	Calibrated												
	Resolution Code:	Cleaned and Tested												
SC175274														
Call	SC175274	Call Service Flashing [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01205-OSV-03			7.35	0	0
		Assigned Tech: Randy Ladd		Received: 2019/03/21 14:37	Response Hours:	6.73		Call Priority:	High					

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back		
	Caller: Tamika Phillips			Dispatched: 2019/03/22 11:34		CM Response Hours:	6.73	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: call for sevice CB60			Arrived: 2019/03/22 12:51		Travel Hours:	1.28									
				Completed 2019/03/22 13:28		Repair Hours:	0.62									
						Resolution Hours:	7.35									
	ProblemCodes															
	Problem Code:	Error Code														
	Resolution Code:	Tested														
	Resolution Code:	Reseat														
SC178750																
Call	SC178750	ERROR CODE [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: CT01205-OSV-03						0.98	0	0
	Assigned Tech: Randy Ladd			Received: 2019/04/16 10:29		Response Hours:	0.53	Call Priority: N								
	Caller: Tamika Phillips			Dispatched: 2019/04/16 10:57		CM Response Hours:	0.53	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: error code cb60			Arrived: 2019/04/16 11:01		Travel Hours:	0.07									
				Completed 2019/04/16 11:28		Repair Hours:	0.45									
						Resolution Hours:	0.98									
	ProblemCodes															
	Problem Code:	Error Code														
	Resolution Code:	Lubricated														
	Resolution Code:	Cleaned and Tested														
SC179216																
Call	SC179216	WRENCH [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#: CT01205-OSV-03						13.85	0	0
	Assigned Tech: Harold Santamore			Received: 2019/04/19 09:37		Response Hours:	12.3	Call Priority: N								
	Caller: Robin LaLonde			Dispatched: 2019/04/22 13:04		CM Response Hours:	12.30	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: Red Wrench CB60			Arrived: 2019/04/22 13:25		Travel Hours:	0.35									
				Completed 2019/04/22 14:58		Repair Hours:	1.55	Incompleted 7-Used Parts								
						Resolution Hours:	13.85									
	ProblemCodes															
	Problem Code:	ERROR														
	Resolution Code:	Needs parts														
Call	SC179550	WRENCH [CM]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CT01205-OSV-03						24.5	1	0
	Assigned Tech: Harold Santamore			Received: 2019/04/22 14:58		Response Hours:	3.17	Call Priority: N								
	Caller: Robin LaLonde			Dispatched: 2019/04/25 13:45		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: Red Wrench CB60			Arrived: 2019/04/25 13:54		Travel Hours:	0.15									
				Departure 2019/04/25 13:58		Repair Hours:	0.07									
						Resolution Hours:	24.5									
SC179550																
	ProblemCodes															
	Problem Code:	ERROR														
	Resolution Code:	Replaced Misc. Parts														
SC181395																
Call	SC181395	ERROR CODE [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: CT01205-OSV-03						4.83	0	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: Randy Ladd Caller: Tamika Phillips  Call Desc: CB60 Call for service stated this is the 5-6th time in a few weeks now			Received: 2019/05/06 09:03	Response Hours:	3.65	Call Priority: N							
				Dispatched: 2019/05/06 11:06	CM Response Hours:	3.65	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
				Arrived: 2019/05/06 12:42	Travel Hours:	1.6								
				Completed 2019/05/06 13:53	Repair Hours:	1.18								
					Resolution Hours:	4.83								
	ProblemCodes													
	Problem Code:	ERROR												
	Resolution Code:		ADJUSTED											
	Resolution Code:		Tested											
SC183295														
Call	SC183295	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CT01205-OSV-03					3.08	0	0
	Assigned Tech: Randy Ladd Caller: Robin LaLonde  Call Desc: MisFeed EA40			Received: 2019/05/20 09:51	Response Hours:	2.53	Call Priority: down machine							
				Dispatched: 2019/05/20 12:14	CM Response Hours:	2.53	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
				Arrived: 2019/05/20 12:23	Travel Hours:	0.15								
				Completed 2019/05/20 12:56	Repair Hours:	0.55								
					Resolution Hours:	3.08								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Remove Paper Jam											
	Resolution Code:		Cleaned and Testedd											
	Resolution Code:		Replaced Parts											
FS-2100DN [Kyocera]														
OSV-03967 sn:														
OSV-03969 sn:														
HP5225dn [Hewlett Packard]														
OSV-04055 sn:														
P-2135DN Printer [Kyocera]														
OSV-03953 sn:														
OSV-03954 sn:														
OSV-03955 sn:														
OSV-03956 sn:														
OSV-03970 sn:														
OSV-03971 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
P6130cdn [Kyocera]														
OSV-03888 sn:														
OSV-03889 sn:														
OSV-03890 sn:														
Total									6.71	5.71	35.15	366.15	8	0



# Survey Responses

## Office Systems of Vermont Service Call Feedback

<b>CallNumber</b>	SC165503	<b>Customer:</b>	White Mountains Regional School District -
<b>Completed Date:</b>	1/16/2019 3:32 PM	<b>Customer Number:</b>	OSV-WMSAU36
<b>Customer Rep:</b>		<b>Customer Address:</b>	WHITEFIELD, NH 03598
<b>Survey Sent To:</b>	Name: Roxanne Hartlen Email: rhartlen@sau36.org Ph: 603-837-9363		
<b>Equipment:</b>	OSV-03878	<b>Call Opened:</b>	1/14/2019 3:41 PM
<b>Model:</b>	Toshiba Estudio 657	<b>Call Closed:</b>	1/15/2019 12:09 PM
<b>Technician:</b>	Randy Ladd	<b>Dispatched:</b>	1/15/2019 10:46 AM
<b>Tech Mgr:</b>	Harold Santamore	<b>Arrival Date:</b>	1/15/2019 11:06 AM
<b>Dispatcher:</b>	Monica Hobbs	<b>Departed Date:</b>	1/15/2019 12:09 PM
<b>Call Description:</b>	call for service F101 Red wrench		

Question	Target	Score
Communication to keep me informed (if needed).	Not Applicable	
Target: 6	Scale 0-10	
The technician left the equipment repaired to your satisfaction.	Not Applicable	
Target: 0	Scale 0-10	
Rate our dispatch overall (ease of placing a service call, professionalism, etc.).	10 of 10	
Target: 6	Scale 0-10	
The technician explained the problem, resolution, and provided training if needed.	10 of 10	
Target: 0	Scale 0-10	

Rate our technician overall	Not Applicable
Target: 6	Scale 0-10
If asked by a friend or colleague, how likely is it that you would recommend Office Systems of Vermont?	Not Applicable
Target: 6	Scale 0-10
Any suggestions for improvement?	*
Target: 0	Comments Field
Would you be interested in receiving this same level of service and supply-inclusive support for your other print output devices?	Not Applicable
Target: Yes	Yes/No
Please have a manager contact me?	Not Applicable
Target: Yes	Yes/No
Please have a sales person contact me.	Not Applicable
Target: Yes	Yes/No
Would you like our new process where we can email you when your service call is entered, email again when the technician is dispatched (so you know which tech is on the way) and email you again when your equipment is fixed (in case you miss them)?	Yes
Target: Yes	Yes/No

Remove me from further emails like this (if yes, please tell us why).

No

Target: Yes

Yes/No

\* Red text denotes answer is equal to or below target.