

Customer Service History Report

Status of Data	8/23/2019
Sold To	VLACS
Month (MM/YYYY)	JUL 2018 - JUNE 2019

SPC Evaluation Report

Your copier is doing very well. It appears that the two service calls were preventative maintenance calls and therefore did not result in significant down time.

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume
VLACS	30 Linden Street	Exeter NH	BIZ364E	A61F011020750	Black Photocopier	2	33,450	0.0	0.1	100.00 %	665
TOTALS & AVERAGES						2	33,450	0.0	0.1	100.00 %	665

- This color represents TOTALS in these columns
- This color represents totals and averages for a MODEL of machine
- This color represents totals and averages for all equipment.
- This color represents potential problem areas

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