



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

KONICA MINOLTA

Customer Service History Report

Status of Data

7/15/2020

Sold To

VLACS

Month (MM/YYYY)

JUL 2019 - JUNE 2020

SPC Evaluation Report

Your copier continues to run very well. There were no service calls for the school year, therefore there was no down time. Overall this copier has had a total of six service calls since installation 10/28/2015.

Building	Room	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM	Avg Response Time#	Tot Hrs Down#	Uptime %	Avg Mthly Volume	Model Intro Date	Model Age as of 6/30/20 (years)
VLACS	Main Office	BIZ364E	A61F011020750	Black Photocopier	0	0	0.0	0.0	100.00 %	5,051	11/2013	6.50
TOTALS & AVERAGES					0	0	0.0	0.0	100.00 %	5,051		

This color represents TOTALS in these columns

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

SPC's Bid Specs require vendor to arrive within 4 hours; however, each vendor calculates these figures differently