

SU 36 Rutland Northeast Supervisory Union





SPC SUMMARY

Out of 75 printers and copiers, 25 machines had 80 service calls. Four of those copiers had more than 5 service calls during the reporting period of July 1, 2018 to June 30, 2019 (please see Equipment Excessive Calls tab for details). Overall up time was 98%, which is fair for a fleet of this size and age (around 3-4 years since model introduction). Average response time was 6.84 hours, much higher than the average of 4 hours outlined in the bid specifications. However, out of 40 corrective maintenance calls, 35% were responded to and resolved in under 4 hours. In addition, 66% of 61 onsite service calls were resolved within the first service call.

SPC will continue to monitor the four copiers with high service rates and will work with OSV to determine if there is a need for escalating the resolution of any remaining issues.

Report run on: 8/19/2019 4:42:15 PM

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

			Equipme	ent with greater th	nan 5 calls for the	e reporting per	riod July 1, 20	18 to June 30, 20)19			
				Annual Volume	Annual Volume	Meter Black	Meter Color		Total	Average Response		
Building	Location	Equipment	Serial Number	FY 17-18	FY 18-19	6/30/19	6/30/19	Expected Life	Calls	Time	OSV Recommendations	SPC Recommendations
Lothrop Elementary	Staff Room	E-Studio 4505AC eq# OSV-04166	CFHF50555	169,676	234,615	301,152	222,322	1,000,000	7	8.17		Overused! Bid a faster machine next time.
Otter Valley High	Middle School Office	E-Studio 6506AC eq# OSV-04192	CHHF10675	197,228	287,989	411,772	221,162	4,000,000	8	6.11		
Neshobe School	Mail Room/Office	E-Studio 6506AC eq# OSV-04172	CHHF10686	156,429	163,278	315,191	88,768	4,000,000	9			
Otter Valley High	Teachers' Room	E-Studio 8508AC eq# OSV-04203	CIHF11282	167,908	116,400	426,117	N/A	5,000,000	11	4.45		

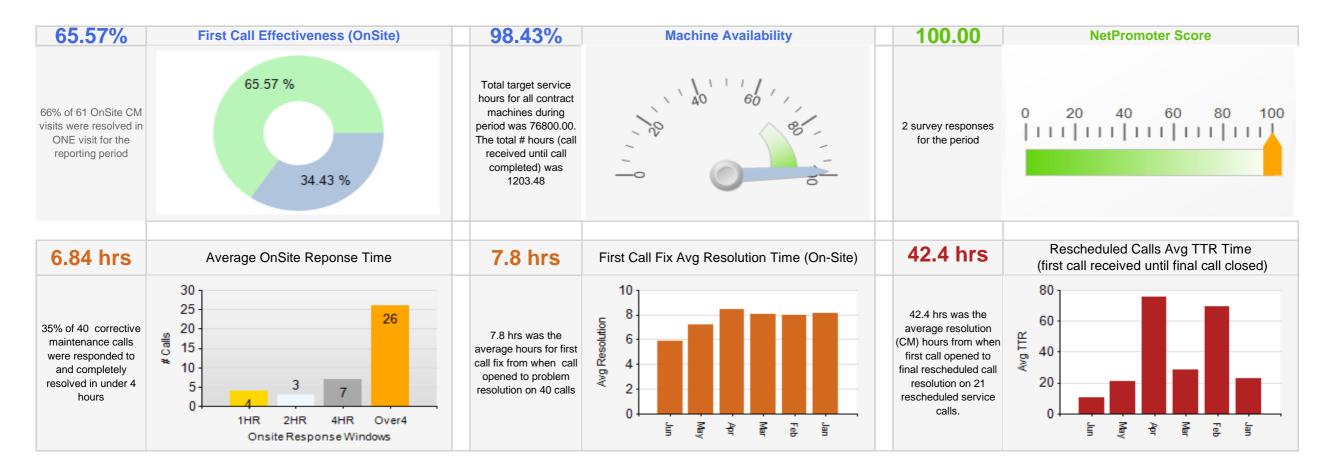
			Equipment v	with excessive of	calls > 5 calls for the	_ :			
Equipment Number	Call Type Desc	Call Description	Address	Call Number	Open Date	Arrival Date	Total Calls	CMResponse Hours	Repair Hours
E-Studio 4505AC eq#:OSV-04166	FM Audit	requesting trouble shooting becasue apparently we arent getting the report when they are low on toner	3447 US Route 7	SC172451	2019/03/04 08:20	2019/03/06 16:34		1	(
		requesting trouble shooting becasue apparently we arent getting the report when they are low on toner	3447 US Route 7	SC172451	2019/03/04 08:20	2019/03/06 16:34		1	(
	Jamming	jamming	3447 US Route 7	SC165422	2019/01/14 12:15	2019/01/15 13:39		1 9.900000000	1.35
		repeated Jamming	3447 US Route 7	SC167566	2019/01/28 11:58	2019/01/29 12:40		1 9.200000000	
		Copier is not working. Printed papers were wrinkled and	3447 US Route 7	SC184075	2019/05/24 09:17	2019/05/24 14:41		1 5.400000000	
		the jammed. The copier has parts that fell off on the inside. Not sure where they came from :)							
		Down machine - Copier is not working. Printed papers were wrinkled and the jammed. The copier has parts that fell off on the inside. Not sure where they came from :)	3447 US Route 7	SC184197	2019/05/24 15:46	2019/05/31 14:30		1	1.1
		Down - Down machine - Copier is not working. Printed papers were wrinkled and the jammed. The copier has parts that fell off on the inside. Not sure where they came from :). Stopped to put part in school closed and locked?	3447 US Route 7	SC184932	2019/05/31 15:38	2019/06/03 12:31		1	0.48
		No one here closed? - Down - Down machine - Copier is not working. Printed papers were wrinkled and the jammed. The copier has parts that fell off on the inside. Not sure where they came from :). Stopped to put part in school closed and locked?	3447 US Route 7	SC185095	2019/06/03 13:02	2019/06/04 11:27		1	5.05
		jamming	3447 US Route 7	SC165422	2019/01/14 12:15	2019/01/15 13:39		6 8.166666667	7 10.25
		January 1	orn oo nodio i	00.00.12	20.070.7.1.121.10	2010/01/10 10:00		7 8.166666667	
E-Studio 6506AC eq#:OSV-04192	Courtesy Call	Ordered Yellow toner thinking it was low and the machine said it was low but the toner feels really full still. PLease do a toner check and see that machine is reading toner correctly	2997 Franklin Street	SC184958	2019/06/03 08:03	2019/06/03 13:16		1	1.13
		Ordered Yellow toner thinking it was low and the machine said it was low but the toner feels really full still. PLease do a toner check and see that machine is reading toner correctly	2997 Franklin Street	SC184958	2019/06/03 08:03	2019/06/03 13:16		1	1.13
	MAINT LITE	"Periodic Maintenance" but otherwise working.	2997 Franklin Street	SC178785	2019/04/16 11:42	2019/04/17 14:13		1	0.18
		"Periodic Maintenance" but otherwise working.	2997 Franklin Street	SC178785	2019/04/16 11:42	2019/04/17 14:13		1	0.18
	Multiple Problems	oise and jamming	2997 Franklin Street	SC174049	2019/03/13 10:45	2019/03/14 10:11		1 7.930000000	0.55
		Error code C4E2 and noise	2997 Franklin Street	SC182353	2019/05/13 08:23	2019/05/13 11:33		1 3.170000000	1.47
		Error code C4E2 and noise	2997 Franklin Street	SC182457	2019/05/13 13:02	2019/05/14 11:10		1	2.37
		oise and jamming	2997 Franklin Street	SC174049	2019/03/13 10:45	2019/03/14 10:11		3 5.550000000	4.39
	Paper Tray Issue	Now the bottom tray on the right will not lift or direct paper	2997 Franklin Street	SC183016	2019/05/16 12:50	2019/05/17 10:17		1 5.950000000	1.02
		Now the bottom tray on the right will not lift or direct paper	2997 Franklin Street	SC183016	2019/05/16 12:50	2019/05/17 10:17		1 5.950000000	1.02
	TONER ISSUE	Full toner and its still reading 0 there is some sort of sensor issue that needs to be addressed	2997 Franklin Street	SC185915	2019/06/10 10:18	2019/06/11 09:12		1 7.400000000	0.97
		Full toner and its still reading 0 there is some sort of sensor issue that needs to be addressed	2997 Franklin Street	SC186125	2019/06/11 10:12	2019/06/12 10:34		1	0.13
		Full toner and its still reading 0 there is some sort of sensor issue that needs to be addressed	2997 Franklin Street	SC185915	2019/06/10 10:18	2019/06/11 09:12		2 7.400000000	
E 04.45- 0500A - 24 000 (0.1000	EDDO2 0055	2400 managa manking in kum	0007 F11' 0'	00400004	0040/04/00 44 54	0040/04/02 07 05		8 6.112500000	
E-Studio 8508A eq#:OSV-04203	ERROR CODE	c482 message machine is down	2997 Franklin Street	SC163604	2019/01/02 11:51	2019/01/03 07:23		1 4.650000000	
		c482 message machine is down	2997 Franklin Street	SC163604	2019/01/02 11:51	2019/01/03 07:23		1 4.650000000	
	Paper Tray Issue	has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems to be working but it's very odd.		SC169551	2019/02/10 14:53	2019/02/11 12:15		1 4.250000000	1.13
		Needs used cassette drive assembly. They are up and running has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems to be working but it's very odd.	2997 Franklin Street	SC169749	2019/02/11 13:25	2019/02/14 08:00		1	3.58
		Needs a power supply Needs used cassette drive assembly. They are up and running has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems to be working but it's very odd.	2997 Franklin Street	SC170294	2019/02/14 11:36	2019/03/05 14:40		1	1.83
		Needs a power supply Needs used cassette drive assembly. They are up and running has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems to be working but it's very odd.	2997 Franklin Street	SC172837	2019/03/05 16:46	2019/03/14 10:51		1	0.97

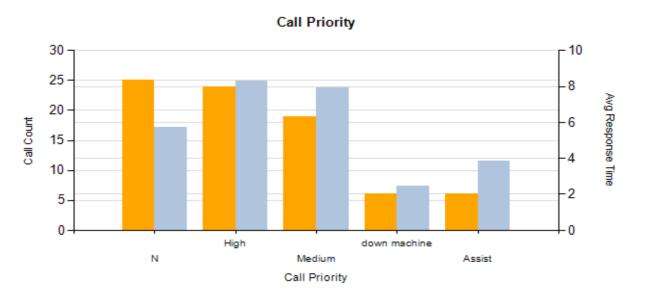
Needs a power supply Needs used cassette drive assembly. They are up and running has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems to be working but it's very odd.	2997 Franklin Street	SC174248	2019/03/14 11:50	2019/03/20 08:15	1		3.6
Tech support said it's the PFC pwb. Service ticket # 192823 - Needs a power supply Needs used cassette drive assembly. They are up and running has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems to be wo	2997 Franklin Street	SC175013	2019/03/20 11:53	2019/03/21 08:37	1		0.02
Needs lift motor - Tech support said it's the PFC pwb. Service ticket # 192823 - Needs a power supply Needs used cassette drive assembly. They are up and running has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why.	2997 Franklin Street	SC175126	2019/03/21 08:39	2019/04/01 15:04	1		1.43
Needs lift motor - Tech support said it's the PFC pwb. Service ticket # 192823 - Needs a power supply Needs used cassette drive assembly. They are up and running has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why.	2997 Franklin Street	SC176746	2019/04/01 16:47	2019/04/24 10:21	1		5.95
Needs lift motor - Tech support said it's the PFC pwb. Service ticket # 192823 - Needs a power supply Needs used cassette drive assembly. They are up and running has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why.	2997 Franklin Street	SC179986	2019/04/24 16:19	2019/04/26 12:02	1		1.97
Needs lift motor - Tech support said it's the PFC pwb. Service ticket # 192823 - Needs a power supply Needs used cassette drive assembly. They are up and running has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why.	2997 Franklin Street	SC180334	2019/04/26 14:00	2019/05/17 13:38	1		0
Needs used cassette drive assembly. They are up and running has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems to be working but it's very odd.	2997 Franklin Street	SC169749	2019/02/11 13:25	2019/02/14 08:00	10	4.250000000	20.48
					11	4.450000000	20.76

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	BW Meter 6/30/19	Projected BW Monthly Volume	Actual BW Monthly Volume
					Color Meter 6/30/19	Projected Color Monthly Volume	Actual Color Monthly Volume
Barstow Memorial School : 223 Chittenden Road						•	,
OSV-04169[Toshiba/TOSHES7508A]	Work Room	CIHF11128	10/7/2016	1	716,685	21,669	20,033
OSV-04171[Toshiba/E-Studio 6506AC]	Main Office	CHHF10678	10/7/2016	3	442,045	11,255	15,300
					51,397	1,651	1,574
OSV-04173[Hewlett Packard/M604dn]	Office (Micro Toner)	CNBCHC208V	10/7/2016	0	177	7	2
OSV-04174[KYOCERA/P-2135DN Printer]	Library	LVK6848779	10/7/2016	0	6,636	185	177
OSV-04178[KYOCERA/FS-2100DN]	First Floor	LQA6739791	10/7/2016	0	85,539	1,644	2,124
OSV-04179[KYOCERA/FS-2100DN]	Lab	LQA6739515	10/7/2016	0	38,737	1,009	1,243
OSV-04291[KYOCERA/P6130cdn]	PC Lab	V5Q5600993	10/7/2016	0	13,475	334	238
					22,285	550	540
Caverly Pre-School : 164 Caverly Road							
OSV-04234[COPYSTAR/CS 306ci]	Main Office	V9W6501653	10/7/2016	0	13,514	337	482
					3,543	122	92
Leicester Central School : 68 Schoolhouse Road							
OSV-04141[KYOCERA/P-2135DN Printer]	Multi-Purpose Area	LVK6543030	10/7/2016	0	15,798	621	465
OSV-04233[Hewlett Packard/HPM451DN]	Front Office/Check Printer	CNBH106967		0	359	1	1
					1,250	1	3
OSV-04289[Toshiba/TOSHES5506ACT]	Lunch Room	CJJF10979	10/7/2016	3	328,828	7,512	11,280
					52,535	920	2,362
Lothrop Elementary School : 3447 US Route 7							
OSV-04166[Toshiba/E-Studio 4505AC]	Staff Room	CFHF50555	10/7/2016	7	/ -	7,733	
					222,322	6,407	
OSV-04167[Toshiba/TOSHES7508A]	Main Office	CIHF11162	10/7/2016	1	662,103	21,354	
OSV-04176[KYOCERA/P-2135DN Printer]	Library	LVK6848789	10/7/2016	0	·	441	549
OSV-04180[KYOCERA/FS-2100DN]	3rd Floor Hall	LQA6739519	10/7/2016	0	·	2,954	
OSV-04182[KYOCERA/FS-2100DN]	Basement	LQA6739797	10/7/2016	0	, -	396	
OSV-04183[KYOCERA/FS-2100DN]	Office Hallway	LQA6739792	10/7/2016	0	-,	529	
OSV-04237[Hewlett Packard/HPM476dn]	Office Secretary	CNB6H3JC5F		2	8,678	195	
					6,699	167	163
Neshobe School: 17 Neshobe Circle							
OSV-04168[Toshiba/E-Studio 8508A]	Staff Work Room	CIHF11283	10/7/2016	5		31,914	
OSV-04170[Toshiba/TOSHES5506ACT]	Brick building	CHHF10981	10/7/2016	3	· ·	10,174	
	11.11.7	0.11.15.0000	4070040		147,800	3,503	
OSV-04172[Toshiba/E-Studio 6506AC]	Mail Room/Office	CHHF10686	10/7/2016	9		10,010	
					88,768	3,026	
OSV-04175[KYOCERA/P-2135DN Printer]	Brick Building	LVK6848785	10/7/2016	0	-, -	60	
OSV-04184[KYOCERA/FS-2100DN]	Computer Lab	LQA6739796	10/7/2016	0		520	
OSV-04235[HP/HP M452nw]	Main Office	CNF8G6C7H1		0	-,	6	
OSV-04292[KYOCERA/P6130cdn]	Lab	V5Q5901839	10/7/2016	1	9,855	60	
					25,766	191	916
Otter Valley UHSD#8: 2997 Franklin Street	Hollway of A4 A4	1.046720705	40/7/0040	2	40.700	200	F 40
OSV-04185[KYOCERA/FS-2100DN]	Hallway of A1-A4	LQA6739795	10/7/2016	0	· ·	320	
OSV-04186[KYOCERA/FS-2100DN]	Guidance Office (Wessing)	LQA6739738	10/7/2016	0	·	442	
OSV-04187[KYOCERA/FS-2100DN]	Library Office	LQA6739439	10/7/2016	0	- / -	427	
OSV-04188[Toshiba/E-Studio 4505AC]	Guidance Office	CFHF50559	10/7/2016	0	. ,	3,626	
					88,649	2,547	4,506

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	BW Meter 6/30/19	Projected BW Monthly Volume	Actual BW Monthly Volume
					Color Meter 6/30/19	Projected Color Monthly Volume	Actual Color Monthly Volume
OSV-04189[Toshiba/E-Studio 6506AC]	Library	CHHF10705	10/7/2016	0		8,319	8,266
					69,596	2,056	2,583
OSV-04190[Toshiba/E-Studio 8508A]	Hall Office	CIHF11275	10/7/2016	6		24,313	25,217
OSV-04191[Toshiba/E-Studio 8508A]	Copy Room Up	CIHF11264	10/7/2016	4	910,991	24,195	27,100
OSV-04192[Toshiba/E-Studio 6506AC]	Middle School Office	CHHF10675	10/7/2016	8	411,772	10,357	14,065
					221,162	6,079	9,934
OSV-04193[KYOCERA/FS-2100DN]	Middle School Office	LQA6739793	10/7/2016	0	27,488	418	1,485
OSV-04194[KYOCERA/FS-2100DN]	Room 301B	LQA6739787	10/7/2016	0		308	281
OSV-04195[KYOCERA/FS-2100DN]	Room 148	LQA6739789	10/7/2016	0	28,929	1,290	336
OSV-04196[KYOCERA/P-2135DN Printer]	Room 240	LVK6848782	10/7/2016	0	18,170	381	841
OSV-04201[KYOCERA/FS-2100DN]	Room 340	LQA6739788	10/7/2016	0	11,349	200	383
OSV-04202[KYOCERA/P6130cdn]	Room 353/357 computer apps office	V5Q5901812	10/7/2016	2	9,030	309	277
					22,413	737	613
OSV-04203[Toshiba/E-Studio 8508A]	Teachers Room	CIHF11282	10/7/2016	11	426,117	13,992	9,700
OSV-04204[COPYSTAR/CS 306ci]	Hallway of A1-A4	V9W6501858	10/7/2016	0	47,048	1,586	864
					25,565	746	862
OSV-04205[COPYSTAR/CS 306ci]	Room 302	V9W6501647	10/7/2016	2	6,896	215	258
					7,786	223	308
OSV-04206[COPYSTAR/CS 306ci]	North Campus Commons Connection	V9W6501820	10/7/2016	1	40,179	1,419	925
					33,485	399	
OSV-04207[KYOCERA/P-2135DN Printer]	Basement-CAD	LVK6848778	10/7/2016	0		323	
OSV-04208[KYOCERA/P-2135DN Printer]	Guidance Office (Bishop)	LVK6848784	10/7/2016	0	35,595	962	1,031
OSV-04209[KYOCERA/P-2135DN Printer]	Room 337	LVK6848774	10/7/2016	1	18,988	561	673
OSV-04210[KYOCERA/P-2135DN Printer]	Hot Swap	LVK6848773	10/7/2016	0		196	303
OSV-04211[KYOCERA/P-2135DN Printer]	Hot Swap	LVK6848790	10/7/2016	0	29,445	750	1,072
OSV-04212[KYOCERA/P-2135DN Printer]	Main Office	LVK6849372	10/7/2016	0	14,330	465	417
OSV-04213[KYOCERA/P-2135DN Printer]	Moose	LVK6849359	10/7/2016	0	4,398	103	130
OSV-04214[KYOCERA/P-2135DN Printer]	North Campus HS	LVK6849376	10/7/2016	0		896	235
OSV-04215[KYOCERA/FS-2100DN]	Science WK RM/ RM 159,160,161	LQA6739782	10/7/2016	0		814	
OSV-04216[KYOCERA/P-2135DN Printer]	North Campus HS	LVK6849365	10/7/2016	0		0	139
OSV-04217[KYOCERA/P-2135DN Printer]	Room 153	LVK6849371	10/7/2016	1	10,003	231	385
OSV-04218[KYOCERA/P-2135DN Printer]	Room 203 Brain Cell	LVK6849361	10/7/2016	0		46	
OSV-04219[KYOCERA/P-2135DN Printer]	Room 304B Cart	LVK6849370	10/7/2016	0	267	9	12
OSV-04220[KYOCERA/P-2135DN Printer]	Room 303	LVK6849375	10/7/2016	3	19,416	565	697
OSV-04221[KYOCERA/P-2135DN Printer]	Room 311	LVK6849364	10/7/2016	0	21,094	564	657
OSV-04222[KYOCERA/P-2135DN Printer]	Room 309	LVK6849360	10/7/2016	0		516	
OSV-04223[KYOCERA/P-2135DN Printer]	Room 314	LVK6848777	10/7/2016	1	6,087	208	
OSV-04224[KYOCERA/P-2135DN Printer]	Room 320	LVK6848781	10/7/2016	1	25,206	788	
OSV-04225[KYOCERA/P-2135DN Printer]	Room 339	LVK6848780	10/7/2016	0		496	1,287
OSV-04227[KYOCERA/P-2135DN Printer]	Room 347	LVK6848791	10/7/2016	0		120	
OSV-04228[HP/HP M452nw]	SAP	CNF8H5YG3R		0		0	344
OSV-04229[KYOCERA/P-2135DN Printer]	Room 360	LVK6848776	10/7/2016	0		300	314
OSV-04283[KYOCERA/P6130cdn]	Copy Room UP	V5Q5901842	10/7/2016	2		400	489
,					33,604	932	
Rutland Northeast Supervisory Union #36 : 49 Court Drive							

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	BW Meter 6/30/19	Projected BW Monthly Volume	Actual BW Monthly Volume
					Color Meter	Projected Color	Actual Color
					6/30/19	Monthly Volume	Monthly Volume
OSV-03902[KYOCERA/P-2135DN Printer]	Main Office	LVK6543032	10/7/2016	0	6,194	189	202
OSV-04103[Toshiba/E-Studio 4508A]	Business Office	CGDF11258	10/7/2016	0	241,158	6,782	6,208
OSV-04164[Toshiba/E-Studio 4508A]	Evaluation Team	CGGF27909	10/7/2016	0	126,330	2,986	4,755
OSV-04165[Hewlett Packard/M604dn]	Business Office	CNDCJ9M22Z	10/7/2016	0	31	0	0
OSV-04290[Toshiba/E-Studio 6506AC]	Front Office	CHHF10690	10/7/2016	1	299,142	8,411	8,902
					139,132	4,187	5,320
Sudbury Country School : 31 Schoolhouse Road							
OSV-04284[KYOCERA/P-2135DN Printer]	Library	LVK6543035	10/7/2016	0	10,120	392	226
OSV-04285[Toshiba/E-Studio 4505AC]	Main Office	CFHF50565	10/7/2016	1	124,843	3,799	3,873
					52,994	1,889	1,579
Whiting School: 87 South Main Street							
OSV-04163[Toshiba/E-Studio 4505AC]	Main Office	CFHF50673	10/7/2016	0	120,403	3,214	2,163
					21,218	866	338
OSV-04286[KYOCERA/P-2135DN Printer]	Multi - Purpose Area	LVK6543039	10/7/2016	0	778	26	0





Caller	Call Count
	2
Amy Smith	12
Ann Jones	8
Calli Thomas	1
Dan Smith	2
Diane Randall	3
Judy Kilpeck	1
katie Davis	3
Katie Lufkin	5
Kimberly Raymond	3
Rusty Mason	5
Sara Eddy	8
Whitney Christie	27
Total	80

								I	Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Bac
shobe School			% Calls in SLA	Total Calls	s In SL	A			12.82	2 6.84		Time 15.0	24	4
rstow Memorial School : 223			0.00%	2	2	0								
E-Studio 6506AC [Toshiba]									19.43	15.63	1.5	22.7		1
OSV-04171 sn:CHHF10	678								19.43	15.63	1.5	22.7		1
SC174735	5													
Cal		Jamming [CM]		Call In SLA		SLA Response Hours:	4.00		CT01276-OSV-03			18.93	(0
	Assigned Tech				: 2019/03/19 08:24	Response Hours:	18.1	Call Priority: I		Parts Labor Travel Toner				
		: Kimberly Raymond			: 2019/03/21 08:07	CM Response Hours:	18.10	Bill Code: (OSV Copier Maint Inci i	Paris Labor Traver Toner				
	Call Desc	top feeding is eating the	papers causing a jam		: 2019/03/21 09:30	Travel Hours:	1.38							
				Completed	1 2019/03/21 10:20	Repair Hours: Resolution Hours:	0.83 18.93							
						Nesolution Flours.	10.33							
	ProblemCodes	3												
	Problem Code:	ADF PROB												
	Resolution Code:		ADJUSTED											
SC182697			ADJUGTED											
		COPY QUALITY POOR	[CM]	Call In SLA	: No	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			14.42	(0
	Assigned Tech	: David Prior		Received	: 2019/05/14 15:23	Response Hours:	13.15	Call Priority: I	N					
		: Kimberly Raymond			: 2019/05/16 10:51	CM Response Hours:	13.15			Parts Labor Travel Toner				
	Call Dogg	poor copy quality		Arrived	: 2019/05/16 11:32	Travel Hours:	0.68							
	Call Desc	poor copy quanty			1 2019/05/16 12:48	Repair Hours:	1.27	Incompleted	1-Need Parts					
				Cop.o.co	2010/00/10 12110	Resolution Hours:	14.42							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Needs parts											
Cal	II SC183017	COPY QUALITY POOR	[CM]	Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			34.88		1
	Assigned Tech	: David Prior		Received	: 2019/05/16 12:52	Response Hours:	27.05	Call Priority: I	N					
		: Kimberly Raymond			: 2019/05/22 08:54	CM Response Hours:				Parts Labor Travel Toner				
	Call Desc	needs fr-kit epus - poor	copy quality	Arrived	: 2019/05/22 11:17	Travel Hours:	2.38							
	Can Dood				2019/05/22 13:45	Repair Hours:	2.47							
						Resolution Hours:	34.88							
SC183017	7													
	ProblemCodes													
		Multiple Issues												
	Resolution Code:		Replaced Parts											
FS-2100DN [KYOCERA]														
OSV-04178 sn:														
OSV-04179 sn:														
Moodal Electrical														
M604dn [Hewlett Packard] OSV-04173 sn:														
03V-04173 Sn:														
P-2135DN Printer [KYOCERA]														
					i de la companya de									

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
												Time		
P6130cdn [KYOCERA]														
OSV-04291 sn:														
TOSHES7508A [Toshiba]									0.40)	0.6	6 0.0)	0
OSV-04169 sn:CIHF111	28								0.40		0.6			0
SC183011	I SC183011	Customer requests clea	aning [CC]	Call In SLA	- NI/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03					0
Can			9 [00]											
	Assigned Tech Caller				: 2019/05/16 12:30 : 2019/05/16 12:54	Response Hours: CM Response Hours:	0.4	Call Priority:		Parts Labor Travel Toner				
								Bill Code.	OSV Copier Maint Inc. r	Faits Labor Traver Torier				
	Call Desc	: cleaning			: 2019/05/16 12:54	Travel Hours:	0							
				Completed	1 2019/05/16 13:31	Repair Hours: Resolution Hours:	0.62							
						Resolution Hours.	0							
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:		Cleaned and Tested											
erly Pre-School : 164 Caverly	Resolution Code.		#DIV/0!	()	0								
CS 306ci [COPYSTAR]														
OSV-04234 sn:														
castan Cantual Cabaal v CO			22 2220/											
cester Central School : 68 HPM451DN [Hewlett Packard]			33.333%											
OSV-04233 sn:														
P-2135DN Printer [KYOCERA]														
OSV-04141 sn:														
TOSHES5506ACT [Toshiba]									3.90	3.90	3.0	3 4.7	•	0
OSV-04289 sn:CHHF109	979								3.90	3.90	3.0	3 4.7		0
SC171617	7													
	I SC171617	Multiple Issues [CM]		Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			2.97		0
	Assigned Tech	· David Prior		Received	: 2019/02/26 10:45	Response Hours:	2	Call Priority:	N					
		: Diane Randall			: 2019/02/26 11:21	CM Response Hours:	2.00			Parts Labor Travel Toner				
		: keeps jamming and pul	ling the wrong papers		: 2019/02/26 12:45	Travel Hours:	1.4		·					
	Call Desc	. Reeps Jamming and pur	iiing the wrong papers		1 2019/02/26 13:43	Repair Hours:	0.97							
				20		Resolution Hours:	2.97							
	Problem Code:													
	Problem Code:	Multiple Issues												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
										•				
SC173247														
SC173247	I SC173247	Multiple Issues [CM]		Call In SLA	: No	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			5.83	3	0

								F	Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Bac
	Caller	Diane Randall		Dispatched:	2019/03/08 08:09	CM Response Hours:	5.10	Bill Code: (NSV Copier Maint Incl.	Parts Labor Travel Toner		Time		
	Caller	Diane Kandan		Dispatched.	2019/03/06 06:09	Civi Nesponse Hours.	3.10	Bill Code. C	73 v Copiei iviailit ilici i	Faits Labor Traver Torier				
	Call Desc:	Google cloud print issue	es	Arrived:	2019/03/08 09:38	Travel Hours:	1.48							
				Completed	2019/03/08 10:22	Repair Hours:	0.73							
						Resolution Hours:	5.83							
	ProblemCodes													
	Problem Code:	Update												
	Resolution Code:		Firmware update											
SC181036	6													
Cal	II SC181036	Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#: C	CT01276-OSV-03			5.18	3	0
	Assigned Tech	Brian Sheehan		Pacaivad:	2019/05/02 08:21	Response Hours:	4.6	Call Priority: H	liah					
	_	Diane Randall					4.60			Parts Labor Travel Toner				
	Caller	Diane Randali		Dispatched.	2019/05/02 11:22	CM Response Hours:	4.00	Bill Code: C	75 v Copier Maint Inci i	Paris Labor Traver Toner				
	Call Desc:	jamed really good they	can not get it undone	Arrived:	2019/05/02 12:57	Travel Hours:	1.58							
				Completed	2019/05/02 13:32	Repair Hours:	0.58							
						Resolution Hours:	5.18							
	ProblemCodes													
		JAMMING												
	Resolution Code:		Cleaned and Tested											
op Elementary School : 3447 US			25.00%	4		1								
E-Studio 4505AC [Toshiba]									11.46	8.17	1.5	11.4	4	3
OSV-04166 sn:CFHF505	555								11.46					3
00V 04100 0H.011H 000										3				
SC165422	2													
		Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#: C	CT01276-OSV-03			11.25	5	0
Odi	00100422	cag [c]		Odii iii OLA.	140	OLA Nesponse Flours.	4.00	Contractor.	7101270-000-00			11.20		
	Assigned Tech:	Jim Charuhas		Received:	2019/01/14 12:15	Response Hours:	9.9	Call Priority: N	Medium					
	Caller	Sara Eddy		Dispatched:	2019/01/15 11:59	CM Response Hours:	9.90	Bill Code: C	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	iammina		A www.co.de	2019/01/15 13:39	Travel Hours:	1.67							
	Call Desc.	jamming												
				Completed	2019/01/15 15:00	Repair Hours:	1.35							
						Resolution Hours:	11.25							
	ProblemCodes													
	Problem Code:	JAMMING												
		JAMMING												
	Resolution Code:	JAMMING	Cleaning											
SC167566	Resolution Code:		Cleaning											
SC167566	Resolution Code:	JAMMING Jamming [CM]	Cleaning	Call In SLA:	No	SLA Response Hours:	4.00	Contract#: C	CT01276-OSV-03			10.4		0
SC167566	Resolution Code: 6 II SC167566	Jamming [CM]	Cleaning									10.4		0
SC167566	Resolution Code: 6 II SC167566 Assigned Tech:	Jamming [CM] Jim Charuhas	Cleaning	Received:	2019/01/28 11:58	Response Hours:	9.2	Call Priority: N	/ledium	Parts Labor Travel Toner		10.4		0
SC167566	Resolution Code: 6 SI SC167566 Assigned Tech: Caller:	Jamming [CM] Jim Charuhas Sara Eddy	Cleaning	Received:				Call Priority: N	/ledium	Parts Labor Travel Toner		10.4		0
SC167566	Resolution Code: 6 SI SC167566 Assigned Tech: Caller:	Jamming [CM] Jim Charuhas	Cleaning	Received: Dispatched:	2019/01/28 11:58	Response Hours:	9.2	Call Priority: N	/ledium	Parts Labor Travel Toner		10.4		0
SC167566	Resolution Code: 6 SI SC167566 Assigned Tech: Caller:	Jamming [CM] Jim Charuhas Sara Eddy	Cleaning	Received: Dispatched: Arrived:	2019/01/28 11:58 2019/01/29 11:07	Response Hours:	9.2 9.20	Call Priority: N	/ledium	Parts Labor Travel Toner		10.4		0
SC167566	Resolution Code: 6 SI SC167566 Assigned Tech: Caller:	Jamming [CM] Jim Charuhas Sara Eddy	Cleaning	Received: Dispatched: Arrived:	2019/01/28 11:58 2019/01/29 11:07 2019/01/29 12:40	Response Hours: CM Response Hours: Travel Hours:	9.2 9.20 1.55	Call Priority: N	/ledium	Parts Labor Travel Toner		10.4		0
SC167566	Resolution Code: 6 SI SC167566 Assigned Tech: Caller:	Jamming [CM] Jim Charuhas Sara Eddy	Cleaning	Received: Dispatched: Arrived:	2019/01/28 11:58 2019/01/29 11:07 2019/01/29 12:40	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	9.2 9.20 1.55 1.2	Call Priority: N	/ledium	Parts Labor Travel Toner		10.4		0
SC167566	Resolution Code: 6 SI SC167566 Assigned Tech: Caller:	Jamming [CM] Jim Charuhas Sara Eddy	Cleaning	Received: Dispatched: Arrived:	2019/01/28 11:58 2019/01/29 11:07 2019/01/29 12:40	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	9.2 9.20 1.55 1.2	Call Priority: N	/ledium	Parts Labor Travel Toner		10.4		0
SC167566	Resolution Code: 6 SI SC167566 Assigned Tech: Caller:	Jamming [CM] Jim Charuhas Sara Eddy repeated Jamming	Cleaning	Received: Dispatched: Arrived:	2019/01/28 11:58 2019/01/29 11:07 2019/01/29 12:40	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	9.2 9.20 1.55 1.2	Call Priority: N	/ledium	Parts Labor Travel Toner		10.4		0
SC167566	Resolution Code: 6 8 8 SC167566 Assigned Tech: Caller: Call Desc: ProblemCodes	Jamming [CM] Jim Charuhas Sara Eddy repeated Jamming	Cleaning	Received: Dispatched: Arrived:	2019/01/28 11:58 2019/01/29 11:07 2019/01/29 12:40	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	9.2 9.20 1.55 1.2	Call Priority: N	/ledium	Parts Labor Travel Toner		10.4		0
SC167566	Resolution Code: 6 8 8 SC167566 Assigned Tech: Caller: Call Desc: ProblemCodes	Jamming [CM] Jim Charuhas Sara Eddy repeated Jamming	Cleaning	Received: Dispatched: Arrived:	2019/01/28 11:58 2019/01/29 11:07 2019/01/29 12:40	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	9.2 9.20 1.55 1.2	Call Priority: N	/ledium	Parts Labor Travel Toner		10.4		0
SC167566 Call	Resolution Code: 6 8 8 SC167566 Assigned Tech: Caller: Call Desc: ProblemCodes	Jamming [CM] Jim Charuhas Sara Eddy repeated Jamming	Cleaning	Received: Dispatched: Arrived:	2019/01/28 11:58 2019/01/29 11:07 2019/01/29 12:40	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	9.2 9.20 1.55 1.2	Call Priority: N	/ledium	Parts Labor Travel Toner		10.4		0
SC167566 Call	Resolution Code: 6 SC167566 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	Jamming [CM] Jim Charuhas Sara Eddy repeated Jamming		Received: Dispatched: Arrived:	2019/01/28 11:58 2019/01/29 11:07 2019/01/29 12:40	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	9.2 9.20 1.55 1.2	Call Priority: N	/ledium	Parts Labor Travel Toner		10.4	1	0
SC167566 Call	Resolution Code: 6 SC167566 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	Jamming [CM] Jim Charuhas Sara Eddy repeated Jamming		Received: Dispatched: Arrived:	2019/01/28 11:58 2019/01/29 11:07 2019/01/29 12:40 2019/01/29 13:52	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	9.2 9.20 1.55 1.2	Call Priority: N	/ledium	Parts Labor Travel Toner		10.4		0
SC167566 Call	Resolution Code: Resolution Code: SC167566 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: SC172451	Jamming [CM] Jim Charuhas Sara Eddy repeated Jamming JAMMING		Received: Dispatched: Arrived: Completed Call In SLA:	2019/01/28 11:58 2019/01/29 11:07 2019/01/29 12:40 2019/01/29 13:52	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	9.2 9.20 1.55 1.2 10.4	Call Priority: N	Medium DSV Copier Maint Incl F	Parts Labor Travel Toner				

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Back
	Caller:	Dan Smith		Dispatched:	2019/03/06 16:34	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner		Time		
	Call Desc:	requesting trouble shoot	ting becasue apparently	Arrived:	2019/03/06 16:34	Travel Hours:	0							
	Gaii 2000.		ort when they are low on		2019/03/06 16:41	Repair Hours:	0							
						Resolution Hours:	0							
	ProblemCodes													
		FM Audit												
	Resolution Code:		FM Audit											
SC18407								_						
Ca	II SC184075	Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	: CT01276-OSV-03			6.47	7	0
	Assigned Tech:				2019/05/24 09:17	Response Hours:	5.4	Call Priority:						
	Caller:	Sara Eddy		Dispatched:	2019/05/24 13:41	CM Response Hours:	5.40	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Copier is not working. P			2019/05/24 14:41	Travel Hours:	1							
				Completed	2019/05/24 15:45	Repair Hours:	1.07	Incompleted	1 1-Need Parts					
						Resolution Hours:	6.47							
	ProblemCodes													
	Problem Code:	JAMMING												
	December O. 1		NEEDO ED											
(°a	Resolution Code:	Jamming [CM]	NEEDS FR	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CT01276-OSV-03			33.83	3	1
												33.00	,	'
	Assigned Tech:	Jim Charuhas Sara Eddy			2019/05/24 15:46	Response Hours:	18.22	Call Priority:		Parts Labor Travel Toner				
				Dispatched:	2019/05/31 14:08	CM Response Hours:		Bill Code.	. OSV Copier Maint Inci	Parts Labor Traver Toner				
	Call Desc:	Down machine - Copier	is not working. Printed		2019/05/31 14:30	Travel Hours:	0.37							
				Departure	2019/05/31 15:36	Repair Hours: Resolution Hours:	1.1 33.83	Incompleted	I 1-Need Parts					
						resolution riours.	00.00							
Ca	SC184932	Jamming [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	: CT01276-OSV-03			5.87	7	1
	Assigned Tech:	Jim Charuhas		Received:	2019/05/31 15:38	Response Hours:	5.38	Call Priority:	: Medium					
	_	Sara Eddy			2019/06/03 09:44	CM Response Hours:				Parts Labor Travel Toner				
	Call Desc:	Down - Down machine -	Copier is not working.	Arrived:	2019/06/03 12:31	Travel Hours:	2.78							
	Gaii 2000.	Printed nanere were wri			2019/06/03 13:00	Repair Hours:	0.48	Incompleted	2-FOLLOW UP					
						Resolution Hours:	5.87							
Ca	II SC185095	Jamming [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CT01276-OSV-03			11.97	7	1
	Assigned Tech:	Jim Charuhas		Received:	2019/06/03 13:02	Response Hours:	6.92	Call Priority:	: Medium					
	Caller:	Sara Eddy		Dispatched:	2019/06/04 10:04	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	No one here closed? - E		Arrived:	2019/06/04 11:27	Travel Hours:	1.38							
		onier is not working D	TITLED DODGE WATA	Departure	2019/06/04 17:55	Repair Hours:	5.05							
						Resolution Hours:	11.97							
SC18419	7													
2010410														
	ProblemCodes													
	Problem Code:	MISC. PARTS												
	Possiution Code:		Poplaced Mice Darte											
SC18493	Resolution Code:		Replaced Misc. Parts											
0010400														
	ProblemCodes													
	Problem Code:	ALERTS PROBLEM												
	Possition Code:		ADJUSTED											
	Resolution Code:	I .	WDJ091ED								1	1		

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	ProblemCodes													
	Problem Code:	ERROR												
	Resolution Code:		Replaced Misc. Parts											
FS-2100DN [KYOCERA]														
OSV-04180 sn:														
000-04-100-311.														
OSV-04182 sn:														
USV-04182 Sn:														
OSV-04183 sn:														
HPM476dn [Hewlett Packard]									53.00		0.5	0.0		0
OSV-04237 sn:CNB6H3J0	C5F								53.00		0.5	0.0		0
SC172453														
	SC172453	FM Audit [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	CT01276-OSV-03			0		0
	Assigned Tech:	Keith Llewellyn		Received:	2019/03/04 08:23	Response Hours:	93.57	Call Priority	Low					
	Caller:	Dan Smith		Dispatched:	2019/03/19 08:24	CM Response Hours:		Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	0 !! 5													
	Call Desc:	Left MSG with customer	r.I need to verify I.P. Tan # Stated they want		2019/03/19 08:27	Travel Hours:	0.05							
				Completed	2019/03/19 08:52	Repair Hours:	0.42							
						Resolution Hours:	0							
	ProblemCodes													
		FM Audit												
	Resolution Code:		FM Audit											
SC177824	resolution odde.		1 W Addit											
	00477004	Li [O]		0 111 014	. 1/A	014.5	4.00	• • • • • • • • • • • • • • • • • • • •	0704070 0014 00					
Call	SC177824	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	CT01276-OSV-03			0		0
	Assigned Tech:	Jim Charuhas		Received:	2019/04/09 09:59	Response Hours:	12.43	Call Priority	High					
		Sara Eddy			2019/04/10 12:14	CM Response Hours:				Parts Labor Travel Toner				
	Guilei.	Cara Lady		Disputoriou.	2010/04/10 12:14	OW Response Floure.		Din Codo.	COV Copier Maint mort	and Eabor Traver Torier				
	Call Desc:	blue lines on papers# C	alled	Arrived:	2019/04/10 13:55	Travel Hours:	1.68							
				Completed	2019/04/10 14:33	Repair Hours:	0.63							
						Resolution Hours:	0							
	ProblemCodes													
		COPY QUALITY												
	. Tobiciii Code.	JOI 1 QUALIT												
	Decelusion On t		EVALUATION:											
	Resolution Code:		EVALUATION											
P-2135DN Printer [KYOCERA]														
OSV-04176 sn:														
TOSHES7508A [Toshiba]									1.62	1.62	1.1	2.7		0
OSV-04167 sn:CIHF1116	2								1.62	1.62	1.1	2.7		0
SC164892														
	SC164892	Multiple Problems [CM]		Call In SLA:	Voc	SI A Passanas Haura	4.00	Contractil	CT01276-OSV-03			0.7		0
Call	00104092	wample FTODIETTS [CIVI]		Gall III SLA:	169	SLA Response Hours:	4.00	Contract#	01012/0-037-03			2.7		J
	Assigned Tech:	David Prior		Received:	2019/01/10 09:59	Response Hours:	1.62	Call Priority	Medium					
		Sara Eddy			2019/01/10 10:18	CM Response Hours:	1.62			Parts Labor Travel Toner				
	Janet.			Disputoriou.		C r. coponido i louis.	1.02	Diii Oode	20. Sopioi Mant mort	=azor riavor ronor				
			not lower. Clicking noise		2019/01/10 11:36	Travel Hours:	1.3							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bac
				Completed	2019/01/10 12:41	Repair Hours:	1.08							
						Resolution Hours:	2.7							
	ProblemCodes													
	Problem Code:	ADF PROB												
	Resolution Code:		Cleaned and Tested											
hobe School : 17 Neshobe Circle			55.556%	9		5				0.50				
E-Studio 6506AC [Toshiba]									6.81					2
OSV-04172 sn:CHHF106	86								6.81	8.52	1.4	5.4	4	2
SC172062														
	SC172062	Touchscreen not worki	ing [O]	Call In SLA:	NI/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			(0
Call	30172002	Touchscreen not work	ing [O]	Call III SLA.	N/A	SLA Response nours.	4.00	Contract#.	C101276-03V-03			,	J	O .
	Assigned Tech:	David Prior		Received:	2019/02/28 10:04	Response Hours:	1.02	Call Priority:	High					
	Caller:	Ann Jones		Dispatched:	2019/02/28 10:18	CM Response Hours:		Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Dage	touch screen is having	issues	المناسم ٨	2019/02/28 11:05	Travel Hours:	0.78							
	Call Desc:	toden screen is naving	100000			Repair Hours:	2.6							
				Completed	2019/02/28 13:41	Resolution Hours:	0							
						Nesolution Hours:	U							
	ProblemCodes													
		Control Panel												
	Froblem Code.	Control Farier												
	Resolution Code:		Firmware update											
SC174005	Resolution Code.		riiiiware upuate											
	SC174005	Streaks [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			12.9		0
Call	30174003	Olicano [Olvi]		Call III SEA.	NO	OLA Response Hours.	4.00	Contract#.	C101270-03V-03			12.3	9	
	Assigned Tech:	David Prior		Received:	2019/03/13 09:24	Response Hours:	12.1	Call Priority:	High					
	Caller:	Ann Jones		Dispatched:	2019/03/14 11:53	CM Response Hours:	12.10	Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc:	streaking		Arrived:	2019/03/14 13:00	Travel Hours:	1.12							
	Can Boos.				2019/03/14 13:48	Repair Hours:	0.8							
				Completed	2010/00/11 10:10	Resolution Hours:	12.9							
						Trocolation Fronto.	12.0							
	ProblemCodes													
		COPY QUALITY												
	Resolution Code:		Cleaned and Tested											
SC174310			11.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1											
		WRENCH [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			3.72	2	0
	Assigned Tech:				2019/03/14 16:02	Response Hours:	2.5	Call Priority:						
	Caller:	Ann Jones		Dispatched:	2019/03/15 08:59	CM Response Hours:	2.50	Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc:	red wrench		Arrived:	2019/03/15 10:02	Travel Hours:	1.05							
					2019/03/15 11:15	Repair Hours:	1.22	Incompleted	1-Need Parts					
				,		Resolution Hours:	3.72							
	ProblemCodes													
		Error Code												
	Resolution Code:		Needs parts											
	Resolution Code:		Trouble Shoot											
		WRENCH [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			9.25	5	1
	Assigned Tech:				2019/03/15 11:18	Response Hours:	8.5	Call Priority:						
	Caller:	Ann Jones		Dispatched:	2019/03/18 09:42	CM Response Hours:		Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	ounor.													

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call
				Departure	2019/03/18 12:03	Repair Hours:	0.75							
						Resolution Hours:	9.25							
SC174386	6													
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Replaced Parts											
SC174971		TOUED 1001 IE 101 II												
Cal	II SC174971	TONER ISSUE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			,	4	0
	Assigned Tech:	Brian Sheehan		Received:	2019/03/20 09:48	Response Hours:	3.13	Call Priority:	High					
	Caller:	Rusty Mason		Dispatched:	2019/03/20 12:56	CM Response Hours:	3.13	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Dose:	cyan issues lines on cop	nies and prints	Arrivod:	2019/03/20 12:56	Travel Hours:	0							
	Call Desc.	cyan issues lines on cop	les and prints		2019/03/20 12:38	Repair Hours:	0.87							
				Completed	2019/03/20 13.46	Resolution Hours:	4							-
						Nesolulion Hours.	4							
	ProblemCodes													
		LINES												
	co.om codo.													
	Resolution Code:		Cleaned and Tested											
SC175775														
		Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03				0	0
	Assigned Tech:				2019/03/26 09:09	Response Hours:	14.5	Call Priority:						
	Caller:	Ann Jones		Dispatched:	2019/03/27 15:07	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	WHITE LINES ON COPIE	E S	Arrived:	2019/03/27 15:09	Travel Hours:	0.03							
				Completed	2019/03/27 15:25	Repair Hours:	0.27		1-Need Parts					
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Needs parts											
Cal	II SC176139	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03				0	1
	Assigned Tech:	David Prior		Received:	2019/03/27 16:33	Response Hours:	1.17	Call Priority:	N					
	_	Ann Jones			2019/04/01 09:05	CM Response Hours:	1.17			Parts Labor Travel Toner				
								Diii Oode.	201 Jopiol Mailit IIIO	. and Eddor Haver Fuller				
	Call Desc:	asap - wHITE LINES ON	COPIES		2019/04/01 10:12	Travel Hours:	1.12							
				Departure	2019/04/01 12:23	Repair Hours:	2.18							
						Resolution Hours:	0							
SC176139	9													
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Description 2		DED: 5 =: :											
	Resolution Code:		REPL DEV											
SC176976		Lines on corretor		0-81-016	NI/A	OLA Decree	4.00	•	OT04070 COV 55					0
Cal	II SC176976	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03				0	0
	Assigned Tech:	David Prior		Received:	2019/04/03 08:35	Response Hours:	2.03	Call Priority:	down machine					
	Caller:	Rusty Mason		Dispatched:	2019/04/03 09:34	CM Response Hours:				Parts Labor Travel Toner				
			ore state of this is the same				4.0-							
	(3)bcc.	leaving blue lines on pape	ars stated this is the 4th		2019/04/03 10:37	Travel Hours:	1.05							
	- Oan Desc.	tima thie ie nannanina												
	Gail Best.	tima thie ie nannanina		Completed	2019/04/03 11:41	Repair Hours:	1.07							
	Can Best.	Tima thie is nannaning		Completed	2019/04/03 11:41	Repair Hours: Resolution Hours:	0							

	Resolution Code:		Cleaned and Tested									Time		
	Resolution Code:		Replaced Parts											
			Replaced Parts											
SC177426		DI III O I TOM		0 111 01 4		01.4.5	4.00	0	0704070 004400			40.70		
Call	SC177426	Black Line On Image [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	: CT01276-OSV-03			18.78	3	0
	Assigned Tech:	: David Prior		Received:	2019/04/05 09:30	Response Hours:	16.33	Call Priority	: High					
		: Katie Lufkin			2019/04/09 08:35	CM Response Hours:	16.33			Parts Labor Travel Toner				
	Canon	. rado Editar		Diopatorioa.	2010/01/00 00:00	Om recopolico ricuio.	10.00	Din Codo	. Our copier maint mer	Tario Easor Travor Torior				
	Call Desc	black spots on pages		Arrived:	2019/04/09 08:50	Travel Hours:	0.25							
				Completed	2019/04/09 11:17	Repair Hours:	2.45							
						Resolution Hours:	18.78							
	ProblemCodes	3												
	Problem Code:	Courtesy call												
		,												
	Resolution Code:		Courtesy Call											
udio 8508A [Toshiba]			Country Can						4.2	3 5.83	3 4.2	2 8.6	3	1
	22								4.2					1
OSV-04168 sn:CIHF1128	00								4.2	5.83	4.2	8.6		1
SC164566														
Call	SC164566	Multiple Problems [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	: CT01276-OSV-03			14.1		0
	Assigned Tech:	Jim Charuhas		Received:	2019/01/08 13:18	Response Hours:	13.65	Call Priority	: Medium					
	_	: Ann Jones			2019/01/10 07:58	CM Response Hours:	13.65			Parts Labor Travel Toner				
	Canon	7 4 11 7 0 11 0 0		Diopatorioa.	2010/01/10 07:00	Om recopolico ricuio.	10.00	Din Codo	. Our copier maint mer	Tario Easor Travor Torior				
	Call Desc:	not copying bottom drawe	er seems to be a little of	Arrived:	2019/01/10 09:57	Travel Hours:	1.98							
		track		Completed	2019/01/10 10:24	Repair Hours:	0.45							
						Resolution Hours:	14.1							
	ProblemCodes													
		MISC. CALL												
	1 Tobiciii Code.	WIGO. OALL												
	Resolution Code:		Cleaning											
			Cleaning											
SC168168		Call Service Flashing [CM]		Call la Cl A	Vaa	CLA Deserve Herre	4.00	C	- CT04070 OCV 00			5.52		0
Call	SC168168	Call Service Flashing [Civi]		Call In SLA:	res	SLA Response Hours:	4.00	Contract#	: CT01276-OSV-03			5.52	2	U
	Assigned Tech:	: David Prior		Received:	2019/01/31 08:37	Response Hours:	3.75	Call Priority	: Assist					
	Caller	: Katie Lufkin		Dispatched:	2019/01/31 11:32	CM Response Hours:	3.75			Parts Labor Travel Toner				
						·			·					
	Call Desc	plug in power sourse call f	for service		2019/01/31 12:22	Travel Hours:	0.83							
				Completed	2019/01/31 14:08	Repair Hours:	1.77	Incompleted	d 1-Need Parts					
						Resolution Hours:	5.52							
	ProblemCodes													
		Error Code												
		Call Service Flashing [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CT01276-OSV-03			22.55	5	1
						3-F 222		2 3 2317				00		
	Assigned Tech:	David Prior		Received:	2019/01/31 14:19	Response Hours:	0	Call Priority	: down machine					
	Caller	: Katie Lufkin		Dispatched:	2019/02/01 07:53	CM Response Hours:		Bill Code	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Dags	needs belt holder asap - p	lug in nower source	A prince al-	2019/02/01 10:37	Travel Hours:	2.97							
	Call Desc	call for carrice	ag in power sourse				2.97 17.75							
				Departure	2019/02/05 11:22	Repair Hours:								
						Resolution Hours:	22.55							
SC168324														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Needs parts											

									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Ba
			101	0 111 014	N/A		100			Chintospones ricure	Tropan Frouit	Time		ouii Do
Cal	II SC172063	Touchscreen not working	ng [O]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03				0	0
	Assigned Tech:	David Prior		Received:	2019/02/28 10:04	Response Hours:	3.65	Call Priority:	High					
	Caller:	Ann Jones		Dispatched:	2019/02/28 13:43	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	touch screen issues		Arrived:	2019/02/28 13:43	Travel Hours:	0							
	- Can Book				2019/02/28 13:59	Repair Hours:	0.27							
					20:0,02,20:0.00	Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Control Panel												
	Resolution Code:		Firmware update											
SC177074														
Cal	II SC177074	Jamming [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			0.8	88	0
	Assigned Tech:	David Prior		Received:	2019/04/03 11:52	Response Hours:	0.1	Call Priority:	Medium					
		Katie Lufkin			2019/04/03 11:58	CM Response Hours:	0.10			Parts Labor Travel Toner				
	0 11 5						_							
	Call Desc:	jamming			2019/04/03 11:58	Travel Hours:	0							
				Completed	2019/04/03 12:45	Repair Hours: Resolution Hours:	0.78							
						Resolution Hours:	0.88							
	ProblemCodes													
		Paper Jam												
		•												
	Resolution Code:		Remove Paper Jam											
	Resolution Code:		Cleaned and Tested											
FS-2100DN [KYOCERA]														
OSV-04184 sn:														
HP M452nw [HP]														
OSV-04235 sn:														
P-2135DN Printer [KYOCERA]														
OSV-04175 sn:														
P6130cdn [KYOCERA]		I			I				9.65	5 9.6	5 0.	7 10.	3	0
OSV-04292 sn:V5Q5901	1839								9.65					0
000-04202 311.000000	1000								0.00	0.0	0.	10.		
SC172267	7													
		TONER ISSUE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			10.	.3	0
	Assigns d Tart	David Drice		Danima	2010/02/04 00:22		0.05	Call Briads	Lliah					
	Assigned Tech:				2019/03/01 08:32	Response Hours:	9.65	Call Priority:		Parte Labor Traval Tage				
	Caller:	Rusty Mason		Dispatched:	2019/03/04 08:27	CM Response Hours:	9.65	DIII Code:	. Oov Copier iviaint incl	Parts Labor Travel Toner				
	Call Desc:	toner is stuck in the mad			2019/03/04 09:41	Travel Hours:	1.23							
		mac an leella nacall		Completed	2019/03/04 10:20	Repair Hours:	0.65							
						Resolution Hours:	10.3							
	ProblemCodes													
	Problem Code:	TONER PROBLEM												
	Resolution Code:	Replace F	Printer Toner Cartridge											
TOSHES5506ACT [Toshiba] OSV-04170 sn:CHHF10		Replace F	Printer Toner Cartridge						18.12 18.12					1

									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Back
												Time		
SC173128	3													
		Customer requests clea	aning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			(0
	Assissand Teah	Kaith Hannallina		Danainadi	2040/02/07 20-04	Danaga Hawa	40.00	Call Drianita	I Cale					
		: Keith Llewellyn : Rusty Mason			2019/03/07 09:04	Response Hours:	12.82	Call Priority:		Parts Labor Travel Toner				
	Callel	. Rusty Masori		Dispatcheu.	2019/03/08 13:13	CM Response Hours:		Biii Code.	OSV Copier iviairit irici	Faits Labor Traver Torier				
	Call Desc	feeding paper issues thi	inks it needs a cleaning as	Arrived:	2019/03/08 13:23	Travel Hours:	0.17							
		Wali harasaii i Wan fina	ar le nn ma nanae mn	Completed	2019/03/08 14:07	Repair Hours:	0.73		1-Need Parts					
						Resolution Hours:	0							
	ProblemCodes													
		JAMMING												
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cuntors	NEEDS DRUM	0 "	NI/A	0145			OT04070 COV.5					1
Cal	SC173485	Customer requests clea	aning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			()	1
	Assigned Tech	Keith Llewellyn		Received:	2019/03/08 15:15	Response Hours:	40.97	Call Priority:	N					
	Caller	Rusty Mason		Dispatched:	2019/05/23 10:18	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Dec	feeding paper issues this	inks it needs a cleaning as	A ==== == =1	2010/05/22 42-42	Travel Hours:	4.07							
	Call Desc	well hecasell Cvan tone			2019/05/23 12:10		1.87							
				рерапиге	2019/05/23 13:54	Repair Hours: Resolution Hours:	1.73							
						Nesolulion Hours:	U							
SC173485														
30173403	,													
	ProblemCodes													
		JAMMING												
		COPY QUALITY												
	Resolution Code:		Replaced Parts											
SC177840)													
Cal	SC177840	?Unknown Problem? [C	CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			1.33	3	0
	Assigned Teeb	Dovid Drice		Descived	2019/04/09 10:45	Deepense Heure	0.57	Call Driagity	N					
	Assigned Tech	: David Prior : Katie Lufkin			2019/04/09 10:45	Response Hours: CM Response Hours:	0.57 0.57	Call Priority:		Parts Labor Travel Toner				
	Callel	. Natie Luikiii		Dispatcheu.	2019/04/09 11.19	Civi Response nours.	0.57	Biii Code.	OSV Copier iviairit irici	Faits Labor Traver Torier				
	Call Desc			Arrived:	2019/04/09 11:19	Travel Hours:	0							
				Completed	2019/04/09 12:05	Repair Hours:	0.77							
						Resolution Hours:	1.33							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	B 1 :: 5 :		NO DE CO ESTUTE											
	Resolution Code:		NO PROB FOUND											
Ottor Vellov III 100/10 0007 5 1"	Resolution Code:		Cleaned and Tested			7								
Otter Valley UHSD#8 : 2997 Franklin			31.818%	22		I			9.13	3 7.05		2		1
CS 306ci [COPYSTAR]									9.13	7.05	1.:	2 3.2		1
OSV-04204 sn:														
OSV-04205 sn:V9W650	1647								4.37	7.05	5 0.	4 4.8	3	1
OOV-04200 SII.V9VV000	1041								4.37	7.00	0.	4.0		
SC174047	,													
		?Unknown Problem? [C	CMI	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			7.88	3	0
Cal			,									7.00		
		Brian Sheehan			2019/03/13 10:43	Response Hours:	7.05	Call Priority:						
	Caller	: Whitney Christie		Dispatched:	2019/03/14 09:16	CM Response Hours:	7.05	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	cannot reconnect to do	ogle cloudprint needs new	Arrived:	2019/03/14 09:16	Travel Hours:	0							
		firmware nerhane?			2019/03/14 10:06	Repair Hours:	0.83	Incompleted	3-TECH ASSIST					
				Completed	_0.000117 10.00	Nopuli Hours.	0.00	moompicted	0 12011/100101					

									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Ba
						Resolution Hours:	7.88			·		Time		
						Resolution Hours.	7.00							
	ProblemCodes	3												
	Problem Code:	NOT PRINTING												
	Resolution Code:		Firmware update											
Call	SC174207	?Unknown Problem? [C	M]	Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			1.73	3	1
	Assigned Tech	: Brian Sheehan		Received:	: 2019/03/14 11:10	Response Hours:	1.68	Call Priority:	down machine					
	Caller	: Whitney Christie		Dispatched:	: 2019/03/14 12:51	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: Teachers computer print	ts fine to the machine.	Arrived:	: 2019/03/14 12:51	Travel Hours:	0							
	- Can Desc	According to the teacher			2019/03/14 12:54	Repair Hours:	0.05							
				2 0 p a 1 t a 1 0	2010/00/1112:01	Resolution Hours:	1.73							
OSV-04206 sn:V9W650	1820								18.67	7	2.7	7 0.0		0
SC184468														
Call	SC184468	firmware upgrade [O]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			()	0
	Assigned Tech	: Jim Charuhas		Received:	: 2019/05/29 09:46	Response Hours:	18.67	Call Priority:	High					
	Caller	: Whitney Christie		Dispatched:	: 2019/05/31 10:25	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: Firmware Update Norti	h campus North Office	Arrived:	: 2019/05/31 11:26	Travel Hours:	1.02							
	- Can Boos				1 2019/05/31 14:08	Repair Hours:	2.7							
						Resolution Hours:	0							
	ProblemCodes	3												
	Problem Code:	NETWORK ERROR												
	Resolution Code:		ADJUSTED											
E-Studio 4505AC [Toshiba]														
OSV-04188 sn:														
E-Studio 6506AC [Toshiba]									6.39	6.11	1.0	5.8	3	2
OSV-04189 sn:														
OSV-04192 sn:CHHF10	675								6.39	6.11	1.0	5.8	3	2
00474040														
SC174049	SC174049	Multiple Problems [CM]		Call In SLA:	· No	SLA Response Hours:	4.00	Contract#	CT01276-OSV-03			8.48		0
Call												0.40		•
		: Brian Sheehan			2019/03/13 10:45	Response Hours:	7.93	Call Priority:		- · · · -				
	Caller	: Whitney Christie		Dispatched:	: 2019/03/14 10:11	CM Response Hours:	7.93	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	oise and jamming		Arrived:	: 2019/03/14 10:11	Travel Hours:	0							
				Completed	1 2019/03/14 10:44	Repair Hours:	0.55							
						Resolution Hours:	8.48							
	Problem Code:													
	Problem Code: Problem Code:	JAMMING NOISE												
	i iobieiii code:	NOIGE												
	Resolution Code:		Replaced Misc. Parts											
			,								-		-	
	Resolution Code:		Cleaned and Tested											
SC178785	Resolution Code:		Cleaned and Tested											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Cal
	Assigned Tech:	Jim Charuhas		Received:	2019/04/16 11:42	Response Hours:	11.02	Call Priority:	N				i	
	Caller:	Whitney Christie		Dispatched:	2019/04/17 14:13	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	0 11 5	"Dania dia Maintana ana " l	and address of a superbloom		0040/04/47 44 40	- · · · ·								
	Call Desc:	"Periodic Maintenance" b	but otherwise working.		2019/04/17 14:13	Travel Hours:	0							
				Completed	2019/04/17 14:24	Repair Hours:	0.18							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	ALERTS PROBLEM												
	Resolution Code:		MAINT CALL											
SC182353														
Call	SC182353	Multiple Problems [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			4.63	3	0
	Assissad Task	Hamild On days are		Destinat	0040/05/40 00 00	Decree and House	0.47	O-II Delecte	Marillan					
		Harold Santamore			2019/05/13 08:23	Response Hours:	3.17	Call Priority:						
	Caller:	Whitney Christie		Dispatched:	2019/05/13 09:47	CM Response Hours:	3.17	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Error code C4E2 and no	ise	Arrived:	2019/05/13 11:33	Travel Hours:	1.77							
					2019/05/13 13:01	Repair Hours:	1.47	Incompleted	1-Need Parts					
						Resolution Hours:	4.63	,,,,,,,						
							50							
	ProblemCodes													
		ERROR												
	Problem Code:	ERRUR												
	Decelotic C.		Ni											
	Resolution Code:	Maria Dalla COM	Needs parts						0724272 00442					
Call	SC182457	Multiple Problems [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			(9	1
	Assigned Tech:	Harold Santamore		Received:	2019/05/13 13:02	Response Hours:	1.57	Call Priority:	Medium					
	_	Whitney Christie			2019/05/14 09:37	CM Response Hours:				Parts Labor Travel Toner				
				·		·			•					
	Call Desc:	Error code C4E2 and no	ise	Arrived:	2019/05/14 11:10	Travel Hours:	1.55							
				Departure	2019/05/14 13:32	Repair Hours:	2.37							
						Resolution Hours:	9							
SC182457														
	ProblemCodes													
	Problem Code:	ERROR												
	Resolution Code:		REPL PARTS USED											
SC183016			TELET / ITTO GOLD											
		Paper Tray Issue [CM]		Call In SLA:	No	SI A Passance Hours	4.00	Controct	CT01276-OSV-03			6.97	7	0
Call	00 1030 10	. apor may issue [OIVI]		Gail III SLA:	INU	SLA Response Hours:	4.00	Contract#:	0101270-034-03			6.9		J
	Assigned Tech:	Harold Santamore		Received:	2019/05/16 12:50	Response Hours:	5.95	Call Priority:	High					
		Whitney Christie		Dispatched:	2019/05/17 08:40	CM Response Hours:	5.95			Parts Labor Travel Toner				
	Call Desc:	Now the bottom tray on t	he right will not lift or		2019/05/17 10:17	Travel Hours:	1.62							
				Completed	2019/05/17 11:18	Repair Hours:	1.02							
						Resolution Hours:	6.97							
	ProblemCodes													
	Problem Code:	ERROR												
	Resolution Code:		PROBLEM PAPER											
SC184958														
		Courtesy Call [CC]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	CT01276-OSV-03				0	0
Gali	20104000			Oall III SLA.	. 4/13	OLI (Nesponse Hours.	4.00	John aci#.	2101210 000300					J
	Assigned Tech:	Jim Charuhas		Received:	2019/06/03 08:03	Response Hours:	5.22	Call Priority:	N					
	Caller:	Whitney Christie		Dispatched:	2019/06/03 13:02	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Ordered Yellow toner this	•		2019/06/03 13:16	Travel Hours:	0.23							
				Completed	2019/06/03 14:24	Repair Hours:	1.13							
				Completed	2010/00/00 11.21	Resolution Hours:								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bac
0040504														
SC18591	all SC185915	TONER ISSUE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			8.3	7	0
Oa.		_		Call III SEA.	NO							0.5		
		: Jim Charuhas			2019/06/10 10:18	Response Hours:	7.4	Call Priority:						
	Caller	: Whitney Christie		Dispatched:	2019/06/11 08:24	CM Response Hours:	7.40	Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc		ading 0 there is some sort	Arrived:	2019/06/11 09:12	Travel Hours:	0.8							
		of concor iccup that noo	ade to he addressed	Completed	2019/06/11 10:10	Repair Hours:	0.97	Incompleted	2-FOLLOW UP					
						Resolution Hours:	8.37							
	ProblemCodes													
	Problem Code:	ALERTS PROBLEM												
	Resolution Code:		RESCH FOR SUPPL											
C:	all SC186125	TONER ISSUE [CM]	RESCH FOR SUPPL	Call In SLA:	N/Δ	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03				9	1
Od												•	S	'
		: Jim Charuhas			2019/06/11 10:12	Response Hours:	8.87	Call Priority:	-	_				
	Caller	: Whitney Christie		Dispatched:	2019/06/12 10:33	CM Response Hours:		Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc		ading 0 there is some sort	Arrived:	2019/06/12 10:34	Travel Hours:	0.02							
		of concor iccura that noo	ade to he addressed	Departure	2019/06/12 10:42	Repair Hours:	0.13							
						Resolution Hours:	9							
SC18612	25													
	ProblemCodes													
	Problem Code:	ALERTS PROBLEM												
	Resolution Code:		EVALUATION											
Studio 8508A [Toshiba]	resolution code.		LVALOATION						21.26	3.43	3 1.5	5 34.8	R 1	12
OSV-04190 sn:CIHF112	275								11.17					
									11.17	3.4	l .	1 2.3	9	1
									11.17	3.41	1.	1 2.9	9	1
									11.17	3.4	1.	1 2.3	9	1
SC17501	10								11.17	3.4	'.	1 2.3	9	1
SC17501	0 SC175010	Black Line On Image [C	cM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03	3.4	1.	1.11		0
SC17501	all SC175010		CM]						CT01276-OSV-03	3.4				
SC17501	Assigned Tech	Black Line On Image [C : Brian Sheehan : Amy Smith	CM]	Received:	Yes 2019/03/20 11:43 2019/03/20 11:53	SLA Response Hours: Response Hours: CM Response Hours:	4.00 0.18 0.18	Call Priority:	CT01276-OSV-03	Parts Labor Travel Toner				
SC17501	Assigned Tech Caller	: Brian Sheehan : Amy Smith	CM]	Received: Dispatched:	2019/03/20 11:43 2019/03/20 11:53	Response Hours: CM Response Hours:	0.18 0.18	Call Priority:	CT01276-OSV-03					
SC17501	Assigned Tech Caller	: Brian Sheehan	CM]	Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54	Response Hours: CM Response Hours: Travel Hours:	0.18 0.18 0.02	Call Priority:	CT01276-OSV-03					
SC17501	Assigned Tech Caller	: Brian Sheehan : Amy Smith	CM]	Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.18 0.18 0.02 1	Call Priority:	CT01276-OSV-03					
SC17501	Assigned Tech Caller	: Brian Sheehan : Amy Smith	CM]	Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54	Response Hours: CM Response Hours: Travel Hours:	0.18 0.18 0.02	Call Priority:	CT01276-OSV-03		1.			
SC17501	Assigned Tech Caller	: Brian Sheehan : Amy Smith	CM]	Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.18 0.18 0.02 1	Call Priority:	CT01276-OSV-03					
SC17501	Assigned Tech Caller	: Brian Sheehan :: Amy Smith :: black lines	EM]	Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.18 0.18 0.02 1	Call Priority:	CT01276-OSV-03					
SC17501	Assigned Tech Caller Call Desc	: Brian Sheehan :: Amy Smith :: black lines	CM]	Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.18 0.18 0.02 1	Call Priority:	CT01276-OSV-03					
SC17501	Assigned Tech Caller Call Desc ProblemCodes Problem Code:	: Brian Sheehan :: Amy Smith :: black lines	EM]	Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.18 0.18 0.02 1	Call Priority:	CT01276-OSV-03					
SC17501 Ca	Assigned Tech Caller Call Desc ProblemCodes Problem Code:	: Brian Sheehan :: Amy Smith :: black lines	CM]	Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54 2019/03/20 12:54	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.18 0.18 0.02 1	Call Priority: Bill Code:	CT01276-OSV-03				8	
SC17501 Ca	Assigned Tech Caller Call Desc ProblemCodes Problem Code: S7 all SC178667	ERROR CODE [CM]	:M]	Received: Dispatched: Arrived: Completed Call In SLA:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54 2019/03/20 12:54 Yes	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.18 0.18 0.02 1 1.18	Call Priority: Bill Code: Contract#:	CT01276-OSV-03 N OSV Copier Maint Incl I			1.18	8	0
SC17501 Ca	Assigned Tech Caller Call Desc ProblemCodes Problem Code: 67 all SC178667 Assigned Tech	: Brian Sheehan :: Amy Smith :: black lines		Received: Dispatched: Arrived: Completed Call In SLA: Received:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54 2019/03/20 12:54 Yes 2019/04/15 14:56	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours:	0.18 0.18 0.02 1 1.18 4.00 0.22	Call Priority: Bill Code: Contract#: Call Priority:	CT01276-OSV-03 N OSV Copier Maint Incl I	Parts Labor Travel Toner		1.18	8	0
SC17501 Ca	Assigned Tech Caller Call Desc ProblemCodes Problem Code: S7 Assigned Tech Caller Caller	E Brian Sheehan E Amy Smith E black lines LINES ERROR CODE [CM] E Brian Sheehan		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54 2019/03/20 12:54 Yes 2019/04/15 14:56 2019/04/15 15:09	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	0.18 0.18 0.02 1 1.18 4.00 0.22 0.22	Call Priority: Bill Code: Contract#: Call Priority:	CT01276-OSV-03 N OSV Copier Maint Incl I			1.18	8	0
SC17501 Ca	Assigned Tech Caller Call Desc ProblemCodes Problem Code: S7 Assigned Tech Caller Caller	ERROR CODE [CM] Brian Sheehan LINES		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54 2019/03/20 12:54 Yes 2019/04/15 14:56 2019/04/15 15:09 2019/04/15 15:09	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: Response Hours: CM Response Hours: Travel Hours:	0.18 0.18 0.02 1 1.18 4.00 0.22 0.22	Call Priority: Bill Code: Contract#: Call Priority:	CT01276-OSV-03 N OSV Copier Maint Incl I	Parts Labor Travel Toner		1.18	8	0
SC17501 Ca	Assigned Tech Caller Call Desc ProblemCodes Problem Code: S7 Assigned Tech Caller Caller	E Brian Sheehan E Amy Smith E black lines LINES ERROR CODE [CM] E Brian Sheehan		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54 2019/03/20 12:54 Yes 2019/04/15 14:56 2019/04/15 15:09	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Repair Hours:	0.18 0.18 0.02 1 1.18 4.00 0.22 0.22 0 0.88	Call Priority: Bill Code: Contract#: Call Priority:	CT01276-OSV-03 N OSV Copier Maint Incl I	Parts Labor Travel Toner		1.18	8	0
SC17501 Ca	Assigned Tech Caller Call Desc ProblemCodes Problem Code: S7 Assigned Tech Caller Caller	E Brian Sheehan E Amy Smith E black lines LINES ERROR CODE [CM] E Brian Sheehan		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54 2019/03/20 12:54 Yes 2019/04/15 14:56 2019/04/15 15:09 2019/04/15 15:09	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: Response Hours: CM Response Hours: Travel Hours:	0.18 0.18 0.02 1 1.18 4.00 0.22 0.22	Call Priority: Bill Code: Contract#: Call Priority:	CT01276-OSV-03 N OSV Copier Maint Incl I	Parts Labor Travel Toner		1.18	8	0
SC17501 Ca	Assigned Tech Caller Call Desc ProblemCodes Problem Code: S7 Assigned Tech Caller Caller	E Brian Sheehan E Amy Smith E black lines LINES ERROR CODE [CM] E Brian Sheehan		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54 2019/03/20 12:54 Yes 2019/04/15 14:56 2019/04/15 15:09 2019/04/15 15:09	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Repair Hours:	0.18 0.18 0.02 1 1.18 4.00 0.22 0.22 0 0.88	Call Priority: Bill Code: Contract#: Call Priority:	CT01276-OSV-03 N OSV Copier Maint Incl I	Parts Labor Travel Toner		1.18	8	0
SC17501 Ca	Assigned Tech Caller Call Desc ProblemCodes Problem Code: SC178667 Assigned Tech Caller Call Desc	E Brian Sheehan Amy Smith black lines LINES ERROR CODE [CM] Brian Sheehan machine down Error cod		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54 2019/03/20 12:54 Yes 2019/04/15 14:56 2019/04/15 15:09 2019/04/15 15:09	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Repair Hours:	0.18 0.18 0.02 1 1.18 4.00 0.22 0.22 0 0.88	Call Priority: Bill Code: Contract#: Call Priority:	CT01276-OSV-03 N OSV Copier Maint Incl I	Parts Labor Travel Toner		1.18	8	0
SC17501 Ca	Assigned Tech Caller Call Desc ProblemCodes Problem Code: S7 Assigned Tech Caller Caller	E Brian Sheehan Amy Smith black lines LINES ERROR CODE [CM] Brian Sheehan machine down Error cod		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54 2019/03/20 12:54 Yes 2019/04/15 14:56 2019/04/15 15:09 2019/04/15 15:09	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Repair Hours:	0.18 0.18 0.02 1 1.18 4.00 0.22 0.22 0 0.88	Call Priority: Bill Code: Contract#: Call Priority:	CT01276-OSV-03 N OSV Copier Maint Incl I	Parts Labor Travel Toner		1.18	8	0
SC17501 Ca	Assigned Tech Caller Call Desc ProblemCodes Problem Code: Call Desc Problem Code: Call Desc Problem Code: Call Desc Problem Code: Call Desc	E Brian Sheehan Amy Smith black lines LINES ERROR CODE [CM] Brian Sheehan machine down Error cod		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54 2019/03/20 12:54 Yes 2019/04/15 14:56 2019/04/15 15:09 2019/04/15 15:09	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Repair Hours:	0.18 0.18 0.02 1 1.18 4.00 0.22 0.22 0 0.88	Call Priority: Bill Code: Contract#: Call Priority:	CT01276-OSV-03 N OSV Copier Maint Incl I	Parts Labor Travel Toner		1.18	8	0
SC17501 Ca	Assigned Tech Caller Call Desc ProblemCodes Problem Code: Call Desc Problem Code: Call Desc Problem Code: Call Desc Problem Code: Call Desc	E Brian Sheehan Amy Smith black lines LINES ERROR CODE [CM] Brian Sheehan machine down Error cod Error Code		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/03/20 11:43 2019/03/20 11:53 2019/03/20 11:54 2019/03/20 12:54 Yes 2019/04/15 14:56 2019/04/15 15:09 2019/04/15 15:09	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Repair Hours:	0.18 0.18 0.02 1 1.18 4.00 0.22 0.22 0 0.88	Call Priority: Bill Code: Contract#: Call Priority:	CT01276-OSV-03 N OSV Copier Maint Incl I	Parts Labor Travel Toner		1.18	8	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Ba
Call	SC178784	ERROR CODE [CM]		Call In SLA: 1	No	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			Time 10.95	5	0
	Assigned Tech:				2019/04/16 11:40	Response Hours:	9.87	Call Priority:						
	Caller:	Whitney Christie		Dispatched: 2	2019/04/17 11:23	CM Response Hours:	9.87	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	C4E2 call for service		Arrived: 2	2019/04/17 13:02	Travel Hours:	1.65							
				Completed 2	2019/04/17 14:07	Repair Hours:	1.08							
						Resolution Hours:	10.95							
	ProblemCodes													
	Problem Code:	Evaluation												
	Resolution Code:		No Problem Found											
SC182175														
Call	SC182175	Lines on copy [O]		Call In SLA: 1	N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			()	0
	Assigned Tech:	lim Charubas		Possivod: 1	2019/05/09 15:28	Response Hours:	7.07	Call Priority:	∐igh					
	_				2019/05/09 15:26	CM Response Hours:	7.07			Parts Labor Travel Toner				
	Caller:	Whitney Christie		Dispatched: 2	20.19/03/10 11.33	Own Nesponse Hours:		Bill Code:	OOV Copiel Iviallit IIICI	i ano Labor Haver Foner				
	Call Desc:	lines on bottom of copies	3	Arrived: 2	2019/05/10 14:02	Travel Hours:	2.12							
				Completed 2	2019/05/10 15:27	Repair Hours:	1.42		1-Need Parts					
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		RESCH FOR PARTS											
Call	SC182326	Lines on copy [O]		Call In SLA: I	N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			()	1
	Assigned Tech:	Brian Sheehan		Received: 2	2019/05/10 15:28	Response Hours:	46.3	Call Priority:	High					
		Whitney Christie			2019/05/20 09:24	CM Response Hours:	.0.0			Parts Labor Travel Toner				
	Call Desc:	lines on bottom of copies	3		2019/05/20 10:46	Travel Hours:	1.37							
				Departure 2	2019/05/20 11:57	Repair Hours:	1.18							
						Resolution Hours:	0							
SC182326														
	5 11 0 1													
	ProblemCodes													
	Problem Code:	PARTS IN												
	Pagalutian Code:		Panlaged Mica, Darta											
SC186222	Resolution Code:		Replaced Misc. Parts											
			701 11		/es	SLA Response Hours:						4.45		0
Call	SC186222	COPY QUALITY POOR	ICMI	Call In SI A+ \			4.00	Contract#	CT01276-OS\/-03			4.4;		5
Call	SC186222	COPY QUALITY POOR	[СМ]	Call In SLA: \	100	SLA Response Hours.	4.00	Contract#:	CT01276-OSV-03					
Cali	SC186222 Assigned Tech:		[СМ]		2019/06/11 14:35	Response Hours:	4.00 3.35	Contract#: Call Priority:						
Call	Assigned Tech:		[CM]	Received: 2				Call Priority:	N	Parts Labor Travel Toner				
Call	Assigned Tech: Caller:	Jim Charuhas Whitney Christie		Received: 2	2019/06/11 14:35 2019/06/12 07:43	Response Hours: CM Response Hours:	3.35 3.35	Call Priority:	N	Parts Labor Travel Toner				
Call	Assigned Tech: Caller:	Jim Charuhas		Received: 2 Dispatched: 2 Arrived: 2	2019/06/11 14:35 2019/06/12 07:43 2019/06/12 09:26	Response Hours: CM Response Hours: Travel Hours:	3.35 3.35 1.72	Call Priority:	N	Parts Labor Travel Toner				
Call	Assigned Tech: Caller:	Jim Charuhas Whitney Christie		Received: 2 Dispatched: 2 Arrived: 2	2019/06/11 14:35 2019/06/12 07:43	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.35 3.35 1.72 1.1	Call Priority:	N	Parts Labor Travel Toner				
Call	Assigned Tech: Caller:	Jim Charuhas Whitney Christie		Received: 2 Dispatched: 2 Arrived: 2	2019/06/11 14:35 2019/06/12 07:43 2019/06/12 09:26	Response Hours: CM Response Hours: Travel Hours:	3.35 3.35 1.72	Call Priority:	N	Parts Labor Travel Toner				
Call	Assigned Tech: Caller:	Jim Charuhas Whitney Christie		Received: 2 Dispatched: 2 Arrived: 2	2019/06/11 14:35 2019/06/12 07:43 2019/06/12 09:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.35 3.35 1.72 1.1	Call Priority:	N	Parts Labor Travel Toner				
Call	Assigned Tech: Caller: Call Desc:	Jim Charuhas Whitney Christie Faded copies in the cent		Received: 2 Dispatched: 2 Arrived: 2	2019/06/11 14:35 2019/06/12 07:43 2019/06/12 09:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.35 3.35 1.72 1.1	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc: ProblemCodes	Jim Charuhas Whitney Christie Faded copies in the cent		Received: 2 Dispatched: 2 Arrived: 2	2019/06/11 14:35 2019/06/12 07:43 2019/06/12 09:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.35 3.35 1.72 1.1	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc: ProblemCodes	Jim Charuhas Whitney Christie Faded copies in the cent		Received: 2 Dispatched: 2 Arrived: 2	2019/06/11 14:35 2019/06/12 07:43 2019/06/12 09:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.35 3.35 1.72 1.1	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code:	Jim Charuhas Whitney Christie Faded copies in the cent	er	Received: 2 Dispatched: 2 Arrived: 2	2019/06/11 14:35 2019/06/12 07:43 2019/06/12 09:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.35 3.35 1.72 1.1	Call Priority:	N	Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	Jim Charuhas Whitney Christie Faded copies in the cent		Received: 2 Dispatched: 2 Arrived: 2	2019/06/11 14:35 2019/06/12 07:43 2019/06/12 09:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.35 3.35 1.72 1.1	Call Priority:	N OSV Copier Maint Incl		.8 1			2
	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	Jim Charuhas Whitney Christie Faded copies in the cent	er	Received: 2 Dispatched: 2 Arrived: 2	2019/06/11 14:35 2019/06/12 07:43 2019/06/12 09:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.35 3.35 1.72 1.1	Call Priority:	N		1.			2
	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	Jim Charuhas Whitney Christie Faded copies in the cent	er	Received: 2 Dispatched: 2 Arrived: 2	2019/06/11 14:35 2019/06/12 07:43 2019/06/12 09:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.35 3.35 1.72 1.1	Call Priority:	N OSV Copier Maint Incl		8 1.			2
OSV-04191 sn:CIHF1126	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	Jim Charuhas Whitney Christie Faded copies in the cent	er	Received: 2 Dispatched: 2 Arrived: 2	2019/06/11 14:35 2019/06/12 07:43 2019/06/12 09:26	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.35 3.35 1.72 1.1	Call Priority:	N OSV Copier Maint Incl		1.			2
OSV-04191 sn:CIHF1126 SC175039	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	Jim Charuhas Whitney Christie Faded copies in the cent	er	Received: 2 Dispatched: 2 Arrived: 2	2019/06/11 14:35 2019/06/12 07:43 2019/06/12 09:26 2019/06/12 10:32	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.35 3.35 1.72 1.1	Call Priority: Bill Code:	N OSV Copier Maint Incl		8 1.			2

Problem Control Resolution SC176539 Call SC176539 Assig Problem Control Resolution Call SC176619 Assig	Call Desc: li oblemCodes n Code: Lon Code: Signed Tech: E Caller: k Call Desc: C	INES ERROR CODE [CM]	Cleaned and Tested	Arrived: Completed Call In SLA: Received:		CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0 0.48 0	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner		Time		
Problem Control Resolution SC176539 Call SC176539 Assig Problem Control Resolution Call SC176619 Assig	oblemCodes n Code: In Cod	ERROR CODE [CM] Brian Sheehan tatie Davis	Cleaned and Tested	Call In SLA:	2019/03/20 14:19 Yes	Repair Hours: Resolution Hours:	0.48							
Problem Control Resolution SC176539 Call SC176539 Assig Problem Control Resolution Call SC176619 Assig	oblemCodes n Code: In Cod	ERROR CODE [CM] Brian Sheehan tatie Davis	Cleaned and Tested	Call In SLA:	2019/03/20 14:19 Yes	Repair Hours: Resolution Hours:	0.48							
Problem Control Resolution SC176539 Call SC176539 Assig Problem Control Resolution Call SC176619 Assig	on Code: Signed Tech: Caller: k Call Desc:	ERROR CODE [CM] Brian Sheehan catie Davis	Cleaned and Tested	Call In SLA:	Yes		0							
Problem Control Resolution SC176539 Call SC176539 Assig Problem Control Resolution Call SC176619 Assig	on Code: Signed Tech: Caller: k Call Desc:	ERROR CODE [CM] Brian Sheehan catie Davis	Cleaned and Tested	Received:		SLA Response Hours:								
Problem Control Resolution SC176539 Call SC176539 Assig Problem Control Resolution Call SC176619 Assig	on Code: Signed Tech: Caller: k Call Desc:	ERROR CODE [CM] Brian Sheehan catie Davis	Cleaned and Tested	Received:		SLA Response Hours:								
Problem Control Resolution SC176539 Call SC176539 Assig Problem Control Resolution Call SC176619 Assig	on Code: Signed Tech: Caller: k Call Desc:	ERROR CODE [CM] Brian Sheehan catie Davis	Cleaned and Tested	Received:		SLA Response Hours:								
Resolution SC176539 Call SC176539 Assig Problem Coll Resolution Call SC176619 Assig	on Code: 39 E signed Tech: E Caller: k Call Desc: E	ERROR CODE [CM] Brian Sheehan catie Davis	Cleaned and Tested	Received:		SLA Response Hours:								
SC176539 Call SC176539 Assig Problem Call Resolution Call SC176619 Assig	39 E signed Tech: E Caller: k Call Desc: E	ERROR CODE [CM] Brian Sheehan satie Davis	Cleaned and Tested	Received:		SLA Response Hours:								
SC176539 Call SC176539 Assig Problem Control Resolution Call SC176619 Assig	39 E signed Tech: E Caller: k Call Desc: E	ERROR CODE [CM] Brian Sheehan satie Davis	Cleaned and Tested	Received:		SLA Response Hours:								
Call SC176539 Assig Problem Control Resolution Call SC176619 Assig	signed Tech: E Caller: k Call Desc: CoblemCodes	Brian Sheehan atie Davis		Received:		SLA Response Hours:						1		
Problem Control Science Call Science Assignment of the Control Science Ass	signed Tech: E Caller: k Call Desc: CoblemCodes	Brian Sheehan atie Davis		Received:		SLA Response Hours:								
Problem Control Resolution Call SC176619 Assig	Caller: k Call Desc: Call Desc: oblemCodes	catie Davis			2010/04/04 00:00		4.00	Contract#:	CT01276-OSV-03			2.77		0
Problem Control Resolution Call SC176619 Assig	Caller: k Call Desc: Call Desc: oblemCodes	catie Davis			2019/04/01 08:08	Response Hours:	1.48	Call Priority:	N					
Problem Control Resolution Call SC176619 Assig	oblemCodes	Down with Error code			2019/04/01 09:36	CM Response Hours:	1.48			Parts Labor Travel Toner				
Problem Control Resolution Call SC176619 Assig	oblemCodes	Down with Error code							•					
Problem Control Resolution Call SC176619 Assig					2019/04/01 09:37	Travel Hours:	0.02							
Problem Control Resolution Call SC176619 Assig				Completed	2019/04/01 10:54	Repair Hours:	1.28	Incompleted	1-Need Parts					
Problem Control Resolution Call SC176619 Assig						Resolution Hours:	2.77							
Problem Control Resolution Call SC176619 Assig														
Problem Control Resolution Call SC176619 Assig														
Resolution Call SC176619 Assig	i Code.	Error Code												
Call SC176619 Assig		iioi code												
Call SC176619 Assig	on Code		Needs parts											
Assig		RROR CODE [CM]	recus parts	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			88.82	,	1
				Guii iii GEA.	4/74	OEXTROSPONSE FIGURE.						00.02		
	signed Tech: E				2019/04/01 10:59	Response Hours:	6.02	Call Priority:						
	Caller: k	atie Davis		Dispatched:	2019/04/15 13:41	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc: N	leeds wiring harness ar	nd mylars asap please.	Arrived:	2019/04/15 14:01	Travel Hours:	0.33							
	V	Viring harness # 61 R42	PQ68000 Mulare #		2019/04/15 14:48	Repair Hours:	0.78	Incompleted	1-Need Parts					
						Resolution Hours:	88.82							
Call SC178665	65 E	RROR CODE [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			24.52		1
Assic	signed Tech: E	Brian Sheehan		Received:	2019/04/15 14:50	Response Hours:	22.87	Call Priority:	N					
Assig	_	atie Davis			2019/04/18 10:17	CM Response Hours:	22.07			Parts Labor Travel Toner				
								2 0000	oor oopioi mami mon	and 2000 march 1000				
		Still waiting for wiring har	rness Needs wiring		2019/04/18 12:12	Travel Hours:	1.92							
				Departure	2019/04/18 13:51	Repair Hours:	1.65							
						Resolution Hours:	24.52							
20.720.4														
SC176619														
Deah	oblemCodes													
Problem C		MISC. PARTS												
1 TODIETI C	. 5546.													
Resolution	on Code:		Replaced Misc. Parts											
Resolution			Needs parts									-		+
SC178665			,											
Prob	oblemCodes													
Problem Co	Code:	MISC. CALL												
Resolution	on Code:		Repaired											
OSV-04203 sn:CIHF11282									31.65	4.45	5 1.9	54.3		9
SC163604														
Call SC163604	04 E	RROR CODE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			4.93	(0
Assic	oigned Table 5	Brian Sheehan		Received:	2019/01/02 11:51	Response Hours:	4.65	Call Priority	down machine					
, 10019	sidilea Lecu. F	Whitney Christie				CM Response Hours:	4.65		OSV Copier Maint Incl	Destated T				

	Call Descr	c482 message machine	is down	Arrived: 2019/01/03 07:23	Travel Hours:	1.5	Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call E
	Call Desc.			Completed 2019/01/03 08:17		0.28						
				2013/01/03 00:17	Resolution Hours:	4.93						
					Nosolution Hours.	4.50						
	ProblemCodes											
		Error Code										
	Resolution Code:		Replaced Misc. Parts									
SC16955	51											_
Ca	all SC169551	Paper Tray Issue [CM]		Call In SLA: No	SLA Response Hours:	4.00	Contract#: CT01276-OSV-03			5.38		0
	Assigned Tech:			Received: 2019/02/10 14:53	·	4.25	Call Priority: Assist	D T T				
	Caller:	Amy Smith		Dispatched: 2019/02/11 10:05	CM Response Hours:	4.25	Bill Code: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	has paper in trays 1 and		Arrived: 2019/02/11 12:15	Travel Hours:	2.17						
		having any at all Ma're	not cura why It coome	Completed 2019/02/11 13:23	Repair Hours:	1.13	Incompleted 7-Used Parts					
					Resolution Hours:	5.38						
	ProblemCodes											
	Problem Code:	MECHANICAL										
	Resolution Code:		Needs parts									
Ca	all SC169749	Paper Tray Issue [CM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01276-OSV-03			23.67		1
	Assigned Tech:	Brian Sheehan		Received: 2019/02/11 13:25	Response Hours:	0	Call Priority: N					
		Amy Smith		Dispatched: 2019/02/14 07:00	·		Bill Code: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Needs used cassette dri	ive assembly. They are	Arrived: 2019/02/14 08:00	Travel Hours:	1						
				Departure 2019/02/14 11:35	· ·	3.58	Incompleted 1-Need Parts					
					Resolution Hours:	23.67						
Ca	all SC170294	Paper Tray Issue [CM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01276-OSV-03			115.4		1
	Assigned Tech:	Brian Sheehan		Received: 2019/02/14 11:36	Response Hours:	63.17	Call Priority: N					
	Caller:	Amy Smith		Dispatched: 2019/03/05 12:13	CM Response Hours:		Bill Code: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Dagge	Needs a power supply	Noods used cassette	Arrived: 2010/02/05 11:40	Trough Hours	2.45						
	Call Desc:	drive accombly They are		Arrived: 2019/03/05 14:40 Departure 2019/03/05 16:43		1.83	Incompleted 3-TECH ASSIST					
				Departure 2019/03/03 16.43	Resolution Hours:	115.4	incompleted 3-1 ECH A33131					
					Resolution Hours.	115.4						
C	all SC172837	Paper Tray Issue [CM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01276-OSV-03			54.82		1
	a 00112001			Odii III OLA. IVA	OLA Nesponse Hours.	4.00	35/11/40tir. 31012/0-037-03			04.02		1
	Assigned Tech:	Brian Sheehan		Received: 2019/03/05 16:46		53.85	Call Priority: High					
	Caller:	Amy Smith		Dispatched: 2019/03/14 10:51	CM Response Hours:		Bill Code: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc.	Needs a power supply	Needs used cassette	Arrived: 2019/03/14 10:51	Travel Hours:	0						
	- Juli 2030.	drive assembly They are		Departure 2019/03/14 11:49		0.97	Incompleted 3-TECH ASSIST					
					Resolution Hours:	54.82						
					. 1555/dilott / Touro.	0 1.02						
Ca	all SC174248	Paper Tray Issue [CM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01276-OSV-03			34.02		1
										0 1.02		
	Assigned Tech:			Received: 2019/03/14 11:50	·	30.42	Call Priority: High					
	Caller:	Amy Smith		Dispatched: 2019/03/20 07:46	CM Response Hours:		Bill Code: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Needs a power supply		Arrived: 2019/03/20 08:15	Travel Hours:	0.48						
		drive accembly They are		Departure 2019/03/20 11:51		3.6	Incompleted 3-TECH ASSIST					
					Resolution Hours:	34.02						
Ca	all SC175013	Paper Tray Issue [CM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01276-OSV-03			5.25		1
	Assigned Tech:			Received: 2019/03/20 11:53	,	5.23	Call Priority: High					
	Caller:	Amy Smith		Dispatched: 2019/03/21 08:36	CM Response Hours:		Bill Code: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:		e PFC pwb. Service ticket	Arrived: 2019/03/21 08:37	Travel Hours:	0.02						
		# 107872 - Neede a now		Departure 2019/03/21 08:38		0.02	Incompleted 1-Need Parts					

					Resolution Hours:	5.25	R	esponse Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bad
					,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	0.20							
Call	SC175126	Paper Tray Issue [CM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: C	T01276-OSV-03			67.35		1
		: Brian Sheehan : Amy Smith		Received: 2019/03/21 08:30 Dispatched: 2019/04/01 15:04	·	45.55	Call Priority: N		Parts Labor Travel Toner				
			support said it's the PFC	Arrived: 2019/04/01 15:04		0	5 6 000. 6	ov copier maint mor	Tario Labor Traver Torici				
	Call Desc		92823 - Needs a nower	Departure 2019/04/01 16:4		1.43	Incompleted 1-	-Need Parts					
				,	Resolution Hours:	67.35							
Call	00470740	Paper Tray leave [CM]		Call la CLA, N/A	CI A Bassassa Hauss	4.00	Control of the C	T04070 OCV 00			444.0		4
Call	SC176746	Paper Tray Issue [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		T01276-OSV-03			144.3		1
	•	: Brian Sheehan : Amy Smith		Received: 2019/04/01 16:4 Dispatched: 2019/04/24 09:1:		1.17	Call Priority: N Bill Code: O		Parts Labor Travel Toner				
	Call Desc	: Needs lift motor - Tech	support said it's the PFC	Arrived: 2019/04/24 10:2	1 Travel Hours:	1.15							
			07873 - Noode a nower	Departure 2019/04/24 16:1		5.95	Incompleted E	nd of Day					
					Resolution Hours:	144.3							
Call	SC179986	Paper Tray Issue [CM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: C	T01276-OSV-03			14.68		1
		: Brian Sheehan		Received: 2019/04/24 16:1		12.72	Call Priority: H						
	_	: Amy Smith		Dispatched: 2019/04/26 10:2	·	12.72			Parts Labor Travel Toner				
	Call Desc		support said it's the PFC	Arrived: 2019/04/26 12:0	2 Travel Hours:	1.68							
		nuch Service ticket # 1	07873 - Naads a nower	Departure 2019/04/26 14:0	Repair Hours:	1.97	Incompleted 3-	-TECH ASSIST					
					Resolution Hours:	14.68							
Call	SC180334	Paper Tray Issue [CM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: C	T01276-OSV-03			127.13		1
- Cui													
	_	: Brian Sheehan : Amy Smith		Received: 2019/04/26 14:00 Dispatched: 2019/05/17 13:3	·	127.13	Call Priority: H Bill Code: O		Parts Labor Travel Toner				
			support said it's the PFC			0							
	Call Desc		02823 - Needs a nower	Arrived: 2019/05/17 13:3 Departure 2019/05/17 13:3		0							
					Resolution Hours:	127.13							
SC169749													
	ProblemCodes	3											
	Problem Code:	PARTS IN											
	Resolution Code:		Needs parts Electrical Problem										
SC170294	resolution code.		Electrical Frediction										
	ProblemCodes												
	Problem Code:	PARTS IN											
	Resolution Code:		RESCH FOR PARTS										
SC172837											1		
	ProblemCodes												
		PARTS IN											
	Resolution Code:		RESCH T/A										
	Resolution Code:		Replaced Misc. Parts										
SC174248													
	ProblemCodes	S											
	Problem Code:	W/FEED FROM CA	S										
	Developing Co.		DE0011 502 2:252										
	Resolution Code:		RESCH FOR PARTS										

						Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bac
									Time		
	ProblemCode										
	Problem Code:	PARTS IN									
	Resolution Code:		Replaced Misc. Parts								
	Resolution Code:		Needs parts								
SC176746	6										
	ProblemCode										
	Problem Code:	PARTS IN									
	D 1 0 1										
SC179986	Resolution Code:		Replaced Misc. Parts								
30179900	0										
	ProblemCode	s									
	Problem Code:	PARTS IN									
	Resolution Code:		Replaced Misc. Parts								
FS-2100DN [KYOCERA]											
OSV-04185 sn:											
OSV-04186 sn:											
001/04407											
OSV-04187 sn:											
OSV-04193 sn:											
001 04100 011.											
OSV-04194 sn:											
OSV-04195 sn:											
OSV-04201 sn:											
061/ 04045											
OSV-04215 sn:											
HP M452nw [HP]											
OSV-04228 sn:											
P-2135DN Printer [KYOCERA]						8.8	4 8.	84 0.7	9.	6	0
OSV-04196 sn:											
OSV-04207 sn:											
001/04000											
OSV-04208 sn:											
OSV-04209 sn:LVK6848	3774					3.9	8 3	98 0.8	4.	8	0
OUT O ILOU GIREVINOUTO						3.0			1		

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call B
Cal	II SC187336	Multiple Problems [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			Time 4.78	8	0
	Assigned Tech:	lim Charubas		Pagairad:	2019/06/20 08:58	Response Hours:	3.98	Call Priority:	Modium					
		Whitney Christie			2019/06/20 10:52	CM Response Hours:	3.98			Parts Labor Travel Toner				
	Call Desc:	Started with a jam but I an	m unable to get the		2019/06/20 12:57 2019/06/20 13:45	Travel Hours: Repair Hours:	2.08							
				Completed	2013/00/20 13.43	Resolution Hours:	4.78							
						133333333333								
	ProblemCodes													
	Problem Code:	ALERTS PROBLEM												
	Decelution Code		AD HICTED											
OSV-04210 sn:	Resolution Code:		ADJUSTED											
037-04210 311.														
OSV-04211 sn:														
OSV-04212 sn:														
OSV-04213 sn:														
OSV-04214 sn:														
OSV-04216 sn:														
03V-04210 SII.														
OSV-04217 sn:LVK6849	9371								6.00	6.0	0.3	6.3	3	0
0040040	2													
SC183433		ERROR CODE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	CT01276-OSV-03			6.3	3	0
Juli												0.0	o	
	Assigned Tech:	Jim Charuhas		Received:	2019/05/20 15:42	Response Hours:	6	Call Priority:	N					
	Callani			Diametakask			0.00	DIII Cada	OCV/ Continu Maint In al					
	Caller:	Whitney Christie		Dispatched:	2019/05/21 15.01	CM Response Hours:	6.00	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:		"4200:0009549".	Arrived:	2019/05/21 13:12	Travel Hours:	0.18	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Whitney Christie Call Service" with number '	"4200:0009549".	Arrived:		Travel Hours: Repair Hours:	0.18 0.3	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Whitney Christie Call Service" with number '	"4200:0009549".	Arrived:	2019/05/21 13:12	Travel Hours:	0.18	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Whitney Christie Call Service" with number '	"4200:0009549".	Arrived:	2019/05/21 13:12	Travel Hours: Repair Hours:	0.18 0.3	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Whitney Christie Call Service" with number to Currently will not print	"4200:0009549".	Arrived:	2019/05/21 13:12	Travel Hours: Repair Hours:	0.18 0.3	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Whitney Christie Call Service" with number to Currently will not print	"4200:0009549".	Arrived:	2019/05/21 13:12	Travel Hours: Repair Hours:	0.18 0.3	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	ProblemCodes Problem Code:	Whitney Christie Call Service" with number ' Currently will not print		Arrived:	2019/05/21 13:12	Travel Hours: Repair Hours:	0.18 0.3	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Whitney Christie Call Service" with number ' Currently will not print	phone fix	Arrived:	2019/05/21 13:12	Travel Hours: Repair Hours:	0.18 0.3	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
OSV-04218 sn:	ProblemCodes Problem Code:	Whitney Christie Call Service" with number ' Currently will not print		Arrived:	2019/05/21 13:12	Travel Hours: Repair Hours:	0.18 0.3	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	ProblemCodes Problem Code:	Whitney Christie Call Service" with number ' Currently will not print		Arrived:	2019/05/21 13:12	Travel Hours: Repair Hours:	0.18 0.3	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	ProblemCodes Problem Code:	Whitney Christie Call Service" with number ' Currently will not print		Arrived:	2019/05/21 13:12	Travel Hours: Repair Hours:	0.18 0.3	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
OSV-04218 sn:	ProblemCodes Problem Code:	Whitney Christie Call Service" with number ' Currently will not print		Arrived:	2019/05/21 13:12	Travel Hours: Repair Hours:	0.18 0.3	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
OSV-04218 sn: OSV-04219 sn:	ProblemCodes Problem Code: Resolution Code:	Whitney Christie Call Service" with number ' Currently will not print		Arrived:	2019/05/21 13:12	Travel Hours: Repair Hours:	0.18 0.3	Bill Code:						
OSV-04218 sn:	ProblemCodes Problem Code: Resolution Code:	Whitney Christie Call Service" with number ' Currently will not print		Arrived:	2019/05/21 13:12	Travel Hours: Repair Hours:	0.18 0.3	Bill Code:	OSV Copier Maint Incl		8 0.6	5 12.3	3	0
OSV-04218 sn: OSV-04219 sn:	ProblemCodes Problem Code: Resolution Code:	Whitney Christie Call Service" with number ' Currently will not print		Arrived:	2019/05/21 13:12	Travel Hours: Repair Hours:	0.18 0.3	Bill Code:			8 0.6	12.3	3	0
OSV-04218 sn: OSV-04219 sn: OSV-04220 sn:LVK6849	ProblemCodes Problem Code: Resolution Code:	Whitney Christie Call Service" with number ' Currently will not print		Arrived:	2019/05/21 13:12	Travel Hours: Repair Hours:	0.18 0.3	Bill Code:			8 0.6	12.3	3	0
OSV-04218 sn: OSV-04219 sn: OSV-04220 sn:LVK6849	ProblemCodes Problem Code: Resolution Code:	Whitney Christie Call Service" with number ' Currently will not print		Arrived:	2019/05/21 13:12 2019/05/21 13:30	Travel Hours: Repair Hours:	0.18 0.3				8 0.6	12.3		0

						211 =			Response Hours	CMResponse Hours		Resolution Time	Rescheduled	Cal
	Caller:	Whitney Christie		Dispatched:	2019/02/11 13:26	CM Response Hours:	18.58	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Having drawer issues an	nd the door wont close .	Arrived:	2019/02/11 13:27	Travel Hours:	0.02							
		Callad laft massaga		Completed	2019/02/11 13:52	Repair Hours:	0.42							
						Resolution Hours:	19							
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Repaired											
SC178786														
Call	SC178786	Paper Tray Issue [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			11.52	2	0
	Assigned Tech:	.lim Charuhas		Received:	2019/04/16 11:44	Response Hours:	11.18	Call Priority:	High					
	_	Whitney Christie			2019/04/17 14:25	CM Response Hours:	11.18			Parts Labor Travel Toner				
	Cullot.	Williams Stringer		Diopatorioa.	2010/01/11 11:20	Civi redopondo ribuio.	11110	D C Cuc.	COV Copioi Maint inoi	Tario Labor Travol Torior				
	Call Desc:	Now none of the drawers	s are working. Possibly		2019/04/17 14:25	Travel Hours:	0							
		anni III		Completed	2019/04/17 14:45	Repair Hours:	0.33							
						Resolution Hours:	11.52							
	ProblemCodes													
	Problem Code:	MECHANICAL												
	Resolution Code:		NO PROB FOUND											
SC182242														
Call	SC182242	Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			6.2	7	0
	Assigned Tech:	Jim Charuhas		Received:	2019/05/10 10:14	Response Hours:	5.27	Call Priority:	Medium					
	Caller:	Whitney Christie		Dispatched:	2019/05/10 15:30	CM Response Hours:	5.27	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	JAMMING			2019/05/10 15:30	Travel Hours:	0							
				Completed	2019/05/10 16:45	Repair Hours:	1							
						Resolution Hours:	6.27							
	Dualda va Carda a													
	ProblemCodes Problem Code:	JAMMING												
	Problem Code.	JAMMING												
	Resolution Code:		ADJUSTED											4
OSV-04221 sn:	Resolution Code.		ADJUSTED											
037-04221 511.														
														4
OSV-04222 sn:														
00V-04ZZZ SII.														
OSV-04223 sn:LVK6848	777								5.3	7 5.3	7 2.0	7.:	3	0
00 0 1220 3H.EVIX0040									0.0	0.0	2.0	7.		
SC179372														
		Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	CT01276-OSV-03			7.33	3	0
Jan												7.0		
	Assigned Tech:				2019/04/22 09:10	Response Hours:	5.37	Call Priority:						
	Caller:	Whitney Christie		Dispatched:	2019/04/22 12:45	CM Response Hours:	5.37	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	jaming in drum unit pleas	se ask for Anne or Carlo	Arrived	2019/04/22 14:32	Travel Hours:	1.78							
	23 2 000.	to get into building			2019/04/22 17:01	Repair Hours:	1.97							
				75.50		Resolution Hours:	7.33							
	ProblemCodes													
		JAMMING												

001/04004	704								11.52	11.52		Time 11.7	
OSV-04224 sn:LVK6848	781								11.52	11.52	0.2	11.7	0
SC178789													
		Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	: CT01276-OSV-03			11.67	0
Call	30170709	Janning [Civi]		Call III SLA.	. INO	SLA Response nours.	4.00	Contract#.	. 0101276-034-03			11.07	U
	Assigned Tech:	Jim Charuhas		Received:	2019/04/16 11:45	Response Hours:	11.52	Call Priority	: Medium				
	Caller	: Whitney Christie		Dispatched:	2019/04/17 14:45	CM Response Hours:	11.52	Bill Code:	: OSV Copier Maint Incl P	arts Labor Travel Toner			
	Call Desc	Jams needs rollers cle	eaned	Arrived:	2019/04/17 14:46	Travel Hours:	0.02						
	- Can Dood		54.154		2019/04/17 14:55	Repair Hours:	0.15						
				Completed	2013/04/17 14:30	Resolution Hours:	11.67						
						Troordion Froure.	11.07						
	ProblemCodes												
		JAMMING											
	Resolution Code:		Cleaning										
OSV-04225 sn:													
OSV-04227 sn:													
OSV-04229 sn:													
odn [KYOCERA]									7.93	8.42	1.4	20.5	1
OSV-04202 sn:V5Q5901	812								4.70	4.70	1.1	5.8	0
SC170214													
Call	SC170214	Streaks [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	: CT01276-OSV-03			4.53	0
	Assigned Tech:	: Brian Sheehan		Received:	2019/02/13 17:00	Response Hours:	3.62	Call Priority	: Assist				
	Caller	: Whitney Christie		Dispatched:	2019/02/14 11:37	CM Response Hours:	3.62		: OSV Copier Maint Incl P	arts Labor Travel Toner			
	0 " 5	04000 haara wallawa ata	and down the middle of		0040/00/4444								
	Call Desc	names I'd tried to clea	eak down the middle of		2019/02/14 11:37	Travel Hours:	0						
				Completed	2019/02/14 12:32	Repair Hours: Resolution Hours:	0.92 4.53						
						Resolution Hours.	4.53						
	ProblemCodes												
		LINES											
	Resolution Code:		Cleaned and Tested										
SC174048			2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2										
		Streaks [CM]		Call In SLA:	: No	SLA Response Hours:	4.00	Contract#	: CT01276-OSV-03			7.02	0
		Brian Sheehan			2019/03/13 10:44	Response Hours:	5.77	Call Priority					
	Caller	: Whitney Christie		Dispatched:	2019/03/14 07:50	CM Response Hours:	5.77	Bill Code:	: OSV Copier Maint Incl P	arts Labor Travel Toner			
	Call Desc	Yellow streak down pa		Arrived:	2019/03/14 07:56	Travel Hours:	0.1						
		counte weeks earlier a	and Rrian thought if it	Completed	2019/03/14 09:15	Repair Hours:	1.25						
						Resolution Hours:	7.02						
	ProblemCodes												
	Problem Code:	LINES											
	İ												
	Resolution Code:		Replaced Misc. Parts										
			Replaced Misc. Parts						11.16	15.88	1.7	35.1	1

								Response Ho	urs CMResponse Hours	Repair Hours		Rescheduled	Call Bac
SC180340	10										Time		
	all SC180340	Multiple Problems [CM]		Call In SLA:	: No	SLA Response Hours:	4.00	Contract#: CT01276-OS	/-03		17.73	3	0
	Assigned Tech	n: Jim Charuhas		Pacaivad	2019/04/26 14:09	Response Hours:	15.88	Call Priority: Medium					
		r: Whitney Christie			2019/04/30 12:10	CM Response Hours:	15.88		aint Incl Parts Labor Travel Tone	ır			
		: ultiple issue- yellow strea	ke call for convice			Travel Hours:		·					
	Call Desc	; ultiple issue- yellow strea	ks call for service		2019/04/30 13:02	Repair Hours:	0.87 1.85	Incompleted 1-Need Parts					
						Resolution Hours:	17.73						
	ProblemCode												
	Problem Code:	COPY QUALITY											
	Resolution Code:		NEEDS DRUM										
Са	all SC180783	Multiple Problems [CM]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#: CT01276-OS	/-03		52.52	2	1
	Assigned Tech	n: Jim Charuhas		Received:	2019/04/30 14:59	Response Hours:	6.43	Call Priority: Medium					
		r: Whitney Christie			2019/05/08 13:19	CM Response Hours:			aint Incl Parts Labor Travel Tone	ır			
	Call Desc	: ultiple issue- yellow strea	ks call for service	Arrived:	2019/05/08 14:59	Travel Hours:	1.67						
	Can Desc	, ample locae yellow strea	Departure 2019/05/08 16:58		Repair Hours:	1.52							
				·		Resolution Hours:	52.52						
SC180783	33												
	ProblemCode	9											
	Problem Code:	COPY QUALITY											
	Resolution Code:		REPL DR BL										
nd Northeast Supervisory Union			#DIV/0!	0		0							
E-Studio 4508A [Toshiba] OSV-04103 sn:													
03V-04103 Sil.													
OSV-04164 sn:													
E-Studio 6506AC [Toshiba]									2.28	0.	7 0.0		0
OSV-04290 sn:CHHF10	0690								2.28	0.7	0.0		0
SC175414													
	all SC175414	Door wont close [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#: CT01276-OS	/-03		()	0
											·		
	Assigned Tech				2019/03/22 11:31	Response Hours: CM Response Hours:	2.28	Call Priority: Low	aint Incl Parts Labor Travel Tone	ır			
	Caller: Judy Kilpeck		Dispatched: 2019/03/22 12:14		OW Response Hours.		Bill Code. Cov Copiel IV	ant more and Labor Traver Fond					
		can not close the drawer			2019/03/22 13:48	Travel Hours:	1.57						
					2019/03/22 13:48	Repair Hours:	1.57 0.73						
							0.73						
	Call Desc	there is comething in the				Repair Hours:	0.73						
	Call Desc	there is comething in the				Repair Hours:	0.73						
	Call Desc	there is comething in the				Repair Hours:	0.73						
	Call Desc	there is something in the				Repair Hours:	0.73						
	ProblemCode Problem Code:	there is something in the	way it come			Repair Hours:	0.73						
	ProblemCode Problem Code: Resolution Code:	there is something in the	Cleaned and Tested			Repair Hours:	0.73						
M604dn [Hewlett Packard] OSV-04165 sn:	ProblemCode Problem Code: Resolution Code:	there is something in the	Cleaned and Tested			Repair Hours:	0.73						
	ProblemCode Problem Code: Resolution Code:	there is something in the	Cleaned and Tested			Repair Hours:	0.73						
	ProblemCode Problem Code: Resolution Code: Resolution Code:	there is something in the	Cleaned and Tested			Repair Hours:	0.73						

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
												Time		
Sudbury Country School : 31			#DIV/0!	0		0								
E-Studio 4505AC [Toshiba]									0.49	5	0.0	0.0)	0
OSV-04285 sn:CFHF505	65								0.49	5	0.0	0.0	0	0
SC181644														
Call	SC181644	waste toner bottle [CC]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contra	act#: CT01276-OSV-03			(0	0
	Assigned Tech:	: Harold Santamore		Received:	2019/05/07 10:19	Response Hours:	0.45	Call Prio	prity: N					
		: Calli Thomas			2019/05/07 10:46	CM Response Hours:			ode: OSV Copier Maint Incl	Parts Labor Travel Toner				
									·					
	Call Desc:	cant find the waste toner	bottle in the machine to		2019/05/07 10:46	Travel Hours:	0							
				Completed	2019/05/07 10:48	Repair Hours:	0.03							
						Resolution Hours:	0							
	Duckleys Codes													
	Problem Code:	SUPPLY DOWN												
	Problem Code:	SUPPLY DOWN												
	Resolution Code:		Remote/Phone Fix											
P-2135DN Printer [KYOCERA]	Resolution Code.		Remote/Filone Fix											
OSV-04284 sn:														
USV-04204 SII.														
Whiting School: 87 South Main Street			#DIV/0!	0		0								
E-Studio 4505AC [Toshiba]														
OSV-04163 sn:														
20. 21.00 3														
P-2135DN Printer [KYOCERA]														
OSV-04286 sn:														
Total									12.82	6.8	34 111.24	1203.48	3 2	4

Response Hours CMResponse Hours Repair Hours Resolution Rescheduled Call Back Time

(No Survey Responses For Period)