

This report contains data from 70 Tickets.

| Ticket Number | Customer Impact | Status | Last Edit Date | Age of Ticket† |
|-----------------------|------------------------|---------------|-----------------------|---------------------------------|
| 12641 | 4-Normal | Engineering | 10/24/2016 | 1508 days, 22 hours, 42 minutes |
| 12688 | 4-Normal | Engineering | 10/24/2016 | 1496 days, 19 hours, 1 minute |
| 13252 | 4-Normal | Engineering | 10/24/2016 | 1402 days, 21 hours, 45 minutes |
| 14597 | 4-Normal | Engineering | 10/24/2016 | 1291 days, 22 hours, 35 minutes |
| 15048 | 4-Normal | Engineering | 10/20/2016 | 1266 days, 0 hours, 43 minutes |
| 15194 | 4-Normal | Engineering | 10/19/2016 | 1256 days, 17 hours, 22 minutes |
| 16434 | 4-Normal | Engineering | 10/24/2016 | 1167 days, 21 hours, 24 minutes |
| 16764 | 4-Normal | Engineering | 10/24/2016 | 1154 days, 19 hours, 1 minute |
| 16778 | 4-Normal | Engineering | 09/26/2016 | 1154 days, 0 hours, 30 minutes |
| 16832 | 4-Normal | Engineering | 10/23/2016 | 1151 days, 21 hours, 40 minutes |
| 16860 | 4-Normal | Engineering | 10/24/2016 | 1150 days, 20 hours, 49 minutes |
| 16880 | 4-Normal | Engineering | 10/16/2016 | 1147 days, 21 hours, 33 minutes |
| 16881 | 4-Normal | Engineering | 10/16/2016 | 1147 days, 19 hours, 43 minutes |
| 16926 | 4-Normal | Engineering | 10/24/2016 | 1144 days, 22 hours, 3 minutes |
| 16959 | 4-Normal | Engineering | 10/23/2016 | 1143 days, 23 hours, 41 minutes |
| 16998 | 4-Normal | Engineering | 10/24/2016 | 1139 days, 22 hours, 30 minutes |
| 17237 | 4-Normal | Engineering | 10/24/2016 | 1119 days, 20 hours, 54 minutes |
| 22217 | 4-Normal | Engineering | 10/24/2016 | 789 days, 23 hours, 1 minute |
| 22471 | 4-Normal | Engineering | 10/24/2016 | 765 days, 19 hours, 55 minutes |
| 22518 | 4-Normal | Engineering | 10/24/2016 | 759 days, 20 hours, 31 minutes |
| 26720 | 4-Normal | Engineering | 10/16/2016 | 411 days, 15 hours, 16 minutes |
| 26763 | 4-Normal | Engineering | 10/22/2016 | 408 days, 17 hours, 53 minutes |
| 26766 | 4-Normal | Engineering | 10/17/2016 | 408 days, 13 hours, 55 minutes |
| 26769 | 4-Normal | Engineering | 10/23/2016 | 407 days, 2 hours, 28 minutes |
| 26791 | 4-Normal | Engineering | 10/18/2016 | 403 days, 22 hours, 59 minutes |
| 26795 | 4-Normal | Engineering | 10/24/2016 | 403 days, 18 hours, 15 minutes |
| 26881 | 4-Normal | Engineering | 10/24/2016 | 394 days, 15 hours, 1 minute |
| 26900 | 4-Normal | Engineering | 10/24/2016 | 391 days, 15 hours, 41 minutes |

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|-----------------------|----------|----------------|------------|--------------------------------|
| 26929 | 4-Normal | Engineering | 10/24/2016 | 389 days, 22 hours, 14 minutes |
| 26936 | 4-Normal | Engineering | 10/24/2016 | 389 days, 2 hours, 52 minutes |
| 26938 | 4-Normal | Engineering | 10/24/2016 | 388 days, 22 hours, 54 minutes |
| 26977 | 4-Normal | Engineering | 10/24/2016 | 384 days, 16 hours, 18 minutes |
| 27018 | 4-Normal | Engineering | 10/24/2016 | 382 days, 4 hours, 6 minutes |
| 27019 | 4-Normal | Engineering | 10/24/2016 | 381 days, 22 hours, 3 minutes |
| 27022 | 4-Normal | Engineering | 10/24/2016 | 381 days, 9 hours, 9 minutes |
| 27026 | 4-Normal | Engineering | 10/24/2016 | 380 days, 21 hours, 6 minutes |
| 27031 | 4-Normal | Engineering | 10/24/2016 | 380 days, 13 hours, 16 minutes |
| 27052 | 4-Normal | Engineering | 10/24/2016 | 377 days, 0 hours, 8 minutes |
| 27061 | 4-Normal | Engineering | 10/24/2016 | 376 days, 0 hours, 46 minutes |
| 27066 | 4-Normal | Engineering | 10/24/2016 | 375 days, 21 hours, 34 minutes |
| 27074 | 4-Normal | Engineering | 10/24/2016 | 375 days, 14 hours, 36 minutes |
| 27075 | 4-Normal | Engineering | 10/24/2016 | 375 days, 2 hours, 59 minutes |
| 27095 | 4-Normal | Engineering | 10/24/2016 | 373 days, 18 hours, 39 minutes |
| 27458 | 4-Normal | Engineering | 10/13/2016 | 341 days, 15 hours, 3 minutes |
| 28530 | 4-Normal | Engineering | 08/10/2016 | 249 days, 18 hours, 47 minutes |
| 28741 | 4-Normal | Engineering | 10/24/2016 | 234 days, 14 hours, 59 minutes |
| 29566 | 4-Normal | Engineering | 10/20/2016 | 179 days, 22 hours, 19 minutes |
| 30138 | 4-Normal | Engineering | 10/21/2016 | 139 days, 22 hours, 28 minutes |
| 30153 | 4-Normal | Support Agency | 10/18/2016 | 139 days, 21 hours, 59 minutes |
| 30155 | 4-Normal | Engineering | 10/21/2016 | 139 days, 21 hours, 57 minutes |
| 30430 | 4-Normal | Engineering | 10/13/2016 | 116 days, 16 hours, 44 minutes |
| 30516 | 4-Normal | Engineering | 10/24/2016 | 108 days, 20 hours, 28 minutes |
| 30756 | 4-Normal | Engineering | 08/31/2016 | 86 days, 17 hours, 44 minutes |
| 31053 | 2-High | Engineering | 10/21/2016 | 59 days, 1 hour, 6 minutes |
| 31099 | 4-Normal | Support Agency | 10/21/2016 | 53 days, 19 hours, 55 minutes |
| 31110 | 4-Normal | Engineering | 10/20/2016 | 52 days, 19 hours, 21 minutes |
| 31231 | 4-Normal | Engineering | 10/11/2016 | 39 days, 20 hours, 22 minutes |
| 31247 | 4-Normal | Engineering | 10/13/2016 | 38 days, 19 hours, 33 minutes |

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|-----------------------|------------|-------------|------------|-------------------------------|
| 31257 | 4-Normal | Engineering | 09/19/2016 | 37 days, 22 hours, 24 minutes |
| 31292 | 4-Normal | Engineering | 09/21/2016 | 34 days, 10 hours, 11 minutes |
| 31296 | 4-Normal | Engineering | 09/21/2016 | 34 days, 0 hours, 14 minutes |
| 31297 | 4-Normal | Engineering | 10/11/2016 | 33 days, 23 hours, 32 minutes |
| 31316 | 4-Normal | Engineering | 10/21/2016 | 33 days, 13 hours, 36 minutes |
| 31337 | 4-Normal | Engineering | 10/19/2016 | 31 days, 16 hours, 37 minutes |
| 31355 | 3-Elevated | Engineering | 10/21/2016 | 27 days, 4 hours, 35 minutes |
| 31356 | 4-Normal | Engineering | 10/07/2016 | 27 days, 4 hours, 19 minutes |
| 31359 | 4-Normal | Engineering | 10/21/2016 | 27 days, 1 hour, 11 minutes |
| 31389 | 4-Normal | Engineering | 10/10/2016 | 24 days, 5 hours, 30 minutes |
| 31393 | 3-Elevated | Engineering | 10/20/2016 | 23 days, 22 hours, 19 minutes |
| 31396 | 4-Normal | Engineering | 10/10/2016 | 23 days, 20 hours, 59 minutes |

† Project Work Schedule was disabled for these time calculations.

‡ 1 Day = 24 Hours