

# Ticket Activity

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1-12

**Assigned To:** Curbough, Joan  
**Completed By:** Curbough, Joan  
**Status:** Closed

**Assigned Date/Time:** 5/11/2003 9:15:31AM  
**Completed Date/Time:** 5/11/2003 10:55:02AM  
**Urgency:** Low

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| 1 | Timed                       |                     |  | Rate: | Units | Elapsed Units | Minutes |
|---|-----------------------------|---------------------|--|-------|-------|---------------|---------|
|   | <b>Received Date/Time:</b>  | 5/10/2003 2:15:00PM |  | 0.00  | 75.00 | 1.25          | 75.00   |
|   | <b>Completed Date/Time:</b> | 5/10/2003 3:30:00PM |  |       |       |               |         |
|   | <b>Charge Type:</b>         |                     |  |       |       |               |         |
|   | <b>Parts:</b>               |                     |  |       |       |               |         |
|   | <b>Total Labor:</b>         | \$0.00              |  |       |       |               |         |
|   | <b>Total Parts:</b>         | \$0.00              |  |       |       |               |         |
|   | <b>Total Fee:</b>           | \$0.00              |  |       |       |               |         |

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| 2 | Timed                       |                      |  | Rate: | Units | Elapsed Units | Minutes |
|---|-----------------------------|----------------------|--|-------|-------|---------------|---------|
|   | <b>Received Date/Time:</b>  | 5/11/2003 10:45:00AM |  | 0.00  | 5.00  | 0.08          | 5.00    |
|   | <b>Completed Date/Time:</b> | 5/11/2003 10:50:00AM |  |       |       |               |         |
|   | <b>Charge Type:</b>         | No Charge            |  |       |       |               |         |
|   | <b>Parts:</b>               |                      |  |       |       |               |         |
|   | <b>Total Labor:</b>         | \$0.00               |  |       |       |               |         |
|   | <b>Total Parts:</b>         | \$0.00               |  |       |       |               |         |
|   | <b>Total Fee:</b>           | \$0.00               |  |       |       |               |         |

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**Elapsed Time for Ticket 1-12 : 80.00**

# Ticket Activity

1-14

**Assigned To:** Curbough, Joan  
**Completed By:**  
**Status:** In Process

**Assigned Date/Time:** 5/14/2003 1:15:00PM  
**Completed Date/Time:**  
**Urgency:** Medium

|          |                             |                     |  | <b>Rate:</b> | <b>Units</b> | <b>Elapsed Units</b> | <b>Minutes</b> |
|----------|-----------------------------|---------------------|--|--------------|--------------|----------------------|----------------|
| <b>1</b> | <b>On-Site</b>              |                     |  |              |              |                      |                |
|          | <b>Received Date/Time:</b>  | 5/15/2003 8:00:00AM |  | 125.00       | 555.00       | 9.25                 | 555.00         |
|          | <b>Completed Date/Time:</b> | 5/15/2003 5:15:00PM |  |              |              |                      |                |
|          | <b>Charge Type:</b>         | Network Services    |  |              |              |                      |                |
|          | <b>Parts:</b>               |                     |  |              |              |                      |                |
|          | <b>Total Labor:</b>         | \$1,156.25          |  |              |              |                      |                |
|          | <b>Total Parts:</b>         | \$0.00              |  |              |              |                      |                |
|          | <b>Total Fee:</b>           | \$1,156.25          |  |              |              |                      |                |
| <hr/>    |                             |                     |  |              |              |                      |                |
| <b>2</b> | <b>On-Site</b>              |                     |  |              |              |                      |                |
|          | <b>Received Date/Time:</b>  | 5/22/2003 8:15:00AM |  | 125.00       | 495.00       | 8.25                 | 495.00         |
|          | <b>Completed Date/Time:</b> | 5/22/2003 4:30:00PM |  |              |              |                      |                |
|          | <b>Charge Type:</b>         | Network Services    |  |              |              |                      |                |
|          | <b>Parts:</b>               |                     |  |              |              |                      |                |
|          | <b>Total Labor:</b>         | \$1,031.25          |  |              |              |                      |                |
|          | <b>Total Parts:</b>         | \$0.00              |  |              |              |                      |                |
|          | <b>Total Fee:</b>           | \$1,031.25          |  |              |              |                      |                |
| <hr/>    |                             |                     |  |              |              |                      |                |
| <b>3</b> | <b>On-Site</b>              |                     |  |              |              |                      |                |
|          | <b>Received Date/Time:</b>  | 5/29/2003 8:15:00AM |  | 125.00       | 510.00       | 8.50                 | 510.00         |
|          | <b>Completed Date/Time:</b> | 5/29/2003 4:45:00PM |  |              |              |                      |                |
|          | <b>Charge Type:</b>         | Network Services    |  |              |              |                      |                |
|          | <b>Parts:</b>               |                     |  |              |              |                      |                |
|          | <b>Total Labor:</b>         | \$1,062.50          |  |              |              |                      |                |
|          | <b>Total Parts:</b>         | \$0.00              |  |              |              |                      |                |
|          | <b>Total Fee:</b>           | \$1,062.50          |  |              |              |                      |                |
| <hr/>    |                             |                     |  |              |              |                      |                |
| <b>4</b> | <b>On-Site</b>              |                     |  |              |              |                      |                |
|          | <b>Received Date/Time:</b>  | 6/5/2003 8:30:00AM  |  | 125.00       | 480.00       | 8.00                 | 480.00         |
|          | <b>Completed Date/Time:</b> | 6/5/2003 4:30:00PM  |  |              |              |                      |                |
|          | <b>Charge Type:</b>         | Network Services    |  |              |              |                      |                |
|          | <b>Parts:</b>               |                     |  |              |              |                      |                |
|          | <b>Total Labor:</b>         | \$1,000.00          |  |              |              |                      |                |
|          | <b>Total Parts:</b>         | \$0.00              |  |              |              |                      |                |
|          | <b>Total Fee:</b>           | \$1,000.00          |  |              |              |                      |                |

# Ticket Activity

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|          |                             |                     |              |              |                      |                |
|----------|-----------------------------|---------------------|--------------|--------------|----------------------|----------------|
| <b>5</b> | <b>On-Site</b>              |                     | <b>Rate:</b> | <b>Units</b> | <b>Elapsed Units</b> | <b>Minutes</b> |
|          | <b>Received Date/Time:</b>  | 6/12/2003 8:30:00AM | 125.00       | 525.00       | 8.75                 | 525.00         |
|          | <b>Completed Date/Time:</b> | 6/12/2003 5:15:00PM |              |              |                      |                |
|          | <b>Charge Type:</b>         | Network Services    |              |              |                      |                |
|          | <b>Parts:</b>               |                     |              |              |                      |                |
|          | <b>Total Labor:</b>         | \$1,093.75          |              |              |                      |                |
|          | <b>Total Parts:</b>         | \$0.00              |              |              |                      |                |
|          | <b>Total Fee:</b>           | \$1,093.75          |              |              |                      |                |

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|          |                             |                      |              |              |                      |                |
|----------|-----------------------------|----------------------|--------------|--------------|----------------------|----------------|
| <b>6</b> | <b>On-Site</b>              |                      | <b>Rate:</b> | <b>Units</b> | <b>Elapsed Units</b> | <b>Minutes</b> |
|          | <b>Received Date/Time:</b>  | 6/19/2003 10:15:00AM | 125.00       | 525.00       | 8.75                 | 525.00         |
|          | <b>Completed Date/Time:</b> | 6/19/2003 7:00:00PM  |              |              |                      |                |
|          | <b>Charge Type:</b>         | Network Services     |              |              |                      |                |
|          | <b>Parts:</b>               |                      |              |              |                      |                |
|          | <b>Total Labor:</b>         | \$1,093.75           |              |              |                      |                |
|          | <b>Total Parts:</b>         | \$0.00               |              |              |                      |                |
|          | <b>Total Fee:</b>           | \$1,093.75           |              |              |                      |                |

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|          |                             |                     |              |              |                      |                |
|----------|-----------------------------|---------------------|--------------|--------------|----------------------|----------------|
| <b>7</b> | <b>On-Site</b>              |                     | <b>Rate:</b> | <b>Units</b> | <b>Elapsed Units</b> | <b>Minutes</b> |
|          | <b>Received Date/Time:</b>  | 6/26/2003 8:15:00AM | 125.00       | 510.00       | 8.50                 | 510.00         |
|          | <b>Completed Date/Time:</b> | 6/26/2003 4:45:00PM |              |              |                      |                |
|          | <b>Charge Type:</b>         | Network Services    |              |              |                      |                |
|          | <b>Parts:</b>               |                     |              |              |                      |                |
|          | <b>Total Labor:</b>         | \$1,062.50          |              |              |                      |                |
|          | <b>Total Parts:</b>         | \$0.00              |              |              |                      |                |
|          | <b>Total Fee:</b>           | \$1,062.50          |              |              |                      |                |

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|          |                             |                    |              |              |                      |                |
|----------|-----------------------------|--------------------|--------------|--------------|----------------------|----------------|
| <b>8</b> | <b>On-Site</b>              |                    | <b>Rate:</b> | <b>Units</b> | <b>Elapsed Units</b> | <b>Minutes</b> |
|          | <b>Received Date/Time:</b>  | 7/3/2003 6:15:00AM | 125.00       | 495.00       | 8.25                 | 495.00         |
|          | <b>Completed Date/Time:</b> | 7/3/2003 2:30:00PM |              |              |                      |                |
|          | <b>Charge Type:</b>         | Network Services   |              |              |                      |                |
|          | <b>Parts:</b>               |                    |              |              |                      |                |
|          | <b>Total Labor:</b>         | \$1,031.25         |              |              |                      |                |
|          | <b>Total Parts:</b>         | \$0.00             |              |              |                      |                |
|          | <b>Total Fee:</b>           | \$1,031.25         |              |              |                      |                |

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|          |                             |                     |              |              |                      |                |
|----------|-----------------------------|---------------------|--------------|--------------|----------------------|----------------|
| <b>9</b> | <b>On-Site</b>              |                     | <b>Rate:</b> | <b>Units</b> | <b>Elapsed Units</b> | <b>Minutes</b> |
|          | <b>Received Date/Time:</b>  | 7/10/2003 8:30:00AM | 125.00       | 360.00       | 6.00                 | 360.00         |
|          | <b>Completed Date/Time:</b> | 7/10/2003 2:30:00PM |              |              |                      |                |
|          | <b>Charge Type:</b>         | Network Services    |              |              |                      |                |
|          | <b>Parts:</b>               |                     |              |              |                      |                |
|          | <b>Total Labor:</b>         | \$750.00            |              |              |                      |                |
|          | <b>Total Parts:</b>         | \$0.00              |              |              |                      |                |
|          | <b>Total Fee:</b>           | \$750.00            |              |              |                      |                |

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