



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

KONICA MINOLTA

Customer Service History Report

Status of Data 2/1/2019

Sold To VLACS
Month (MM/YYYY) JUL 2017 - JUNE 2018

SPC Evaluation Report

Your copier is doing very well, though we are disappointed that the one service call you had all fiscal year resulted in a 5.7 hour response time in comparison to the four-hour average response time outlined in your contract. We will address that with the vendor to see if that can be improved. No other problem areas were identified.

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	1	48,950	5.7	7.0	99.69 %	1,926
TOTALS & AVERAGES						1	48,950	5.7	7.0	99.69 %	1,926

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