



School Administrative Unit 36 White Mountains School District

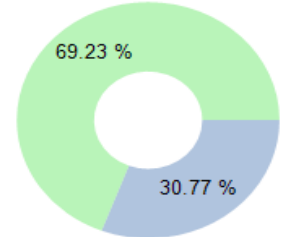
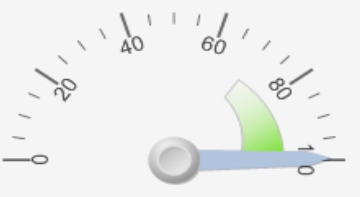
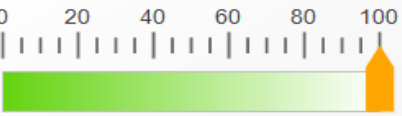
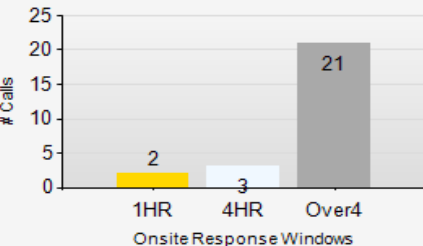
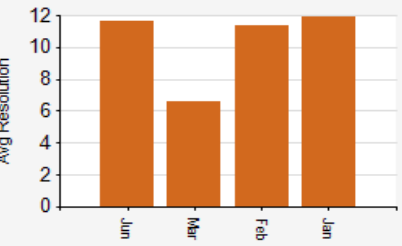
SPC SUMMARY

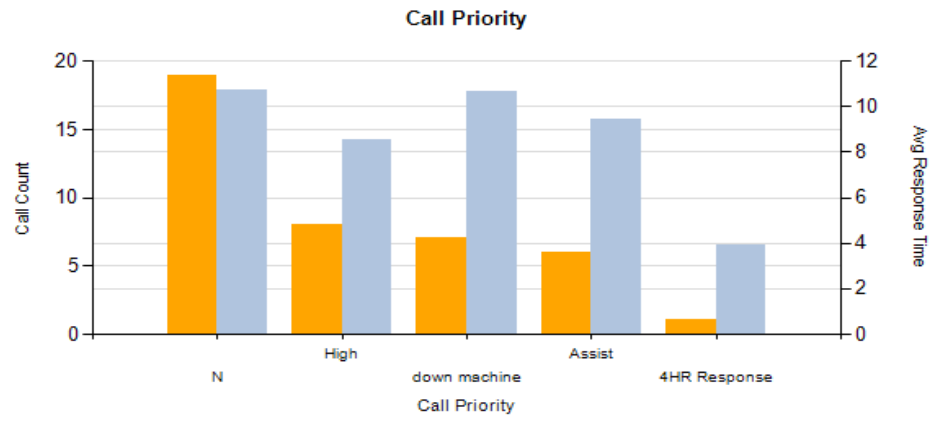
This fleet service report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet. Because of COVID-19, your volumes dropped by 26%, which likely has an effect on the number of service calls on your equipment for FY20.

Out of 56 units under contract with OSV, there were 41 service calls on 38 copiers and printers. Uptime for your fleet was 99.52% with all calls being corrected on the first call. Up time is not as high as we believe it should be for the size of your fleet, but does seem reasonable given the age of your machines, with the average model age being 6.8 years and 12 machines being 7 years or older, which is when parts become more difficult to find. There were no machines with more than four service calls.

SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. OSV notes their average response time from call to arrival as 10 hours, which is much higher than desired. This will be addressed with the vendor.

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<p>69.23%</p> <p>69% of 26 OnSite CM visits were resolved in ONE visit for the reporting period</p>	<p>First Call Effectiveness (OnSite)</p> 	<p>99.52%</p> <p>Total target service hours for all contract machines during period was 57792.00. The total # hours (call received until call completed) was 279.18</p>	<p>Machine Availability</p> 	<p>100.00</p> <p>1 survey responses for the period</p>	<p>NetPromoter Score</p> 
<p>10.00 hrs</p> <p>19% of 26 corrective maintenance calls were responded to and completely resolved in under 4 hours</p>	<p>Average OnSite Reponse Time</p> 	<p>10.7 hrs</p> <p>10.7 hrs was the average hours for first call fix from when call opened to problem resolution on 26 calls</p>	<p>First Call Fix Avg Resolution Time (On-Site)</p> 	<p>All calls completed in first visit!</p>	<p>Rescheduled Calls Avg TTR Time (first call received until final call closed)</p> <p>All Calls completed first call!</p>



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No equipment had more than 5 calls for the reporting period July 1, 2019 to June 30, 2020									
Equipment Number	Call Type Desc	Call Description	Address	Call Number	Open Date	Arrival Date	Total Calls	CMResponse Hours	Repair Hours

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Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)
Lancaster Elementary School : 35 Ice Pond										
OSV-03872[Toshiba/E-Studio 5560cT]	Main Office	SSAF90747	6/30/2016	2	6,784	5,225	6,475	4,757	4/1/2014	6.5
OSV-03875[Toshiba/Estudio 857]	Room 36 - Copy Room	SAAF90329	6/30/2016	4	30,064	0	21,856	0	6/1/2014	6.25
OSV-03877[Toshiba/Estudio 857]	Room 36 - Copy Room	SAAF90304	6/30/2016	3	29,842	0	24,098	0	6/1/2014	6.25
OSV-03879[Toshiba/Estudio 757]	Admin Office	CABF31294	6/30/2016	0	7,195	0	6,780	0	6/1/2014	6.25
OSV-03919[Kyocera/P6130cdn]	Room 87	V5Q6403049	6/30/2016	0	135	55	77	64	6/1/2015	5.25
OSV-03920[Kyocera/P6130cdn]	Room 46	V5Q6403048	6/30/2016	0	595	969	518	710	6/1/2015	5.25
OSV-03950[Kyocera/FS-2100DN]	Room 34 - Library	LQA6436009	6/30/2016	0	1,479	0	1,231	0	10/1/2012	8
OSV-03952[Kyocera/FS-2100DN]	Room 42	LQA6436015	6/30/2016	0	2,215	0	1,263	0	10/1/2012	8
OSV-03957[Kyocera/P-2135DN Printer]	Room 95	LVK6542893	6/30/2016	0	489	0	483	0	3/1/2014	6.5
OSV-03973[Kyocera/P-2135DN Printer]	Room 17	LVK6542884	6/30/2016	0	0	0	270	0	3/1/2014	6.5
OSV-03974[Kyocera/P-2135DN Printer]	Room 111	LVK6542890	6/30/2016	2	493	0	327	0	3/1/2014	6.5
OSV-03975[Kyocera/P-2135DN Printer]	Room 111	LVK6542885	6/30/2016	0	123	0	50	0	3/1/2014	6.5
OSV-03976[Kyocera/P-2135DN Printer]	Room 92	LVK6542895	6/30/2016	0	10	0	578	0	3/1/2014	6.5
OSV-05643[Kyocera/KYM2635DW]	Nurses Office #92	VCA8603469	10/12/2018	0	129	0	224	0	3/1/2017	3.5
White Mountains Regional High School : PO Box 338 127 Regional Road										
OSV-03876[Toshiba/E-Studio 6560c]	Main Office	CSCF25480	6/30/2016	3	5,169	4,181	3,713	2,386	4/1/2014	6.5
OSV-03880[Toshiba/Estudio 657]	Steam Building Right Side	CABF31281	6/30/2016	0	2,461	0	21	0	6/1/2014	6.25
OSV-03881[Toshiba/Estudio 857]	Staff Lunch Room	SAAF90337	6/30/2016	0	5,026	0	3,154	0	6/1/2014	6.25
OSV-03882[Toshiba/Estudio 857]	Media Center Storage	SAAF90296	6/30/2016	2	7,646	0	4,476	0	6/1/2014	6.25
OSV-03883[Toshiba/E-Studio 4555c]	Teachers Workspace	C7BF52824	6/30/2016	2	14,848	2,413	11,792	2,758	7/1/2013	7
OSV-03884[Toshiba/Estudio 857]	Media Center Storage	SAAF90341	6/30/2016	0	7,888	0	5,353	0	6/1/2014	6.25
OSV-03891[Kyocera/P6130cdn]	Media Center	V5Q6403056	6/30/2016	0	292	321	174	265	6/1/2015	5.25
OSV-03896[Kyocera/P6130cdn]	RM118 Futures Program	V5Q6403057	6/30/2016	0	489	581	408	537	6/1/2015	5.25
OSV-03915[Toshiba/E-Studio 5560cT]	Room 203 - Vocational	SSAF90751	6/30/2016	0	2,006	706	311	565	4/1/2014	6.5
OSV-03916[Toshiba/TOSHES457]	Special Education	CEDF66318	6/30/2016	1	3,133	0	2,097	0	6/1/2014	6.25
OSV-03943[Kyocera/M2535DN]	Food Service Office	LVZ6431676	6/30/2016	0	1,177	0	911	0	3/1/2014	6.5
OSV-03961[Kyocera/FS-2100DN]	Media Room	LQA6436012	6/30/2016	0	1,266	0	851	0	10/1/2012	8
OSV-03962[Kyocera/FS-2100DN]	Room 100 Office by Secretaries	LQA6436002	6/30/2016	1	975	0	735	0	10/1/2012	8
OSV-03963[Kyocera/FS-2100DN]	RM 106	LQA6436005	6/30/2016	0	316	0	45	0	10/1/2012	8
OSV-03964[Kyocera/FS-2100DN]	IT OFFICE	LQA6436008	6/30/2016	0	50	0	24	0	10/1/2012	8
OSV-03965[Kyocera/FS-2100DN]	Lab Room 136	LQA6435998	6/30/2016	0	113	0	70	0	10/1/2012	8
OSV-03966[Kyocera/FS-2100DN]	Room 210 SPED	LQA6435999	6/30/2016	0	1,020	0	950	0	10/1/2012	8
OSV-03968[Kyocera/P-2135DN Printer]	121 Danault	LVK6542898	6/30/2016	0	293	0	234	0	3/1/2014	6.5
OSV-03972[Kyocera/P-2135DN Printer]	IT Office Spare	LVK6542894	6/30/2016	0	139	0	133	0	3/1/2014	6.5
OSV-04052[Toshiba/E-Studio 4555c]	Guidance Office	C7BF52810	6/28/2016	0	3,888	2,794	2,489	1,614	7/1/2013	7
OSV-04053[HP/HP M401dn]	Room 128	PHGFD08463		1	897	0	968	0	1/1/2013	7.75
White Mountains Regional School District - NNSAU 36 : 14 King Square										
OSV-03868[Toshiba/E-Studio 6570c]	Main Office	CSAF24353	6/30/2016	4	3,464	3,040	3,726	2,946	4/1/2014	6.5
OSV-03878[Toshiba/Estudio 657]	Accounts Payable	CABF31267	6/30/2016	3	4,987	0	4,826	0	6/1/2014	6.25
OSV-03951[Kyocera/FS-2100DN]	Superintendent's Secretary	LQA6436006	6/30/2016	0	462	0	674	0	10/1/2012	8
OSV-04054[Hewlett Packard/HPCP5225dn]	Room 100	CNGCH6C1BP		2	260	587	82	156	11/1/2010	9.75
OSV-04056[Hewlett Packard/HP P3015]	Trina	VNB3Y46993		0	2,808	0	2,089	0	7/1/2008	12
OSV-04127[Kyocera/FS-2100DN]	Cafeteria	LQA6536799	7/21/2016	0	109	0	224	0	10/1/2012	8
Whitefield Elementary School : 34 Twin Mountain Road										
OSV-03873[Toshiba/E-Studio 6560c]	Main Office	CSCF25479	6/30/2016	6	17,874	6,531	16,501	4,348	4/1/2014	6.5
OSV-03888[Kyocera/P6130cdn]	Lower Common Area	V5Q6403067	6/30/2016	0	186	232	286	172	6/1/2015	5.25
OSV-03889[Kyocera/P6130cdn]	Room 29	V5Q6403054	6/30/2016	0	130	134	97	112	6/1/2015	5.25
OSV-03890[Kyocera/P6130cdn]	Room 107	V5Q6403040	6/30/2016	0	160	171	159	53	6/1/2015	5.25
OSV-03917[Toshiba/Estudio 857]	Teachers Room 2nd Floor	SAAF90294	6/30/2016	1	17,915	0	15,951	0	6/1/2014	6.25
OSV-03918[Toshiba/Estudio 857]	Upper Common Area	SAAF90338	6/30/2016	3	23,369	0	17,585	0	6/1/2014	6.25
OSV-03953[Kyocera/P-2135DN Printer]	Room 131	LVK6543145	6/30/2016	0	245	0	245	0	3/1/2014	6.25
OSV-03954[Kyocera/P-2135DN Printer]	Room 32	LVK6542900	6/30/2016	0	188	0	187	0	3/1/2014	6.25
OSV-03955[Kyocera/P-2135DN Printer]	Room 40	LVK6543144	6/30/2016	0	287	0	419	0	3/1/2014	6.25
OSV-03956[Kyocera/P-2135DN Printer]	Room 44	LVK6542880	6/30/2016	0	265	0	795	0	3/1/2014	6.25
OSV-03967[Kyocera/FS-2100DN]	Library	LQA6436010	6/30/2016	0	421	0	213	0	10/1/2012	8
OSV-03969[Kyocera/FS-2100DN]	Room 125	LQA6436013	6/30/2016	0	217	0	216	0	10/1/2012	8
OSV-03970[Kyocera/P-2135DN Printer]	Room 137	LVK6542896	6/30/2016	0	29	0	487	0	3/1/2014	6.5
OSV-03971[Kyocera/P-2135DN Printer]	Guidance Room 23	LVK6542891	6/30/2016	0	88	0	88	0	3/1/2014	6.5
OSV-04055[Hewlett Packard/HPCP5225dn]	Room 143	CNGCH6C18G		1	125	215	77	114	11/1/2010	9.75

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Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)
				41	212,234	28,155	168,066	21,557		

Contract Toner Usage					
Contract Number		Black Fill	Black Toner Shipped	Color Fill	Color Total Copies
CT01205-OSV		4.91%	152	12.46%	1,144,564

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Caller	Call Count
Alex 603-788-0924	1
P-2135DN Printer	
Kyocera P-2135DN Printer (37PPM) EQ# OSV-03974	1
Lines on copy	1
Bethany Chase	9
E-Studio 5560cT	
Toshiba E-Studio 5560cT Color Copier EQ# OSV-03872	2
Lines on copy	2
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03875	4
Fusing Unit Replacement	4
Toshiba Estudio 857 EQ# OSV-03877	3
Streaks	3
Eileen 603-8373188	2
E-Studio 6560c	
Toshiba E-Studio 6560c Color Copier EQ# OSV-03873	2
DOWN MAC NOTRUN	2
Eileen Armstrong - 603-837-3088	2
E-Studio 6560c	
Toshiba E-Studio 6560c Color Copier EQ# OSV-03873	2
DOWN MAC NOTRUN	2
Eric 603-837-2528	1
HPCP5225dn	
Hewlett Packard Color LaserJet Pro CP5225dn EQ# OSV-04055	1
Lines on copy	1
Eric Moody	1
P-2135DN Printer	
Kyocera P-2135DN Printer (37PPM) EQ# OSV-03974	1
COPY QUALITY POOR	1
James Sorochak	3
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03882	2
?Unknown Problem?	2

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Caller	Call Count
HP M401dn	
HP LaserJet M401dn Printer EQ# OSV-04053	1
Multiple Problems	1
Jeremy	2
HPCP5225dn	
Hewlett Packard Color LaserJet Pro CP5225dn EQ# OSV-04054	2
Parts in Box	2
Jeremy Noyes	4
Estudio 657	
Toshiba EStudio 657 EQ# OSV-03878	1
LITE COPIES	1
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03868	3
Dark Copies	3
Robin -- 603-837-3088 --	2
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03917	1
DOWN MAC NOTRUN	1
Toshiba Estudio 857 EQ# OSV-03918	1
Stapler	1
Roxanne	1
Estudio 657	
Toshiba EStudio 657 EQ# OSV-03878	1
Streaks	1
Roxanne Hartlen	2
Estudio 657	
Toshiba EStudio 657 EQ# OSV-03878	1
?Unknown Problem?	1
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03868	1
Stapler	1
Stephanie	2
E-Studio 6560c	
Toshiba E-Studio 6560c Color Copier EQ# OSV-03876	2

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Caller	Call Count
DOWN MAC NOTRUN	2
Stephanie 603-837-2528	2
FS-2100DN	
EQ# OSV-03962	1
COPY QUALITY POOR	1
TOSHES457	
Toshiba eStudio 457 B/W Copier A3 45 PPM Copy, Print, Scan, Fax EQ# OSV-	1
PM	1
Stephanie 603-837-2528	3
E-Studio 4555c	
Toshiba E-Studio 4555c Color Copier EQ# OSV-03883	2
Multiple Problems	2
E-Studio 6560c	
Toshiba E-Studio 6560c Color Copier EQ# OSV-03876	1
ERROR CODE	1
Tamika Phillips	4
E-Studio 6560c	
Toshiba E-Studio 6560c Color Copier EQ# OSV-03873	2
Call Service Flashing	2
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03918	2
Service Code	2
Total	41

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				Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back	
White Mountains Regional School		% Calls in SLA	Total Calls	In SLA	12.42	10.00	0.8	6.8	9	0
Lancaster Elementary School : 35 Ioe		0.00%	6	0						
E-Studio 5560cT [Toshiba]					12.15		1.0	0.0	0	0
OSV-03872 sn:SSAF90747					12.15		1.0	0.0	0	0
SC217982										
Call SC217982	Lines on copy [O]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04				0	0	0
	Assigned Tech: Randy Ladd	Received: 2020/02/14 15:45	Response Hours: 12.43	Call Priority: High						
	Caller: Bethany Chase	Dispatched: 2020/02/18 09:22	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: lines on the copies	Arrived: 2020/02/18 11:11	Travel Hours: 1.82							
		Completed 2020/02/18 12:38	Repair Hours: 1.45							
			Resolution Hours: 0							
	ProblemCodes									
	Problem Code: Image Quality									
	Resolution Code: Clean/Adjust									
	Resolution Code: Fuser Repair or Replacement									
SC225890										
Call SC225890	Lines on copy [O]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04				0	0	0
	Assigned Tech: Harold Santamore	Received: 2020/06/05 11:57	Response Hours: 11.87	Call Priority: High						
	Caller: Bethany Chase	Dispatched: 2020/06/08 15:19	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: red line thru page	Arrived: 2020/06/08 15:19	Travel Hours: 0							
		Completed 2020/06/08 15:57	Repair Hours: 0.63							
			Resolution Hours: 0							
	ProblemCodes									
	Problem Code: Image Quality									
	Resolution Code: Clean/Adjust									
EStudio 757 [Toshiba]										
OSV-03879 sn:										
Estudio 857 [Toshiba]					6.60	7.58	0.7	5.8	1	0
OSV-03875 sn:SAAF90329					5.97	7.79	0.8	4.3	1	0
SC214039										
Call SC214039	Preventive Maintenance [PM]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04				0	0	0
	Assigned Tech: Randy Ladd	Received: 2020/01/21 09:48	Response Hours: 5.23	Call Priority: High						
	Caller: Bethany Chase	Dispatched: 2020/01/21 15:02	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Beth - call for maintenance	Arrived: 2020/01/21 15:02	Travel Hours: 0							
		Completed 2020/01/21 15:10	Repair Hours: 0.13	Need Parts - Operational						
			Resolution Hours: 0							
	ProblemCodes									
	Problem Code: P Maintenance									

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Needs parts												
Call	SC214199	Preventive Maintenance [PM]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							0	1	0
	Assigned Tech: Randy Ladd		Received: 2020/01/21 15:11	Response Hours: 3.07	Call Priority: Assist									
	Caller: Bethany Chase		Dispatched: 2020/01/23 12:34	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Needs MO Kit - Beth - call for maintenance		Arrived: 2020/01/23 13:16	Travel Hours: 0.7										
			Departure 2020/01/23 14:48	Repair Hours: 1.53										
				Resolution Hours: 0										
SC214199														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Replaced Parts												
Call	SC221617	Fusing Unit Replacement [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							5.85	0	0
	Assigned Tech: Harold Santamore		Received: 2020/03/13 08:28	Response Hours: 5.15	Call Priority: High									
	Caller: Bethany Chase		Dispatched: 2020/03/13 13:37	CM Response Hours: 5.15	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Call for Maint. Web fuser cleaning time		Arrived: 2020/03/13 13:37	Travel Hours: 0										
			Completed 2020/03/13 14:19	Repair Hours: 0.7										
				Resolution Hours: 5.85										
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Clean/Adjust												
Call	SC225891	Service Code [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							11.43	0	0
	Assigned Tech: Harold Santamore		Received: 2020/06/05 11:57	Response Hours: 10.42	Call Priority: High									
	Caller: Bethany Chase		Dispatched: 2020/06/08 11:04	CM Response Hours: 10.42	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: HDD error F105 code		Arrived: 2020/06/08 13:52	Travel Hours: 2.8										
			Completed 2020/06/08 14:53	Repair Hours: 1.02										
				Resolution Hours: 11.43										
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Update Firmware												
OSV-03877 sn:SAAF90304									7.44	7.44	0.5	7.9	0	0
Call	SC214517	JAMMING [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							6.73	0	0
	Assigned Tech: Randy Ladd		Received: 2020/01/23 08:14	Response Hours: 6.58	Call Priority: N									
	Caller: Bethany Chase		Dispatched: 2020/01/23 14:49	CM Response Hours: 6.58	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: jamming -		Arrived: 2020/01/23 14:49	Travel Hours: 0										
			Completed 2020/01/23 14:58	Repair Hours: 0.15										
				Resolution Hours: 6.73										

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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back	
ProblemCodes																
Problem Code: JAMMING																
Resolution Code: Remove Paper Jam																
Resolution Code: Cleaned and Tested																
SC221616	Call	SC221616	Streaks [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04				5.15	0	0				
			Assigned Tech: Harold Santamore	Received: 2020/03/13 08:27	Response Hours: 4.35	Call Priority: Assist										
			Caller: Bethany Chase	Dispatched: 2020/03/13 11:02	CM Response Hours: 4.35	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner										
			Call Desc: Streaks	Arrived: 2020/03/13 12:48	Travel Hours: 1.77											
				Completed 2020/03/13 13:36	Repair Hours: 0.8											
					Resolution Hours: 5.15											
ProblemCodes																
Problem Code: Image Quality																
Resolution Code: Clean/Adjust																
SC225892	Call	SC225892	JAMMING [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04				11.78	0	0				
			Assigned Tech: Harold Santamore	Received: 2020/06/05 12:01	Response Hours: 11.38	Call Priority: N										
			Caller: Bethany Chase	Dispatched: 2020/06/08 14:53	CM Response Hours: 11.38	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner										
			Call Desc: constantly jams	Arrived: 2020/06/08 14:54	Travel Hours: 0.02											
				Completed 2020/06/08 15:18	Repair Hours: 0.4											
					Resolution Hours: 11.78											
ProblemCodes																
Problem Code: Jamming/Jammed																
Resolution Code: Clean/Adjust																
FS-2100DN [Kyocera]																
			OSV-03950 sn:													
			OSV-03952 sn:													
KYM2635DW [Kyocera]																
			OSV-05643 sn:													
P-2135DN Printer [Kyocera]									17.37	15.17	0.4	7.8	0	0		
			OSV-03957 sn:													
			OSV-03973 sn:													
			OSV-03974 sn:LVK6542890						17.37	15.17	0.4	7.8	0	0		
SC212786	Call	SC212786	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04				15.57	0	0				

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: Randy Ladd Caller: Eric Moody		Received: 2020/01/10 12:28 Dispatched: 2020/01/14 09:04		Response Hours: 15.17 CM Response Hours: 15.17		Call Priority: N Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: faded and void areas already replaced toner and still CO issues		Arrived: 2020/01/14 10:38 Completed: 2020/01/14 11:02		Travel Hours: 1.57 Repair Hours: 0.4 Resolution Hours: 15.57									
	ProblemCodes													
	Problem Code: COPY QUALITY													
	Resolution Code: ADJUSTED													
	Resolution Code: Cleaned and Tested													
SC214120														
	Call SC214120 Lines on copy [0]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01205-OSV-04						0	0
	Assigned Tech: Randy Ladd Caller: Alex 603-788-0924		Received: 2020/01/21 12:24 Dispatched: 2020/01/23 14:58		Response Hours: 19.57 CM Response Hours:		Call Priority: High Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: lines		Arrived: 2020/01/23 14:58 Completed: 2020/01/23 15:26		Travel Hours: 0 Repair Hours: 0.47 Resolution Hours: 0									
	ProblemCodes													
	Problem Code: COPY QUALITY													
	Resolution Code: Cleaned and Tested													
OSV-03975 sn:														
OSV-03976 sn:														
P6130cdn [Kyocera]														
OSV-03919 sn:														
OSV-03920 sn:														
White Mountains Regional High		14.286%	7	1										
E-Studio 4555c [Toshiba]								19.42	11.67	1.2	6.1		1	0
OSV-03883 sn:C7BF52824								19.42	11.67	1.2	6.1		1	0
SC218017														
	Call SC218017 Multiple Problems [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01205-OSV-04						12.2	0
	Assigned Tech: Randy Ladd Caller: Stephanie 603-837-2528		Received: 2020/02/17 09:46 Dispatched: 2020/02/18 12:39		Response Hours: 11.67 CM Response Hours: 11.67		Call Priority: Medium Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: top paper tray is not working and rollers are loading incorrectly when printing in color		Arrived: 2020/02/18 12:56 Completed: 2020/02/18 13:28		Travel Hours: 0.28 Repair Hours: 0.53 Resolution Hours: 12.2		Incompleted Need Parts - Operational							
	ProblemCodes													
	Problem Code: Image Quality													

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Roller Clean or Replacement												
Call	SC218211	Parts Shipped [0]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							0	1	0
	Assigned Tech: Randy Ladd		Received: 2020/02/18 13:36	Response Hours: 27.17	Call Priority: Medium									
	Caller: Stephanie 603-837-2528		Dispatched: 2020/02/24 13:39	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Needs fuser kit black drum and developer kit - top paper tray is not working and rollers are leavin		Arrived: 2020/02/24 13:39	Travel Hours: 0										
			Departure 2020/02/24 15:31	Repair Hours: 1.87										
				Resolution Hours: 0										
SC218211														
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Developer Repair or Replacement												
	Resolution Code:	Drum Repair or Replacement												
	Resolution Code:	Fuser Repair or Replacement												
	OSV-04052 sn:													
	E-Studio 5560cT [Toshiba]													
	OSV-03915 sn:													
	E-Studio 6560c [Toshiba]							8.39	8.39	1.1	9.5	0	0	
	OSV-03876 sn:CSCF25480							8.39	8.39	1.1	9.5	0	0	
	SC215894													
Call	SC215894	DOWN MAC NOTRUN [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							10.45	0	0
	Assigned Tech: Randy Ladd		Received: 2020/01/31 09:49	Response Hours: 9.85	Call Priority: down machine									
	Caller: Stephanie		Dispatched: 2020/02/03 09:31	CM Response Hours: 9.85	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Trouble code		Arrived: 2020/02/03 11:10	Travel Hours: 1.65										
			Completed 2020/02/03 11:46	Repair Hours: 0.6										
				Resolution Hours: 10.45										
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Replaced Parts												
SC218104														
Call	SC218104	ERROR CODE [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							6.63	0	0
	Assigned Tech: Randy Ladd		Received: 2020/02/18 08:36	Response Hours: 4.88	Call Priority: N									
	Caller: Stephanie 603-837-2528		Dispatched: 2020/02/18 13:28	CM Response Hours: 4.88	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: machine said to power down and she did when came back on had a warning and it		Arrived: 2020/02/18 13:29	Travel Hours: 0.02										
			Completed 2020/02/18 15:14	Repair Hours: 1.75										
				Resolution Hours: 6.63										
	ProblemCodes													

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Update Firmware												
	Resolution Code:	Board Replacement												
SC218607	Call SC218607	DOWN MAC NOTRUN [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							11.47	0	0
	Assigned Tech: Randy Ladd		Received: 2020/02/21 08:31	Response Hours: 10.43	Call Priority: down machine									
	Caller: Stephanie		Dispatched: 2020/02/24 08:06	CM Response Hours: 10.43	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Big Wrench		Arrived: 2020/02/24 10:27	Travel Hours: 2.35										
			Completed 2020/02/24 11:29	Repair Hours: 1.03										
				Resolution Hours: 11.47										
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Drum Repair or Replacement												
Estudio 657 [Toshiba]	OSV-03880 sn:													
Estudio 857 [Toshiba]	OSV-03881 sn:							3.84	0.33	1.5	0.6		1	0
OSV-03882 sn:SAAF90296								3.84	0.33	1.5	0.6		1	0
SC218272	Call SC218272	?Unknown Problem? [CM]	Call In SLA: Yes	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							1.18	0	0
	Assigned Tech: Randy Ladd		Received: 2020/02/19 07:18	Response Hours: 0.33	Call Priority: N									
	Caller: James Sorochak		Dispatched: 2020/02/19 08:01	CM Response Hours: 0.33	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: jamming and CQ		Arrived: 2020/02/19 08:20	Travel Hours: 0.32	Incompleted Need Parts - Operational									
			Completed 2020/02/19 09:11	Repair Hours: 0.85										
				Resolution Hours: 1.18										
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Remove Jam												
Call SC218294	Parts in Box [O]		Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							0	1	0
	Assigned Tech: Randy Ladd		Received: 2020/02/19 09:13	Response Hours: 7.35	Call Priority: N									
	Caller: James Sorochak		Dispatched: 2020/02/24 11:31	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Needs drum MO kit and fuser kit - jamming and NO PARTS AT SHOP		Arrived: 2020/02/24 11:31	Travel Hours: 0										
			Departure 2020/02/24 13:38	Repair Hours: 2.12										
				Resolution Hours: 0										
SC218294														
	ProblemCodes													

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	Image Quality												
	Resolution Code:	Developer Repair or Replacement												
	Resolution Code:	Drum Repair or Replacement												
	Resolution Code:	Fuser Repair or Replacement												
OSV-03884	sn:													
FS-2100DN [Kyocera]									16.25	16.25	0.5	16.8	0	0
OSV-03961	sn:													
OSV-03962	sn:LQA6436002								16.25	16.25	0.5	16.8	0	0
SC213216														
Call	SC213216	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							16.77	0	0
	Assigned Tech: Randy Ladd		Received: 2020/01/14 14:22	Response Hours: 16.25	Call Priority: N									
	Caller: Stephanie 603-837-2528		Dispatched: 2020/01/16 13:10	CM Response Hours: 16.25	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Label was stuck in machine / now getting marks on the machine		Arrived: 2020/01/16 13:37	Travel Hours: 0.45										
			Completed 2020/01/16 14:08	Repair Hours: 0.52										
				Resolution Hours: 16.77										
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Remove Paper Jam												
	Resolution Code:	Cleaned and Tested												
OSV-03963	sn:													
OSV-03964	sn:													
OSV-03965	sn:													
OSV-03966	sn:													
HP M401dn [HP]									18.85	18.85	0.9	19.7	0	0
OSV-04053	sn:PHGFD08463								18.85	18.85	0.9	19.7	0	0
SC213179														
Call	SC213179	Multiple Problems [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							19.73	0	0
	Assigned Tech: Randy Ladd		Received: 2020/01/14 12:19	Response Hours: 18.85	Call Priority: Medium									
	Caller: James Sorochak		Dispatched: 2020/01/16 14:09	CM Response Hours: 18.85	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: printing on 1 side of teh page. not recognizing the new toner as well		Arrived: 2020/01/16 14:10	Travel Hours: 0.02										
			Completed 2020/01/16 15:03	Repair Hours: 0.88										
				Resolution Hours: 19.73										
	ProblemCodes													

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						Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back	
Problem Code:		COPY QUALITY										
Resolution Code:		Cleaned and Tested										
M2535DN [Kyocera]												
OSV-03943 sn:												
P-2135DN Printer [Kyocera]												
OSV-03968 sn:												
OSV-03972 sn:												
P6130cdn [Kyocera]												
OSV-03891 sn:												
OSV-03896 sn:												
TOSHES457 [Toshiba]						30.12		1.4	0.0	0	0	
OSV-03916 sn:CEDF66318						30.12		1.4	0.0	0	0	
SC226660												
Call	SC226660	PM [PM]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04				0	0	0	
	Assigned Tech: Ethan Connor	Received: 2020/06/17 09:03	Response Hours: 30.12	Call Priority: N								
	Caller: Stephanie 603-837-2528	Dispatched: 2020/06/22 12:50	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: time for PM	Arrived: 2020/06/22 13:40	Travel Hours: 0.83									
		Completed 2020/06/22 15:04	Repair Hours: 1.4									
			Resolution Hours: 0									
ProblemCodes												
Problem Code:		P Maintenance										
Resolution Code:		Clean/Adjust										
Resolution Code:		Update Firmware										
White Mountains Regional School												
Estudio 657 [Toshiba]						12.37		12.37	0.8	13.2	0	0
OSV-03878 sn:CABF31267						12.37		12.37	0.8	13.2	0	0
SC211710												
Call	SC211710	?Unknown Problem? [CM]	Call In SLA: Yes	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04				4.52	0	0	
	Assigned Tech: David Haag	Received: 2020/01/03 11:36	Response Hours: 2.85	Call Priority: Assist								
	Caller: Roxanne Hartlen	Dispatched: 2020/01/03 14:27	CM Response Hours: 2.85	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: having problems jamming and smudges	Arrived: 2020/01/03 14:27	Travel Hours: 0									
		Completed 2020/01/03 16:07	Repair Hours: 1.67									
			Resolution Hours: 4.52									
ProblemCodes												
Problem Code:		Smudged Copies										

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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		DEGLAZE RLLRS												
	Resolution Code:		CLEAN OPTICS												
SC214162	Call	SC214162	LITE COPIES [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							24.8	0	0
	Assigned Tech:	Keith Llewellyn	Received: 2020/01/21 13:51	Response Hours: 24.27	Call Priority: N										
	Caller:	Jeremy Noyes	Dispatched: 2020/01/24 12:36	CM Response Hours: 24.27	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner										
	Call Desc:	light copies even after replacing toner Roxanne	Arrived: 2020/01/24 12:37	Travel Hours: 0.02											
			Completed 2020/01/24 13:09	Repair Hours: 0.53											
				Resolution Hours: 24.8											
	ProblemCodes														
	Problem Code:		COPY QUALITY												
	Resolution Code:		Cleaned and Tested												
SC219927	Call	SC219927	Streaks [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							10.28	0	0
	Assigned Tech:	Harold Santamore	Received: 2020/03/02 11:29	Response Hours: 10	Call Priority: High										
	Caller:	Roxanne	Dispatched: 2020/03/03 12:30	CM Response Hours: 10.00	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner										
	Call Desc:	STreaky copies - cleaned everything	Arrived: 2020/03/03 12:59	Travel Hours: 0.48											
			Completed 2020/03/03 13:16	Repair Hours: 0.28											
				Resolution Hours: 10.28											
	ProblemCodes														
	Problem Code:		Image Quality												
	Resolution Code:		Clean/Adjust												
	E-Studio 6570c [Toshiba]									8.92	8.59	1.0	7.4	1	0
	OSV-03868 sn.CSAF24353									8.92	8.59	1.0	7.4	1	0
	Resolution Code:														
SC211521	Call	SC211521	Stapler [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							11.7	0	0
	Assigned Tech:	David Haag	Received: 2020/01/02 11:14	Response Hours: 9.5	Call Priority: N										
	Caller:	Roxanne Hartlen	Dispatched: 2020/01/03 10:38	CM Response Hours: 9.50	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner										
	Call Desc:	put new staples in and machine is not	Arrived: 2020/01/03 12:14	Travel Hours: 1.6											
			Completed 2020/01/03 14:26	Repair Hours: 2.2											
				Resolution Hours: 11.7											
	ProblemCodes														
	Problem Code:		STAPLER PROBLEM												
	Problem Code:		MECHANICAL												
	Resolution Code:		Lubricated												
	Resolution Code:		Cleaned and Tested												
SC212430	Call	SC212430	JAMMING [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							14.97	0	0
	Assigned Tech:	Randy Ladd	Received: 2020/01/08 14:30	Response Hours: 14.1	Call Priority: N										
	Caller:	Jeremy Noyes	Dispatched: 2020/01/10 09:54	CM Response Hours: 14.10	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner										
	Call Desc:	When printing in color the machine crumples the	Arrived: 2020/01/10 11:36	Travel Hours: 1.7											

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								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
			Completed: 2020/01/10 12:28					Repair Hours: 0.87					
								Resolution Hours: 14.97					
	ProblemCodes												
	Problem Code:	JAMMING											
	Resolution Code:		ADJUSTED										
	Resolution Code:		Tested										
SC214774	Call	SC214774	Dark Copies [CM]	Call In SLA: Yes	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04					2.83	0	0
	Assigned Tech:	Keith Llewellyn		Received: 2020/01/24 09:42	Response Hours: 2.18	Call Priority: N							
	Caller:	Jeremy Noyes		Dispatched: 2020/01/24 11:48	CM Response Hours: 2.18	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	Dark dirty copies Roxanne		Arrived: 2020/01/24 11:53	Travel Hours: 0.08								
				Completed: 2020/01/24 12:32	Repair Hours: 0.65	Incompleted Need Parts - Not Operational							
					Resolution Hours: 2.83								
	ProblemCodes												
	Problem Code:	COPY QUALITY											
	Resolution Code:		NEEDS DRUM										
Call	SC214853	Parts in Box [O]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04						0	1	0
	Assigned Tech:	Randy Ladd		Received: 2020/01/24 12:36	Response Hours: 9.9	Call Priority: N							
	Caller:	Jeremy Noyes		Dispatched: 2020/02/03 11:46	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	Needs Black Drum and Black EPU Kit - Dark dirty copies. Replacing PARTS AT SHOP		Arrived: 2020/02/03 11:54	Travel Hours: 0.13								
				Departure: 2020/02/03 12:21	Repair Hours: 0.45								
					Resolution Hours: 0								
SC214853													
	ProblemCodes												
	Problem Code:	COPY QUALITY											
	Resolution Code:		Tested										
	Resolution Code:		Calibrated										
	Resolution Code:		Replaced Parts										
FS-2100DN [Kycocera]													
	OSV-03951 sn:												
	OSV-04127 sn:												
HP P3015 [Hewlett Packard]													
	OSV-04056 sn:												
HPCP5225dn [Hewlett Packard]								30.95	23.78	0.5	12.2	1	0
	OSV-04054 sn: CNGCH6C1BP							30.95	23.78	0.5	12.2	1	0
SC217457	Call	SC217457	Part Broke off [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04					24.42	0	0

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back	
	Assigned Tech: Randy Ladd Caller: Jeremy		Received: 2020/02/12 08:23 Dispatched: 2020/02/14 13:57		Response Hours: 23.78 CM Response Hours: 23.78		Call Priority: N Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: Network jack is missing a piece and it's not making a full connection		Arrived: 2020/02/14 15:10 Completed: 2020/02/14 15:48		Travel Hours: 1.22 Repair Hours: 0.63 Resolution Hours: 24.42		Incompleted Need Parts - Not Operational								
	ProblemCodes														
	Problem Code: PRINTING ISSUE														
	Resolution Code: Network or Network Settings														
Call	SC217983 Parts in Box [O]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01205-OSV-04						0	1	0
	Assigned Tech: Harold Santamore Caller: Jeremy		Received: 2020/02/14 15:49 Dispatched: 2020/03/03 12:07		Response Hours: 38.12 CM Response Hours:		Call Priority: N Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: Needs network card - Network jack is missing a piece and it's not making a full connection PARTS		Arrived: 2020/03/03 12:07 Departure: 2020/03/03 12:30		Travel Hours: 0 Repair Hours: 0.38 Resolution Hours: 0										
	ProblemCodes														
	Problem Code: Machine Fault/Error Code/Fault Code														
	Resolution Code: Board Replacement														
Whitefield Elementary School : 34		33.333%	6	2					12.80	8.79	0.7	4.8	3	0	
E-Studio 6560c [Toshiba]									12.80	8.79	0.7	4.8	3	0	
OSV-03873 sn:CSCF25479															
	ProblemCodes														
Call	SC214695 Call Service Flashing [CM]		Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CT01205-OSV-04						4.85	0	0
	Assigned Tech: Keith Llewellyn Caller: Tamika Phillips		Received: 2020/01/23 15:21 Dispatched: 2020/01/24 08:54		Response Hours: 3.92 CM Response Hours: 3.92		Call Priority: 4HR Response Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: CALL FOR SERVICE - VICKI		Arrived: 2020/01/24 10:46 Completed: 2020/01/24 11:42		Travel Hours: 1.87 Repair Hours: 0.93 Resolution Hours: 4.85		Incompleted Need Parts - Operational								
	ProblemCodes														
	Problem Code: Error Code														
	Resolution Code: NEEDS FR														
	Resolution Code: Cleaned and Tested														
Call	SC214836 Parts in Box [O]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01205-OSV-04						0	1	0
	Assigned Tech: Randy Ladd Caller: Tamika Phillips		Received: 2020/01/24 11:47 Dispatched: 2020/02/03 12:21		Response Hours: 29.93 CM Response Hours:		Call Priority: N Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: Needs fuser kit - CALL FOR SERVICE - VICKI PARTS AT SHOP		Arrived: 2020/02/03 12:26 Departure: 2020/02/03 13:42		Travel Hours: 0.08 Repair Hours: 1.27 Resolution Hours: 0										
	ProblemCodes														
	Problem Code:														
	Resolution Code:														
	Resolution Code:														
	ProblemCodes														
	Problem Code:														
	Resolution Code:														
	Resolution Code:														

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Replaced Parts												
SC218162	Call	SC218162 DOWN MAC NOTRUN [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							12.32	0	0
	Assigned Tech:	Randy Ladd	Received: 2020/02/18 11:01	Response Hours: 11.68	Call Priority: down machine									
	Caller:	Eileen Armstrong - 603-837-3088	Dispatched: 2020/02/19 13:43	CM Response Hours: 11.68	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc:	jamming in all areas and machine is hot	Arrived: 2020/02/19 14:12	Travel Hours: 0.48										
			Completed 2020/02/19 14:50	Repair Hours: 0.63	Incompleted Need Parts - Not Operational									
				Resolution Hours: 12.32										
	ProblemCodes													
	Problem Code:	Finisher												
	Resolution Code:	Spring/Tension/Pressure Adjust or Repair												
SC218396	Call	SC218396 Parts in Box [O]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							0	1	0
	Assigned Tech:	Randy Ladd	Received: 2020/02/19 14:51	Response Hours: 7.33	Call Priority: down machine									
	Caller:	Eileen Armstrong - 603-837-3088	Dispatched: 2020/02/25 11:05	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc:	Needs finisher spring - jamming in all areas and machine is hot PARTS AT SHOP	Arrived: 2020/02/25 11:31	Travel Hours: 0.43										
			Departure 2020/02/25 12:10	Repair Hours: 0.65										
				Resolution Hours: 0										
SC218396														
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Finisher												
SC221763	Call	SC221763 DOWN MAC NOTRUN [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							11.38	0	0
	Assigned Tech:	Harold Santamore	Received: 2020/03/16 08:33	Response Hours: 10.78	Call Priority: down machine									
	Caller:	Eileen 603-8373188	Dispatched: 2020/03/17 09:10	CM Response Hours: 10.78	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc:	door on feeder broke off - main machine	Arrived: 2020/03/17 10:50	Travel Hours: 1.67										
			Completed 2020/03/17 11:26	Repair Hours: 0.6	Incompleted Need Parts - Not Operational									
				Resolution Hours: 11.38										
	ProblemCodes													
	Problem Code:	Broken Part												
	Resolution Code:	Misc Adjustment												
SC221923	Call	SC221923 Parts in Box [O]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04							0	1	0
	Assigned Tech:	Harold Santamore	Received: 2020/03/17 11:28	Response Hours: 13.18	Call Priority: down machine									
	Caller:	Eileen 603-8373188	Dispatched: 2020/03/20 11:22	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc:	door on feeder broke off - main machine HAS PARTS	Arrived: 2020/03/20 12:29	Travel Hours: 1.12										
			Departure 2020/03/20 12:45	Repair Hours: 0.27										
				Resolution Hours: 0										
SC221923														

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						Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
ProblemCodes											
Problem Code: Broken Part											
Resolution Code: Misc Adjustment											
Estudio 857 [Toshiba]						8.79	7.22	0.3	5.5	1	0
OSV-03917 sn:SAAF90294						10.62	10.62	0.4	11.0	0	0
SC212537											
Call SC212537 DOWN MAC NOTRUN [CM]						Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04	10.97	0	0
Assigned Tech: Randy Ladd						Received: 2020/01/09 10:28	Response Hours: 10.62	Call Priority: down machine			
Caller: Robin -- 603-837-3088 --						Dispatched: 2020/01/10 12:30	CM Response Hours: 10.62	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner			
Call Desc: Staple issues-unusable						Arrived: 2020/01/10 12:35	Travel Hours: 0.08				
						Completed 2020/01/10 12:56	Repair Hours: 0.35				
							Resolution Hours: 10.97				
ProblemCodes											
Problem Code: STAPLER PROBLEM											
Resolution Code: ADJUSTED											
Resolution Code: Cleaned and Tested											
OSV-03918 sn:SAAF90338						8.18	5.53	0.3	3.7	1	0
SC212539											
Call SC212539 Stapler [CM]						Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04	11.05	0	0
Assigned Tech: Randy Ladd						Received: 2020/01/09 10:30	Response Hours: 10.93	Call Priority: N			
Caller: Robin -- 603-837-3088 --						Dispatched: 2020/01/10 12:56	CM Response Hours: 10.93	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner			
Call Desc: Staple issues- works for a little while and then						Arrived: 2020/01/10 12:56	Travel Hours: 0				
						Completed 2020/01/10 13:03	Repair Hours: 0.12				
							Resolution Hours: 11.05				
ProblemCodes											
Problem Code: STAPLER PROBLEM											
Resolution Code: ADJUSTED											
Resolution Code: Tested											
SC221922											
Call SC221922 Service Code [CM]						Call In SLA: Yes	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04	0.15	0	0
Assigned Tech: Harold Santamore						Received: 2020/03/17 11:22	Response Hours: 0.12	Call Priority: N			
Caller: Tamika Phillips						Dispatched: 2020/03/17 11:28	CM Response Hours: 0.12	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner			
Call Desc: CB-80						Arrived: 2020/03/17 11:29	Travel Hours: 0.02				
						Completed 2020/03/17 11:31	Repair Hours: 0.03	Incompleted Need Parts - Not Operational			
							Resolution Hours: 0.15				
ProblemCodes											
Problem Code: Machine Fault/Error Code/Fault Code											
Resolution Code: Clean/Adjust											

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								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call	SC221924	Parts in Box [O]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04						0	1	0
	Assigned Tech: Harold Santamore		Received: 2020/03/17 11:32	Response Hours: 13.48	Call Priority: N								
	Caller: Tamika Phillips		Dispatched: 2020/03/20 12:46	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: CB-80 PARTS AT SHOP		Arrived: 2020/03/20 12:46	Travel Hours: 0									
			Departure 2020/03/20 13:31	Repair Hours: 0.75									
				Resolution Hours: 0									
	SC221924												
	ProblemCodes												
	Problem Code:	Machine Fault/Error Code/Fault Code											
	Resolution Code:	Misc Adjustment											
	FS-2100DN [Kyocera]												
	OSV-03967 sn:												
	OSV-03969 sn:												
	HPCP5225dn [Hewlett Packard]						20.53			0.7	0.0	0	0
	OSV-04055 sn:CNGCH6C18G						20.53			0.7	0.0	0	0
	SC217271												
Call	SC217271	Lines on copy [O]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01205-OSV-04						0	0	0
	Assigned Tech: Randy Ladd		Received: 2020/02/11 09:01	Response Hours: 20.53	Call Priority: High								
	Caller: Eric 603-837-2528		Dispatched: 2020/02/13 11:25	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: lines down prints		Arrived: 2020/02/13 12:33	Travel Hours: 1.13									
			Completed 2020/02/13 13:13	Repair Hours: 0.67									
				Resolution Hours: 0									
	ProblemCodes												
	Problem Code:	Image Quality											
	Resolution Code:	Supply Repair or Replacement											
	P-2135DN Printer [Kyocera]												
	OSV-03953 sn:												
	OSV-03954 sn:												
	OSV-03955 sn:												
	OSV-03956 sn:												
	OSV-03970 sn:												
	OSV-03971 sn:												

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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
P6130cdn [Kyocera]															
OSV-03888 sn:															
OSV-03889 sn:															
OSV-03890 sn:															
Total										12.42	10.00	33.16	279.18	9	0

(No Survey Responses For Period)