

This report contains data from 134 Tickets.

| Ticket Number | Customer Impact | Status | Last Edit Date | Age of Ticket †† |
|---------------|-----------------|-------------|----------------|--------------------------------|
| 14939 | 4 - Normal | Engineering | 07/06/2015 | 799 days, 10 hours, 28 minutes |
| 14988 | 4 - Normal | Engineering | 07/06/2015 | 796 days, 22 hours, 2 minutes |
| 15011 | 4 - Normal | Engineering | 07/06/2015 | 795 days, 19 hours, 35 minutes |
| 15189 | 4 - Normal | Engineering | 07/06/2015 | 783 days, 1 hour, 18 minutes |
| 15226 | 4 - Normal | Engineering | 07/06/2015 | 779 days, 1 hour, 35 minutes |
| 15228 | 4 - Normal | Engineering | 07/06/2015 | 778 days, 22 hours, 10 minutes |
| 15231 | 4 - Normal | Engineering | 07/06/2015 | 778 days, 21 hours, 9 minutes |
| 15311 | 4 - Normal | Engineering | 07/06/2015 | 772 days, 4 hours, 36 minutes |
| 15315 | 4 - Normal | Engineering | 07/06/2015 | 772 days, 2 hours, 9 minutes |
| 15334 | 4 - Normal | Engineering | 07/06/2015 | 770 days, 8 hours, 55 minutes |
| 15339 | 4 - Normal | Engineering | 07/07/2015 | 770 days, 4 hours, 20 minutes |
| 15369 | 4 - Normal | Engineering | 07/06/2015 | 768 days, 21 hours, 23 minutes |
| 15372 | 4 - Normal | Engineering | 07/06/2015 | 768 days, 9 hours, 29 minutes |
| 15399 | 4 - Normal | Engineering | 07/06/2015 | 764 days, 23 hours, 33 minutes |
| 15408 | 4 - Normal | Engineering | 07/06/2015 | 764 days, 4 hours, 15 minutes |
| 15469 | 4 - Normal | Engineering | 07/06/2015 | 760 days, 2 hours, 39 minutes |
| 15477 | 4 - Normal | Engineering | 07/06/2015 | 758 days, 3 hours, 26 minutes |
| 15502 | 4 - Normal | Engineering | 07/06/2015 | 757 days, 0 hours, 22 minutes |
| 15527 | 4 - Normal | Engineering | 07/06/2015 | 754 days, 20 hours, 19 minutes |
| 15560 | 4 - Normal | Engineering | 07/06/2015 | 751 days, 7 hours, 13 minutes |
| 15561 | 4 - Normal | Engineering | 07/06/2015 | 751 days, 4 hours, 33 minutes |
| 15562 | 4 - Normal | Engineering | 07/06/2015 | 751 days, 4 hours, 12 minutes |
| 15569 | 4 - Normal | Engineering | 07/06/2015 | 751 days, 0 hours, 45 minutes |
| 15646 | 4 - Normal | Engineering | 07/06/2015 | 744 days, 6 hours, 44 minutes |
| 15668 | 4 - Normal | Engineering | 07/06/2015 | 744 days, 1 hour, 53 minutes |
| 15684 | 4 - Normal | Engineering | 07/06/2015 | 743 days, 21 hours, 55 minutes |

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|-------|------------|-------------|------------|--------------------------------|
| 15725 | 4 - Normal | Engineering | 07/06/2015 | 742 days, 20 hours, 14 minutes |
| 20409 | 4 - Normal | Engineering | 06/29/2015 | 462 days, 0 hours, 9 minutes |
| 21221 | 4 - Normal | Engineering | 07/06/2015 | 407 days, 21 hours, 47 minutes |
| 21270 | 4 - Normal | Engineering | 07/06/2015 | 404 days, 22 hours, 30 minutes |
| 21309 | 4 - Normal | Engineering | 07/06/2015 | 400 days, 18 hours, 18 minutes |
| 21339 | 4 - Normal | Engineering | 07/06/2015 | 398 days, 22 hours, 1 minute |
| 21411 | 4 - Normal | Engineering | 07/06/2015 | 391 days, 8 hours, 59 minutes |
| 21417 | 4 - Normal | Engineering | 07/06/2015 | 391 days, 0 hours, 28 minutes |
| 21421 | 4 - Normal | Engineering | 07/06/2015 | 390 days, 23 hours, 25 minutes |
| 21427 | 4 - Normal | Engineering | 07/06/2015 | 390 days, 17 hours, 2 minutes |
| 21435 | 4 - Normal | Engineering | 07/06/2015 | 390 days, 0 hours, 27 minutes |
| 21438 | 4 - Normal | Engineering | 07/06/2015 | 389 days, 22 hours, 14 minutes |
| 21441 | 4 - Normal | Engineering | 07/06/2015 | 389 days, 20 hours, 40 minutes |
| 21445 | 4 - Normal | Engineering | 07/06/2015 | 387 days, 7 hours, 48 minutes |
| 21446 | 4 - Normal | Engineering | 07/06/2015 | 387 days, 5 hours, 47 minutes |
| 21447 | 4 - Normal | Engineering | 07/06/2015 | 387 days, 4 hours, 57 minutes |
| 21453 | 4 - Normal | Engineering | 07/06/2015 | 386 days, 23 hours, 29 minutes |
| 21463 | 4 - Normal | Engineering | 07/06/2015 | 386 days, 20 hours, 53 minutes |
| 21466 | 4 - Normal | Engineering | 07/06/2015 | 386 days, 3 hours, 54 minutes |
| 21481 | 4 - Normal | Engineering | 07/06/2015 | 385 days, 1 hour, 26 minutes |
| 21485 | 4 - Normal | Engineering | 07/07/2015 | 384 days, 20 hours, 10 minutes |
| 21497 | 4 - Normal | Engineering | 07/06/2015 | 383 days, 21 hours, 14 minutes |
| 21500 | 4 - Normal | Engineering | 07/06/2015 | 383 days, 9 hours, 41 minutes |
| 21505 | 4 - Normal | Engineering | 07/06/2015 | 383 days, 1 hour, 24 minutes |
| 21508 | 4 - Normal | Engineering | 07/06/2015 | 382 days, 23 hours, 42 minutes |
| 21513 | 4 - Normal | Engineering | 07/06/2015 | 382 days, 6 hours, 28 minutes |
| 21518 | 4 - Normal | Engineering | 07/06/2015 | 380 days, 9 hours, 41 minutes |
| 21523 | 4 - Normal | Engineering | 07/06/2015 | 380 days, 1 hour, 41 minutes |
| 21526 | 4 - Normal | Engineering | 07/06/2015 | 380 days, 0 hours, 34 minutes |

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|-------|-----------|----------------|------------|--------------------------------|
| 21533 | 4 -Normal | Engineering | 07/06/2015 | 379 days, 22 hours, 48 minutes |
| 21536 | 4 -Normal | Engineering | 07/06/2015 | 379 days, 21 hours, 14 minutes |
| 21544 | 4 -Normal | Engineering | 07/06/2015 | 379 days, 7 hours, 2 minutes |
| 21550 | 4 -Normal | Engineering | 07/06/2015 | 378 days, 18 hours, 53 minutes |
| 21553 | 4 -Normal | Engineering | 07/06/2015 | 378 days, 5 hours, 52 minutes |
| 21556 | 4 -Normal | Engineering | 07/06/2015 | 378 days, 2 hours, 6 minutes |
| 21582 | 4 -Normal | Engineering | 07/06/2015 | 375 days, 21 hours, 52 minutes |
| 21590 | 4 -Normal | Engineering | 07/06/2015 | 373 days, 7 hours, 28 minutes |
| 21591 | 4 -Normal | Engineering | 07/06/2015 | 373 days, 3 hours, 51 minutes |
| 21593 | 4 -Normal | Engineering | 07/06/2015 | 373 days, 2 hours, 43 minutes |
| 21609 | 4 -Normal | Engineering | 07/06/2015 | 372 days, 20 hours, 26 minutes |
| 21634 | 4 -Normal | Engineering | 07/06/2015 | 370 days, 22 hours, 9 minutes |
| 21649 | 4 -Normal | Engineering | 07/06/2015 | 369 days, 23 hours, 16 minutes |
| 22049 | 4 -Normal | Support Agency | 07/06/2015 | 334 days, 2 hours, 18 minutes |
| 23442 | 4 -Normal | Engineering | 07/07/2015 | 214 days, 19 hours, 3 minutes |
| 23879 | 4 -Normal | Customer | 07/08/2015 | 160 days, 21 hours, 46 minutes |
| 24645 | 4 -Normal | Support Agency | 07/06/2015 | 105 days, 16 hours, 43 minutes |
| 24707 | 4 -Normal | Engineering | 07/06/2015 | 100 days, 1 hour, 18 minutes |
| 25192 | 4 -Normal | Engineering | 07/07/2015 | 68 days, 18 hours, 30 minutes |
| 25276 | 4 -Normal | Engineering | 07/08/2015 | 63 days, 22 hours, 52 minutes |
| 25613 | 4 -Normal | Engineering | 05/28/2015 | 41 days, 18 hours, 50 minutes |
| 25639 | 4 -Normal | Engineering | 07/07/2015 | 39 days, 20 hours, 54 minutes |
| 25673 | 4 -Normal | Engineering | 07/06/2015 | 36 days, 22 hours, 21 minutes |
| 25802 | 4 -Normal | Engineering | 07/08/2015 | 29 days, 23 hours, 13 minutes |
| 25803 | 4 -Normal | Engineering | 07/06/2015 | 29 days, 23 hours, 6 minutes |
| 25819 | 4 -Normal | Engineering | 07/06/2015 | 29 days, 3 hours, 58 minutes |
| 25833 | 4 -Normal | Engineering | 07/07/2015 | 28 days, 0 hours, 37 minutes |
| 25843 | 4 -Normal | Customer | 07/08/2015 | 27 days, 4 hours, 0 minutes |

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|-------|------------|------------------------|------------|-------------------------------|
| 25863 | 4 - Normal | Engineering | 07/06/2015 | 27 days, 0 hours, 42 minutes |
| 25898 | 4 - Normal | Customer | 07/08/2015 | 23 days, 0 hours, 7 minutes |
| 25903 | 4 - Normal | Engineering | 07/08/2015 | 22 days, 22 hours, 31 minutes |
| 25904 | 4 - Normal | Engineering | 07/08/2015 | 22 days, 21 hours, 22 minutes |
| 25909 | 4 - Normal | Engineering | 07/06/2015 | 22 days, 1 hour, 52 minutes |
| 25918 | 4 - Normal | Engineering | 07/06/2015 | 20 days, 23 hours, 34 minutes |
| 25931 | 4 - Normal | Engineering | 07/06/2015 | 19 days, 20 hours, 35 minutes |
| 25944 | 4 - Normal | Engineering | 07/08/2015 | 18 days, 20 hours, 52 minutes |
| 25945 | 4 - Normal | Engineering | 07/08/2015 | 18 days, 20 hours, 43 minutes |
| 25955 | 4 - Normal | Engineering | 07/06/2015 | 16 days, 8 hours, 4 minutes |
| 25966 | 4 - Normal | Engineering | 07/06/2015 | 15 days, 21 hours, 24 minutes |
| 25970 | 4 - Normal | Engineering | 07/06/2015 | 15 days, 3 hours, 6 minutes |
| 25977 | 4 - Normal | Customer | 07/06/2015 | 14 days, 22 hours, 7 minutes |
| 25979 | 4 - Normal | Engineering | 07/06/2015 | 14 days, 21 hours, 49 minutes |
| 25981 | 4 - Normal | Engineering | 07/06/2015 | 14 days, 20 hours, 57 minutes |
| 25982 | 4 - Normal | Engineering | 07/07/2015 | 14 days, 20 hours, 28 minutes |
| 25992 | 4 - Normal | Engineering | 07/07/2015 | 13 days, 23 hours, 10 minutes |
| 25994 | 4 - Normal | Engineering | 07/07/2015 | 13 days, 22 hours, 10 minutes |
| 25997 | 4 - Normal | Engineering | 07/08/2015 | 13 days, 20 hours, 32 minutes |
| 26006 | 4 - Normal | Engineering | 07/07/2015 | 12 days, 22 hours, 13 minutes |
| 26007 | 4 - Normal | Engineering | 07/08/2015 | 12 days, 22 hours, 8 minutes |
| 26012 | 4 - Normal | Engineering | 07/06/2015 | 12 days, 4 hours, 43 minutes |
| 26020 | 4 - Normal | Engineering | 07/08/2015 | 9 days, 5 hours, 9 minutes |
| 26034 | 4 - Normal | Engineering | 07/08/2015 | 8 days, 23 hours, 14 minutes |
| 26038 | 4 - Normal | Engineering | 07/07/2015 | 8 days, 21 hours, 1 minute |
| 26042 | 4 - Normal | Engineering | 07/07/2015 | 8 days, 17 hours, 45 minutes |
| 26043 | 4 - Normal | Network Administration | 07/08/2015 | 8 days, 8 hours, 13 minutes |
| 26048 | 4 - Normal | Engineering | 07/08/2015 | 8 days, 1 hour, 48 minutes |
| 26053 | 4 - Normal | Engineering | 07/06/2015 | 7 days, 1 hour, 32 minutes |

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|-------|-------------|------------------------|------------|------------------------------|
| 26054 | 3 -Elevated | Engineering | 07/07/2015 | 6 days, 23 hours, 10 minutes |
| 26056 | 4 -Normal | Customer | 07/08/2015 | 6 days, 11 hours, 23 minutes |
| 26058 | 4 -Normal | Engineering | 07/07/2015 | 6 days, 0 hours, 9 minutes |
| 26062 | 4 -Normal | Engineering | 07/06/2015 | 5 days, 20 hours, 34 minutes |
| 26063 | 4 -Normal | Engineering | 07/03/2015 | 5 days, 13 hours, 40 minutes |
| 26065 | 4 -Normal | Customer | 07/08/2015 | 4 days, 22 hours, 57 minutes |
| 26069 | 4 -Normal | Engineering | 07/06/2015 | 2 days, 14 hours, 22 minutes |
| 26070 | 4 -Normal | Network Administration | 07/08/2015 | 2 days, 5 hours, 19 minutes |
| 26071 | 4 -Normal | Engineering | 07/07/2015 | 2 days, 4 hours, 31 minutes |
| 26072 | 4 -Normal | Engineering | 07/06/2015 | 2 days, 3 hours, 41 minutes |
| 26073 | 4 -Normal | Engineering | 07/08/2015 | 2 days, 2 hours, 38 minutes |
| 26075 | 4 -Normal | Engineering | 07/06/2015 | 2 days, 1 hour, 16 minutes |
| 26076 | 4 -Normal | Engineering | 07/06/2015 | 1 day, 23 hours, 51 minutes |
| 26084 | 3 -Elevated | Engineering | 07/08/2015 | 1 day, 4 hours, 38 minutes |
| 26086 | 4 -Normal | Engineering | 07/07/2015 | 1 day, 2 hours, 54 minutes |
| 26088 | 4 -Normal | Engineering | 07/07/2015 | 1 day, 1 hour, 12 minutes |
| 26090 | 4 -Normal | Engineering | 07/08/2015 | 1 day, 0 hours, 12 minutes |
| 26091 | 4 -Normal | Engineering | 07/08/2015 | 1 day, 0 hours, 1 minute |
| 26092 | 3 -Elevated | Engineering | 07/08/2015 | 0 days, 13 hours, 45 minutes |
| 26093 | 4 -Normal | Customer | 07/08/2015 | 0 days, 7 hours, 17 minutes |
| 26097 | 4 -Normal | Engineering | 07/08/2015 | 0 days, 2 hours, 37 minutes |
| 26098 | 4 -Normal | Engineering | 07/08/2015 | 0 days, 1 hour, 38 minutes |

† Project Work Schedule was disabled for these time calculations.
‡ 1 Day = 24 Hours