



Konica Minolta Business Solutions U.S.A., Inc.

Customer Service History Report

Status of Data	2/1/2019
Sold To Month (MM/YYYY)	SAU 54 JUL 2017 - JUNE 2018

SPC Evaluation Report

This was the first year after your equipment upgrade with a new fleet of copiers and printers. Overall, up time is excellent, and average response time to service calls of 3.3 is well within the four-hour average response time outlined in your contract.

There were four laser MFPs that had less than a 90% uptime and a tremendous amount of downtime on only 2 or 3 service calls. An explanation for that from the vendor can be found in the yellow box below the table. Other than that, uptime on all other equipment is 98% and up. There were 190 service calls for 76 machines. Out of a fleet of 212, that is excellent.

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ308	A9HK011003566	Black Photocopier	0	0	0.0	0.0	100.00 %	1,798
	Model Totals & Averages		BIZ308		Black Photocopier	0	0	0.0	0.0	100.00 %	1,798
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ3300P	A63P011000302	Black Network Printer	0	0	0.0	0.0	100.00 %	0
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ3300P	A63P011000299	Black Network Printer	0	0	0.0	0.0	100.00 %	129
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ3300P	A63P011000321	Black Network Printer	0	0	0.0	0.0	100.00 %	0
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ3300P	A63P011000416	Black Network Printer	2	3,593	3.9	4.6	99.80 %	36
	Model Totals & Averages		BIZ3300P		Black Network Printer	2	3,593	3.9	4.6	99.95 %	41
Bud Carlson Academy	150 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011000554	Black Laser MFP	2	921	1.4	2.7	99.88 %	207
SAU 54 District	150 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011005176	Black Laser MFP	4	7,967	0.5	2.7	99.88 %	1,985
SAU 54 District	150 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011005260	Black Laser MFP	0	0	0.0	0.0	100.00 %	0
SAU 54 District	150 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011005264	Black Laser MFP	0	0	0.0	0.0	100.00 %	373
SAU 54 District	150 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011005280	Black Laser MFP	0	0	0.0	0.0	100.00 %	0
SAU 54 District	150 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011005284	Black Laser MFP	0	0	0.0	0.0	100.00 %	101
SAU 54 District	150 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011005285	Black Laser MFP	2	0	0.0	0.3	99.99 %	1,980
SAU 54 District	150 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011005287	Black Laser MFP	0	0	0.0	0.0	100.00 %	0
Tutoring Academy	150 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011005290	Black Laser MFP	0	0	0.0	0.0	100.00 %	301
Chamberlain Street Schoo	65 CHAMBERLAIN ST	ROCHESTER	BIZ4020	A6WD011000497	Black Laser MFP	0	0	0.0	0.0	100.00 %	997
Chamberlain Street Schoo	65 CHAMBERLAIN ST	ROCHESTER	BIZ4020	A6WD011000542	Black Laser MFP	0	0	0.0	0.0	100.00 %	455
Chamberlain Street Schoo	65 CHAMBERLAIN ST	ROCHESTER	BIZ4020	A6WD011000576	Black Laser MFP	2	0	0.0	0.2	99.99 %	895
Chamberlain Street Schoo	65 CHAMBERLAIN ST	ROCHESTER	BIZ4020	A6WD011002742	Black Laser MFP	0	0	0.0	0.0	100.00 %	514
Chamberlain Street Schoo	65 CHAMBERLAIN ST	ROCHESTER	BIZ4020	A6WD011006381	Black Laser MFP	0	0	0.0	0.0	100.00 %	561
Chamberlain Street Schoo	65 CHAMBERLAIN ST	ROCHESTER	BIZ4020	A6WD011006529	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,366
Chamberlain Street Schoo	65 CHAMBERLAIN ST	ROCHESTER	BIZ4020	A6WD011006590	Black Laser MFP	0	0	0.0	0.0	100.00 %	947
Chamberlain Street Schoo	65 CHAMBERLAIN ST	ROCHESTER	BIZ4020	A6WD011007494	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,614
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002025	Black Laser MFP	0	0	0.0	0.0	100.00 %	205
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002121	Black Laser MFP	0	0	0.0	0.0	100.00 %	850
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002131	Black Laser MFP	0	0	0.0	0.0	100.00 %	810
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002200	Black Laser MFP	2	224	1.4	3.6	99.84 %	898
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002565	Black Laser MFP	1	8,912	13.5	13.8	99.39 %	1,457
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002599	Black Laser MFP	1	0	2.8	3.8	99.83 %	719
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002613	Black Laser MFP	0	0	0.0	0.0	100.00 %	13
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002624	Black Laser MFP	0	0	0.0	0.0	100.00 %	25
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003857	Black Laser MFP	1	2,853	6.7	7.2	99.68 %	431
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003859	Black Laser MFP	2	105	5.5	14.9	99.34 %	442
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003865	Black Laser MFP	1	13,158	4.0	5.0	99.78 %	1,337
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003867	Black Laser MFP	1	5,804	1.9	3.2	99.86 %	1,140
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003872	Black Laser MFP	0	0	0.0	0.0	100.00 %	259
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003875	Black Laser MFP	0	0	0.0	0.0	100.00 %	648
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011004018	Black Laser MFP	2	4,833	1.5	2.0	99.91 %	718
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011004027	Black Laser MFP	0	0	0.0	0.0	100.00 %	516
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011006720	Black Laser MFP	0	0	0.0	0.0	100.00 %	501
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011006735	Black Laser MFP	0	0	0.0	0.0	100.00 %	598
East Rochester School	773 PORTLAND ST	ROCHESTER	BIZ4020	A6WD011006451	Black Laser MFP	0	0	0.0	0.0	100.00 %	395
East Rochester School	773 PORTLAND ST	ROCHESTER	BIZ4020	A6WD011006463	Black Laser MFP	0	0	0.0	0.0	100.00 %	2,905
East Rochester School	773 PORTLAND ST	ROCHESTER	BIZ4020	A6WD011006516	Black Laser MFP	0	0	0.0	0.0	100.00 %	2,148
East Rochester School	773 PORTLAND ST	ROCHESTER	BIZ4020	A6WD011007199	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,421
East Rochester School	773 PORTLAND ST	ROCHESTER	BIZ4020	A6WD011007205	Black Laser MFP	0	0	0.0	0.0	100.00 %	729

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East Rochester School	773 PORTLAND ST	ROCHESTER	BIZ4020	A6WD011007206	Black Laser MFP	0	0	0.0	0.0	100.00 %	709
Gonic School	10 RAILROAD AVE	gonic	BIZ4020	A6WD011000768	Black Laser MFP	0	0	0.0	0.0	100.00 %	384
Gonic School	10 RAILROAD AVE	gonic	BIZ4020	A6WD011000790	Black Laser MFP	0	0	0.0	0.0	100.00 %	73
Maple Street School	27 MAPLE ST	ROCHESTER	BIZ4020	A6WD011007172	Black Laser MFP	2	0	3.7	4.6	99.80 %	1,028
McClelland School	59 BROCK ST	ROCHESTER	BIZ4020	A6WD011001122	Black Laser MFP	0	3,763	0.0	0.0	100.00 %	537
McClelland School	59 BROCK ST	ROCHESTER	BIZ4020	A6WD011001298	Black Laser MFP	0	7,972	0.0	0.0	100.00 %	1,357
McClelland School	59 BROCK ST	ROCHESTER	BIZ4020	A6WD011001327	Black Laser MFP	2	973	6.2	6.8	99.70 %	1,180
McClelland School	59 BROCK ST	ROCHESTER	BIZ4020	A6WD011001331	Black Laser MFP	3	9,628	1.4	144.8	93.56 %	2,184
McClelland School	59 BROCK ST	ROCHESTER	BIZ4020	A6WD011007173	Black Laser MFP	0	0	0.0	0.0	100.00 %	527
McClelland School	59 BROCK ST	ROCHESTER	BIZ4020	A6WD011007175	Black Laser MFP	0	0	0.0	0.0	100.00 %	594
McClelland School	59 BROCK ST	ROCHESTER	BIZ4020	A6WD011007180	Black Laser MFP	2	0	0.0	18.2	99.19 %	2,184
McClelland School	59 BROCK ST	ROCHESTER	BIZ4020	A6WD011007207	Black Laser MFP	0	0	0.0	0.0	100.00 %	319
McClelland School	59 BROCK ST	ROCHESTER	BIZ4020	A6WD011007208	Black Laser MFP	0	0	0.0	0.0	100.00 %	929
McClelland School	59 BROCK ST	ROCHESTER	BIZ4020	A6WD011007216	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,181
McClelland School	59 BROCK ST	ROCHESTER	BIZ4020	A6WD011007218	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,220
Nancy Loud School	5 COCHECO AVE	ROCHESTER	BIZ4020	A6WD011000737	Black Laser MFP	0	0	0.0	0.0	100.00 %	730
Nancy Loud School	5 COCHECO AVE	ROCHESTER	BIZ4020	A6WD011000772	Black Laser MFP	0	0	0.0	0.0	100.00 %	409
Nancy Loud School	5 COCHECO AVE	ROCHESTER	BIZ4020	A6WD011002777	Black Laser MFP	2	183	3.5	4.1	99.82 %	600
Nancy Loud School	5 COCHECO AVE	ROCHESTER	BIZ4020	A6WD011002783	Black Laser MFP	0	0	0.0	0.0	100.00 %	2
Nancy Loud School	5 COCHECO AVE	ROCHESTER	BIZ4020	A6WD011002784	Black Laser MFP	2	5,991	5.2	5.9	99.74 %	1,123
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002753	Black Laser MFP	0	0	0.0	0.0	100.00 %	2,279
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002759	Black Laser MFP	0	0	0.0	0.0	100.00 %	759
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002764	Black Laser MFP	0	0	0.0	0.0	100.00 %	904
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002767	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,212
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002781	Black Laser MFP	0	0	0.0	0.0	100.00 %	791
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002782	Black Laser MFP	0	0	0.0	0.0	100.00 %	967
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002788	Black Laser MFP	0	0	0.0	0.0	100.00 %	863
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002789	Black Laser MFP	2	778	0.1	0.8	99.96 %	1,731
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002799	Black Laser MFP	0	0	0.0	0.0	100.00 %	544
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002826	Black Laser MFP	2	736	5.7	6.1	99.73 %	943
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002828	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,512
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002837	Black Laser MFP	4	2,089	1.2	3.8	99.83 %	866
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002838	Black Laser MFP	0	0	0.0	0.0	100.00 %	3,058
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002840	Black Laser MFP	0	0	0.0	0.0	100.00 %	949
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002842	Black Laser MFP	0	0	0.0	0.0	100.00 %	838
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002871	Black Laser MFP	0	0	0.0	0.0	100.00 %	133
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002898	Black Laser MFP	0	13,002	0.0	0.0	100.00 %	1,299
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002942	Black Laser MFP	0	0	0.0	0.0	100.00 %	812
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002949	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,972
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002958	Black Laser MFP	0	0	0.0	0.0	100.00 %	86
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011002962	Black Laser MFP	0	0	0.0	0.0	100.00 %	154
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011005177	Black Laser MFP	0	0	0.0	0.0	100.00 %	2,479
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ4020	A6WD011005292	Black Laser MFP	0	0	0.0	0.0	100.00 %	785
School Street School	13 SCHOOL ST	ROCHESTER	BIZ4020	A6WD011002792	Black Laser MFP	0	0	0.0	0.0	100.00 %	200
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002702	Black Laser MFP	3	58	0.9	5.8	99.38 %	286
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002708	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,523
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002709	Black Laser MFP	2	0	0.0	0.2	99.99 %	5,744
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002712	Black Laser MFP	0	0	0.0	0.0	100.00 %	701
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002713	Black Laser MFP	0	0	0.0	0.0	100.00 %	317
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002715	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,959
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002728	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,146
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002746	Black Laser MFP	0	22,464	0.0	0.0	100.00 %	3,876
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002756	Black Laser MFP	0	0	0.0	0.0	100.00 %	207
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002761	Black Laser MFP	0	0	0.0	0.0	100.00 %	67
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002762	Black Laser MFP	0	0	0.0	0.0	100.00 %	880
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002787	Black Laser MFP	0	0	0.0	0.0	100.00 %	620
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002795	Black Laser MFP	0	0	0.0	0.0	100.00 %	2,254
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002802	Black Laser MFP	0	0	0.0	0.0	100.00 %	453
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002809	Black Laser MFP	2	37,272	0.5	1.2	99.95 %	3,435
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002833	Black Laser MFP	0	0	0.0	0.0	100.00 %	471
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002846	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,109

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Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002881	Black Laser MFP	3	5,684	8.9	18.9	99.16 %	891
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002889	Black Laser MFP	0	0	0.0	0.0	100.00 %	825
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002890	Black Laser MFP	2	4,963	7.4	7.8	99.66 %	1,653
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002911	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,735
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002914	Black Laser MFP	0	0	0.0	0.0	100.00 %	794
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011002925	Black Laser MFP	0	0	0.0	0.0	100.00 %	920
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003011	Black Laser MFP	0	0	0.0	0.0	100.00 %	485
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003026	Black Laser MFP	2	7,978	2.4	5.5	99.76 %	2,161
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003028	Black Laser MFP	0	0	0.0	0.0	100.00 %	402
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003031	Black Laser MFP	0	0	0.0	0.0	100.00 %	56
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003033	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,475
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003038	Black Laser MFP	0	0	0.0	0.0	100.00 %	814
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003045	Black Laser MFP	1	990	2.3	2.5	99.89 %	1,158
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003058	Black Laser MFP	0	0	0.0	0.0	100.00 %	349
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003064	Black Laser MFP	0	0	0.0	0.0	100.00 %	376
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003069	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,757
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003092	Black Laser MFP	0	0	0.0	0.0	100.00 %	348
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003101	Black Laser MFP	0	0	0.0	0.0	100.00 %	309
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003863	Black Laser MFP	0	0	0.0	0.0	100.00 %	803
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011003925	Black Laser MFP	2	1,207	1.9	227.0	89.91 %	1,764
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011004016	Black Laser MFP	0	0	0.0	0.0	100.00 %	941
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011004020	Black Laser MFP	0	0	0.0	0.0	100.00 %	775
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011005198	Black Laser MFP	0	0	0.0	0.0	100.00 %	268
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011005214	Black Laser MFP	0	0	0.0	0.0	100.00 %	434
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011005222	Black Laser MFP	3	8,133	0.9	3.1	99.86 %	2,266
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011005230	Black Laser MFP	0	0	0.0	0.0	100.00 %	776
William Allen School	23 GRANITE ST	ROCHESTER	BIZ4020	A6WD011002752	Black Laser MFP	3	8,603	0.7	245.7	89.08 %	2,428
William Allen School	23 GRANITE ST	ROCHESTER	BIZ4020	A6WD011002779	Black Laser MFP	0	0	0.0	0.0	100.00 %	215
William Allen School	23 GRANITE ST	ROCHESTER	BIZ4020	A6WD011002835	Black Laser MFP	3	4,416	0.3	244.2	89.15 %	1,286
William Allen School	23 GRANITE ST	ROCHESTER	BIZ4020	A6WD011002836	Black Laser MFP	3	3,824	1.0	245.5	89.09 %	663
Model Totals & Averages			BIZ4020		Black Laser MFP	71	6,306	3.2	1,261.9	99.57 %	985
SAU 54 District	150 WAKEFIELD ST	ROCHESTER	BIZ458	A9HH011004000	Black Photocopier	2	34,091	2.6	3.7	99.83 %	3,039
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ458	A9HH011004020	Black Photocopier	1	0	4.9	5.1	99.77 %	2,766
Model Totals & Averages			BIZ458		Black Photocopier	3	34,091	3.7	8.8	99.80 %	2,903
Bud Carlson Academy	150 WAKEFIELD ST	ROCHESTER	BIZ558	A9HG011002950	Black Photocopier	0	0	0.0	0.0	100.00 %	7,475
Chamberlain Street School	65 CHAMBERLAIN ST	ROCHESTER	BIZ558	A9HG011002944	Black Photocopier	0	0	0.0	0.0	100.00 %	9,521
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ558	A9HG011003665	Black Photocopier	0	0	0.0	0.0	100.00 %	9,241
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ558	A9HG011003691	Black Photocopier	2	81,031	1.8	6.8	99.70 %	7,504
East Rochester School	773 PORTLAND ST	ROCHESTER	BIZ558	A9HG011003935	Black Photocopier	3	2,271	3.0	7.6	99.66 %	7,847
Maple Street School	27 MAPLE ST	ROCHESTER	BIZ558	A9HG011003847	Black Photocopier	0	0	0.0	0.0	100.00 %	5,005
McClelland School	59 BROCK ST	ROCHESTER	BIZ558	A9HG011003843	Black Photocopier	3	30,486	5.7	13.1	99.42 %	10,712
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ558	A9HG011003663	Black Photocopier	0	0	0.0	0.0	100.00 %	9,642
Model Totals & Averages			BIZ558		Black Photocopier	8	37,929	3.5	27.5	99.85 %	8,368
SAU 54 District	150 WAKEFIELD ST	ROCHESTER	BIZ654E	A5YN017012195	Black Photocopier	0	0	0.0	0.0	100.00 %	12,305
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ654E	A5YN017012190	Black Photocopier	0	0	0.0	0.0	100.00 %	6,015
Gonic School	10 RAILROAD AVE	GONIC	BIZ654E	A5YN017013460	Black Photocopier	0	0	0.0	0.0	100.00 %	18,638
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ654E	A5YN017013359	Black Photocopier	0	20,155	0.0	0.0	100.00 %	12,840
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ654E	A5YN017013471	Black Photocopier	3	35,422	3.6	12.3	99.45 %	6,699
School Street School	13 SCHOOL ST	ROCHESTER	BIZ654E	A5YN017012275	Black Photocopier	3	29,410	1.8	5.3	99.77 %	649
School Street School	13 SCHOOL ST	ROCHESTER	BIZ654E	A5YN017013102	Black Photocopier	0	0	0.0	0.0	100.00 %	12,199
Model Totals & Averages			BIZ654E		Black Photocopier	6	28,329	2.7	17.5	99.89 %	9,906
SAU 54 District	150 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011003444	Black Photocopier	7	22,160	2.2	27.1	98.80 %	13,564
Chamberlain Street School	65 CHAMBERLAIN ST	ROCHESTER	BIZ808	A8KN011003292	Black Photocopier	5	120,472	2.6	13.4	99.41 %	20,557
Chamberlain Street School	65 CHAMBERLAIN ST	ROCHESTER	BIZ808	A8KN011003821	Black Photocopier	3	122,496	4.7	10.3	99.50 %	35,936
Chamberlain Street School	65 CHAMBERLAIN ST	ROCHESTER	BIZ808	A8KN011003959	Black Photocopier	3	115,074	0.6	3.0	99.85 %	19,240
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011003453	Black Photocopier	1	15,167	4.0	4.9	99.76 %	10,718
East Rochester School	773 PORTLAND ST	ROCHESTER	BIZ808	A8KN011003127	Black Photocopier	2	117,516	1.3	4.8	99.79 %	19,353
East Rochester School	773 PORTLAND ST	ROCHESTER	BIZ808	A8KN011003192	Black Photocopier	1	342,685	1.5	2.6	99.88 %	28,168
Gonic School	10 RAILROAD AVE	GONIC	BIZ808	A8KN011003794	Black Photocopier	4	48,914	4.0	14.7	99.29 %	8,976

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume
Gonic School	10 RAILROAD AVE	GONIC	BIZ808	A8KN011003961	Black Photocopier	2	133,346	4.8	5.3	99.75 %	11,937
Maple Street School	27 MAPLE ST	ROCHESTER	BIZ808	A8KN011003430	Black Photocopier	1	14,245	1.2	1.9	99.91 %	14,569
McClelland School	59 BROCK ST	ROCHESTER	BIZ808	A8KN011004109	Black Photocopier	5	86,935	3.4	17.5	99.15 %	32,135
McClelland School	59 BROCK ST	ROCHESTER	BIZ808	A8KN011004206	Black Photocopier	6	50,959	4.8	23.0	98.89 %	39,741
Nancy Loud School	5 COCHECO AVE	ROCHESTER	BIZ808	A8KN011003239	Black Photocopier	0	0	0.0	0.0	100.00 %	8,933
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ808	A8KN011002133	Black Photocopier	3	122,993	1.6	8.0	99.65 %	40,380
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ808	A8KN011003196	Black Photocopier	3	84,390	4.2	15.1	99.33 %	42,591
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ808	A8KN011003451	Black Photocopier	0	0	0.0	0.0	100.00 %	23,962
Rochester Middle School	47 BROCK ST	ROCHESTER	BIZ808	A8KN011003472	Black Photocopier	0	0	0.0	0.0	100.00 %	4,321
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011003426	Black Photocopier	1	0	4.5	5.2	99.77 %	10,021
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011003433	Black Photocopier	3	73,342	0.3	2.4	99.88 %	17,961
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011003448	Black Photocopier	2	127,123	2.0	6.6	99.71 %	31,525
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011003450	Black Photocopier	1	467,147	3.2	4.3	99.81 %	45,459
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011003458	Black Photocopier	2	253,081	2.3	7.1	99.69 %	26,090
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011003460	Black Photocopier	4	114,712	1.9	13.2	99.41 %	37,764
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011003483	Black Photocopier	0	0	0.0	0.0	100.00 %	11,147
William Allen School	23 GRANITE ST	ROCHESTER	BIZ808	A8KN011003465	Black Photocopier	2	66,763	0.6	2.4	99.89 %	13,248
William Allen School	23 GRANITE ST	ROCHESTER	BIZ808	A8KN011003477	Black Photocopier	4	76,871	1.6	8.7	99.61 %	27,328
William Allen School	23 GRANITE ST	ROCHESTER	BIZ808	A8KN011004367	Black Photocopier	0	0	0.0	0.0	100.00 %	8,253
	Model Totals & Averages		BIZ808		Black Photocopier	65	122,685	2.6	201.4	99.66 %	22,366
SAU 54 District	150 WAKEFIELD ST	ROCHESTER	C308	A7PY011019680	Color Photocopier	0	0	0.0	0.0	100.00 %	1,952
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	C308	A7PY011018273	Color Photocopier	0	0	0.0	0.0	100.00 %	1,043
Rochester Middle School	47 BROCK ST	ROCHESTER	C308	A7PY011018245	Color Photocopier	0	0	0.0	0.0	100.00 %	4,291
The Hope Program	10 MAIN ST,UNIT 101	GONIC	C308	A7PY011018218	Color Photocopier	0	0	0.0	0.0	100.00 %	1,287
	Model Totals & Averages		C308		Color Photocopier	0	0	0.0	0.0	100.00 %	2,143
Bud Carlson Academy	150 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012105808	Color Network Printer	2	40	4.0	4.7	99.79 %	94
SAU 54 District	150 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012105815	Color Network Printer	0	0	0.0	0.0	100.00 %	0
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104757	Color Network Printer	2	1,764	2.5	3.7	99.84 %	153
Rochester Middle School	47 BROCK ST	ROCHESTER	C3100P	A6DR012104761	Color Network Printer	0	0	0.0	0.0	100.00 %	271
Rochester Middle School	47 BROCK ST	ROCHESTER	C3100P	A6DR012105335	Color Network Printer	0	0	0.0	0.0	100.00 %	62
Rochester Middle School	47 BROCK ST	ROCHESTER	C3100P	A6DR012105337	Color Network Printer	0	0	0.0	0.0	100.00 %	278
Rochester Middle School	47 BROCK ST	ROCHESTER	C3100P	A6DR012105353	Color Network Printer	0	0	0.0	0.0	100.00 %	200
Rochester Middle School	47 BROCK ST	ROCHESTER	C3100P	A6DR012105359	Color Network Printer	2	1,155	4.6	11.6	99.38 %	348
Rochester Middle School	47 BROCK ST	ROCHESTER	C3100P	A6DR012105360	Color Network Printer	1	8,867	7.2	8.3	99.56 %	1,258
William Allen School	23 GRANITE ST	ROCHESTER	C3100P	A6DR012105814	Color Network Printer	0	0	0.0	0.0	100.00 %	567
William Allen School	23 GRANITE ST	ROCHESTER	C3100P	A6DR012105821	Color Network Printer	0	0	0.0	0.0	100.00 %	665
	Model Totals & Averages		C3100P		Color Network Printer	7	2,957	4.5	28.3	99.87 %	354
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	C3110	A6DT012100842	Color Laser MFP	2	6,712	8.0	18.9	98.87 %	831
	Model Totals & Averages		C3110		Color Laser MFP	2	6,712	8.0	18.9	98.87 %	831
Bud Carlson Academy	150 WAKEFIELD ST	ROCHESTER	C3351	A92F011002044	Color Laser MFP	3	5,521	2.7	6.6	99.71 %	922
Chamberlain Street School	65 CHAMBERLAIN ST	ROCHESTER	C3351	A92F011002081	Color Laser MFP	0	0	0.0	0.0	100.00 %	894
East Rochester School	773 PORTLAND ST	ROCHESTER	C3351	A92F011002058	Color Laser MFP	3	22,697	4.8	5.3	99.77 %	2,902
East Rochester School	773 PORTLAND ST	ROCHESTER	C3351	A92F011002080	Color Laser MFP	0	4,038	0.0	0.0	100.00 %	778
Gonic School	10 RAILROAD AVE	GONIC	C3351	A92F011002150	Color Laser MFP	2	38,001	5.0	6.2	99.70 %	3,156
Maple Street School	27 MAPLE ST	ROCHESTER	C3351	A92F011002025	Color Laser MFP	0	0	0.0	0.0	100.00 %	2,351
McClelland School	59 BROCK ST	ROCHESTER	C3351	A92F011002024	Color Laser MFP	0	0	0.0	0.0	100.00 %	2,099
Nancy Loud School	5 COCHECO AVE	ROCHESTER	C3351	A92F011001989	Color Laser MFP	4	2,357	1.0	2.0	99.91 %	1,534
Rochester Middle School	47 BROCK ST	ROCHESTER	C3351	A92F011002035	Color Laser MFP	6	2,590	3.3	22.9	98.98 %	2,534
School Street School	13 SCHOOL ST	ROCHESTER	C3351	A92F011002094	Color Laser MFP	0	0	0.0	0.0	100.00 %	246
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	C3351	A92F011001736	Color Laser MFP	2	3,552	6.8	15.4	99.31 %	3,320
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	C3351	A92F011001741	Color Laser MFP	0	0	0.0	0.0	100.00 %	1,393
William Allen School	23 GRANITE ST	ROCHESTER	C3351	A92F011002084	Color Laser MFP	2	24,827	0.7	2.7	99.88 %	2,145
	Model Totals & Averages		C3351		Color Laser MFP	22	12,948	3.5	61.2	99.79 %	1,867
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	C458	A79M011011052	Color Photocopier	0	0	0.0	0.0	100.00 %	3,014
Creteau Regional Tech Ce	140 WAKEFIELD ST	ROCHESTER	C558	A79K011006714	Color Photocopier	4	673	6.6	9.8	99.56 %	644
Spaulding High School	130 WAKEFIELD ST	ROCHESTER	C558	A79K011006719	Color Photocopier	0	0	0.0	0.0	100.00 %	7,834
	Model Totals & Averages		C558		Color Photocopier	4	673	6.6	9.8	99.85 %	3,831
TOTALS & AVERAGES						190	42,312	3.3	1,639.9	99.65 %	4,368

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume
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This color represents TOTALS in these columns

This color represents totals and averages for a MODEL of machine

This color represents totals and averages for all equipment.

This color represents potential problem areas

William Allen, BH4020, A6WD011002752; William Allen, BH4020, A6WD011002836; William Allen, BH4020, A6WD011002835; Spaulding High, BH4020, A6WD011003925; McClelland, BH4020, A6WD011001331: All MFPs had calls placed to KMBS call center and issues were resolved over the phone. The call center technicians left the calls open for a courtesy 8 days in case the problem reoccurred and the client called back in for the same issue. Actual down time was minimal and actual uptime was over 98%.

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