

This report contains data from 135 Tickets.

| Ticket Number | Customer Impact | Status | Last Edit Date | Age of Ticket †† |
|---------------|-----------------|-------------|----------------|--------------------------------|
| 12760 | 4 - Normal | Engineering | 01/20/2015 | 841 days, 19 hours, 7 minutes |
| 12982 | 4 - Normal | Engineering | 01/20/2015 | 799 days, 0 hours, 39 minutes |
| 13080 | 4 - Normal | Engineering | 01/20/2015 | 782 days, 0 hours, 43 minutes |
| 13210 | 4 - Normal | Engineering | 01/20/2015 | 764 days, 21 hours, 17 minutes |
| 13221 | 4 - Normal | Engineering | 01/20/2015 | 763 days, 22 hours, 4 minutes |
| 13235 | 4 - Normal | Engineering | 01/20/2015 | 762 days, 9 hours, 28 minutes |
| 13247 | 4 - Normal | Engineering | 01/20/2015 | 761 days, 9 hours, 49 minutes |
| 13288 | 4 - Normal | Engineering | 01/20/2015 | 748 days, 4 hours, 30 minutes |
| 13297 | 4 - Normal | Engineering | 01/20/2015 | 746 days, 21 hours, 39 minutes |
| 13337 | 4 - Normal | Engineering | 01/20/2015 | 741 days, 19 hours, 5 minutes |
| 15373 | 4 - Normal | Engineering | 01/20/2015 | 600 days, 5 hours, 20 minutes |
| 17776 | 4 - Normal | Engineering | 01/20/2015 | 441 days, 3 hours, 13 minutes |
| 18106 | 4 - Normal | Engineering | 01/20/2015 | 415 days, 1 hour, 20 minutes |
| 18166 | 4 - Normal | Engineering | 01/21/2015 | 413 days, 23 hours, 29 minutes |
| 18286 | 4 - Normal | Engineering | 01/20/2015 | 406 days, 12 hours, 9 minutes |
| 18420 | 4 - Normal | Engineering | 01/20/2015 | 400 days, 3 hours, 46 minutes |
| 18436 | 4 - Normal | Engineering | 01/20/2015 | 398 days, 17 hours, 54 minutes |
| 18446 | 4 - Normal | Engineering | 01/20/2015 | 397 days, 21 hours, 44 minutes |
| 18447 | 4 - Normal | Engineering | 01/20/2015 | 397 days, 21 hours, 8 minutes |
| 18461 | 4 - Normal | Engineering | 01/21/2015 | 397 days, 2 hours, 50 minutes |
| 18466 | 4 - Normal | Engineering | 01/20/2015 | 396 days, 22 hours, 48 minutes |
| 18480 | 4 - Normal | Engineering | 01/20/2015 | 394 days, 2 hours, 47 minutes |
| 18486 | 4 - Normal | Engineering | 01/20/2015 | 393 days, 22 hours, 23 minutes |
| 18494 | 4 - Normal | Engineering | 01/20/2015 | 391 days, 1 hour, 2 minutes |
| 18496 | 4 - Normal | Engineering | 01/20/2015 | 390 days, 11 hours, 30 minutes |
| 18502 | 4 - Normal | Engineering | 01/20/2015 | 387 days, 4 hours, 53 minutes |

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|-------|------------|-------------|------------|--------------------------------|
| 18517 | 4 - Normal | Engineering | 01/20/2015 | 386 days, 23 hours, 56 minutes |
| 18608 | 4 - Normal | Engineering | 01/20/2015 | 382 days, 22 hours, 37 minutes |
| 18610 | 4 - Normal | Engineering | 01/20/2015 | 382 days, 22 hours, 4 minutes |
| 18611 | 4 - Normal | Engineering | 01/20/2015 | 382 days, 20 hours, 45 minutes |
| 18615 | 4 - Normal | Engineering | 01/20/2015 | 380 days, 10 hours, 50 minutes |
| 18616 | 4 - Normal | Engineering | 01/20/2015 | 380 days, 7 hours, 48 minutes |
| 18618 | 4 - Normal | Engineering | 01/20/2015 | 380 days, 5 hours, 40 minutes |
| 18620 | 4 - Normal | Engineering | 01/20/2015 | 380 days, 4 hours, 15 minutes |
| 18622 | 4 - Normal | Engineering | 01/20/2015 | 380 days, 3 hours, 29 minutes |
| 18638 | 4 - Normal | Engineering | 01/20/2015 | 379 days, 20 hours, 43 minutes |
| 18640 | 4 - Normal | Engineering | 01/20/2015 | 379 days, 8 hours, 45 minutes |
| 18651 | 4 - Normal | Engineering | 01/20/2015 | 379 days, 0 hours, 48 minutes |
| 18663 | 4 - Normal | Engineering | 01/20/2015 | 378 days, 21 hours, 10 minutes |
| 18675 | 4 - Normal | Engineering | 01/20/2015 | 377 days, 22 hours, 57 minutes |
| 18678 | 4 - Normal | Engineering | 01/20/2015 | 377 days, 21 hours, 27 minutes |
| 18691 | 4 - Normal | Engineering | 01/20/2015 | 377 days, 1 hour, 57 minutes |
| 18703 | 4 - Normal | Engineering | 01/20/2015 | 377 days, 0 hours, 52 minutes |
| 18704 | 4 - Normal | Engineering | 01/20/2015 | 377 days, 0 hours, 37 minutes |
| 18705 | 4 - Normal | Engineering | 01/20/2015 | 377 days, 0 hours, 6 minutes |
| 18723 | 4 - Normal | Engineering | 01/20/2015 | 375 days, 22 hours, 39 minutes |
| 18724 | 4 - Normal | Engineering | 01/20/2015 | 375 days, 22 hours, 25 minutes |
| 18729 | 4 - Normal | Engineering | 01/20/2015 | 373 days, 10 hours, 6 minutes |
| 18746 | 4 - Normal | Engineering | 01/20/2015 | 373 days, 0 hours, 0 minutes |
| 18747 | 4 - Normal | Engineering | 01/20/2015 | 372 days, 23 hours, 36 minutes |
| 18754 | 4 - Normal | Engineering | 01/20/2015 | 372 days, 19 hours, 16 minutes |
| 18759 | 4 - Normal | Engineering | 01/20/2015 | 372 days, 8 hours, 6 minutes |
| 18762 | 4 - Normal | Engineering | 01/20/2015 | 372 days, 2 hours, 42 minutes |
| 18771 | 4 - Normal | Engineering | 01/20/2015 | 371 days, 19 hours, 49 minutes |
| 18784 | 4 - Normal | Engineering | 01/20/2015 | 370 days, 16 hours, 33 minutes |

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|-------|-------------|------------------------|------------|--------------------------------|
| 18785 | 4 -Normal | Engineering | 01/20/2015 | 370 days, 5 hours, 42 minutes |
| 18804 | 4 -Normal | Engineering | 01/20/2015 | 369 days, 22 hours, 50 minutes |
| 18822 | 4 -Normal | Engineering | 01/20/2015 | 368 days, 22 hours, 52 minutes |
| 21255 | 4 -Normal | Engineering | 01/16/2015 | 238 days, 4 hours, 18 minutes |
| 21503 | 4 -Normal | Network Administration | 01/21/2015 | 215 days, 5 hours, 23 minutes |
| 22049 | 4 -Normal | Support Agency | 01/21/2015 | 166 days, 3 hours, 47 minutes |
| 22185 | 4 -Normal | Customer | 01/20/2015 | 152 days, 1 hour, 33 minutes |
| 22226 | 4 -Normal | Engineering | 01/16/2015 | 147 days, 20 hours, 32 minutes |
| 22469 | 3 -Elevated | Engineering | 01/20/2015 | 124 days, 1 hour, 25 minutes |
| 22491 | 4 -Normal | Engineering | 01/20/2015 | 120 days, 2 hours, 36 minutes |
| 22952 | 4 -Normal | Engineering | 01/20/2015 | 86 days, 2 hours, 52 minutes |
| 22953 | 4 -Normal | Customer | 01/21/2015 | 86 days, 2 hours, 38 minutes |
| 23017 | 3 -Elevated | Engineering | 01/20/2015 | 82 days, 3 hours, 40 minutes |
| 23029 | 4 -Normal | Engineering | 01/21/2015 | 79 days, 4 hours, 22 minutes |
| 23061 | 4 -Normal | Engineering | 01/12/2015 | 78 days, 23 hours, 9 minutes |
| 23107 | 4 -Normal | Engineering | 01/09/2015 | 76 days, 18 hours, 16 minutes |
| 23157 | 3 -Elevated | Customer | 01/21/2015 | 71 days, 8 hours, 35 minutes |
| 23192 | 4 -Normal | Engineering | 01/05/2015 | 68 days, 23 hours, 46 minutes |
| 23328 | 4 -Normal | Engineering | 01/20/2015 | 57 days, 1 hour, 52 minutes |
| 23330 | 4 -Normal | Engineering | 01/05/2015 | 57 days, 1 hour, 28 minutes |
| 23337 | 4 -Normal | Engineering | 01/20/2015 | 56 days, 15 hours, 1 minute |
| 23370 | 4 -Normal | Engineering | 01/08/2015 | 50 days, 22 hours, 57 minutes |
| 23391 | 4 -Normal | Customer | 01/20/2015 | 49 days, 20 hours, 54 minutes |
| 23419 | 4 -Normal | Engineering | 01/20/2015 | 48 days, 1 hour, 36 minutes |
| 23449 | 4 -Normal | Engineering | 01/20/2015 | 44 days, 1 hour, 53 minutes |
| 23464 | 4 -Normal | Engineering | 01/05/2015 | 42 days, 20 hours, 19 minutes |
| 23470 | 4 -Normal | Engineering | 12/18/2014 | 42 days, 2 hours, 5 minutes |
| 23473 | 4 -Normal | Engineering | 01/20/2015 | 41 days, 23 hours, 24 minutes |

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|-------|-------------|------------------------|------------|-------------------------------|
| 23514 | 4 -Normal | Engineering | 01/20/2015 | 36 days, 3 hours, 35 minutes |
| 23526 | 4 -Normal | Engineering | 01/06/2015 | 35 days, 23 hours, 2 minutes |
| 23541 | 4 -Normal | Engineering | 12/31/2014 | 34 days, 22 hours, 51 minutes |
| 23549 | 4 -Normal | Support Agency | 01/20/2015 | 34 days, 20 hours, 43 minutes |
| 23573 | 3 -Elevated | Engineering | 01/21/2015 | 32 days, 7 hours, 30 minutes |
| 23632 | 4 -Normal | Engineering | 01/20/2015 | 22 days, 1 hour, 27 minutes |
| 23636 | 4 -Normal | Engineering | 01/20/2015 | 21 days, 2 hours, 29 minutes |
| 23638 | 4 -Normal | Engineering | 01/20/2015 | 20 days, 20 hours, 57 minutes |
| 23655 | 4 -Normal | Engineering | 01/20/2015 | 16 days, 1 hour, 29 minutes |
| 23670 | 4 -Normal | Support Agency | 01/20/2015 | 15 days, 1 hour, 3 minutes |
| 23672 | 4 -Normal | Engineering | 01/20/2015 | 14 days, 21 hours, 43 minutes |
| 23677 | 4 -Normal | Engineering | 01/20/2015 | 14 days, 3 hours, 11 minutes |
| 23678 | 4 -Normal | Engineering | 01/07/2015 | 14 days, 2 hours, 47 minutes |
| 23681 | 4 -Normal | Network Administration | 01/21/2015 | 14 days, 0 hours, 41 minutes |
| 23686 | 3 -Elevated | Engineering | 01/21/2015 | 13 days, 15 hours, 10 minutes |
| 23697 | 4 -Normal | Engineering | 01/13/2015 | 13 days, 1 hour, 1 minute |
| 23704 | 3 -Elevated | Customer | 01/21/2015 | 12 days, 7 hours, 17 minutes |
| 23709 | 4 -Normal | Engineering | 01/20/2015 | 12 days, 0 hours, 6 minutes |
| 23712 | 4 -Normal | Engineering | 01/21/2015 | 11 days, 23 hours, 33 minutes |
| 23715 | 4 -Normal | Engineering | 01/20/2015 | 11 days, 22 hours, 2 minutes |
| 23716 | 4 -Normal | Engineering | 01/20/2015 | 11 days, 22 hours, 1 minute |
| 23717 | 4 -Normal | Engineering | 01/20/2015 | 11 days, 22 hours, 1 minute |
| 23737 | 4 -Normal | Engineering | 01/16/2015 | 8 days, 22 hours, 43 minutes |
| 23739 | 4 -Normal | Engineering | 01/20/2015 | 8 days, 22 hours, 8 minutes |
| 23742 | 4 -Normal | Engineering | 01/20/2015 | 8 days, 16 hours, 21 minutes |
| 23752 | 4 -Normal | Engineering | 01/20/2015 | 7 days, 21 hours, 44 minutes |
| 23753 | 4 -Normal | Engineering | 01/20/2015 | 7 days, 20 hours, 39 minutes |
| 23760 | 4 -Normal | Engineering | 01/20/2015 | 7 days, 0 hours, 25 minutes |
| 23763 | 4 -Normal | Customer | 01/20/2015 | 6 days, 20 hours, 41 minutes |

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|-------|-------------|-------------|------------|------------------------------|
| 23764 | 4 -Normal | Engineering | 01/16/2015 | 6 days, 20 hours, 16 minutes |
| 23769 | 4 -Normal | Engineering | 01/20/2015 | 6 days, 3 hours, 51 minutes |
| 23777 | 4 -Normal | Engineering | 01/21/2015 | 5 days, 21 hours, 41 minutes |
| 23779 | 4 -Normal | Engineering | 01/17/2015 | 5 days, 3 hours, 51 minutes |
| 23789 | 4 -Normal | Engineering | 01/21/2015 | 4 days, 1 hour, 53 minutes |
| 23792 | 4 -Normal | Engineering | 01/18/2015 | 2 days, 23 hours, 27 minutes |
| 23795 | 3 -Elevated | Engineering | 01/20/2015 | 1 day, 22 hours, 28 minutes |
| 23798 | 4 -Normal | Engineering | 01/20/2015 | 1 day, 8 hours, 57 minutes |
| 23801 | 4 -Normal | Engineering | 01/21/2015 | 1 day, 3 hours, 6 minutes |
| 23802 | 4 -Normal | Engineering | 01/20/2015 | 1 day, 3 hours, 3 minutes |
| 23803 | 4 -Normal | Engineering | 01/20/2015 | 1 day, 2 hours, 51 minutes |
| 23804 | 4 -Normal | Engineering | 01/20/2015 | 1 day, 1 hour, 39 minutes |
| 23805 | 4 -Normal | Engineering | 01/20/2015 | 0 days, 23 hours, 44 minutes |
| 23806 | 4 -Normal | Engineering | 01/21/2015 | 0 days, 22 hours, 25 minutes |
| 23807 | 4 -Normal | Engineering | 01/21/2015 | 0 days, 21 hours, 59 minutes |
| 23808 | 4 -Normal | Engineering | 01/21/2015 | 0 days, 20 hours, 21 minutes |
| 23809 | 4 -Normal | Engineering | 01/21/2015 | 0 days, 20 hours, 9 minutes |
| 23810 | 4 -Normal | Engineering | 01/21/2015 | 0 days, 19 hours, 46 minutes |
| 23811 | 4 -Normal | Engineering | 01/21/2015 | 0 days, 18 hours, 39 minutes |
| 23812 | 3 -Elevated | Engineering | 01/21/2015 | 0 days, 6 hours, 13 minutes |
| 23813 | 4 -Normal | Engineering | 01/21/2015 | 0 days, 3 hours, 31 minutes |
| 23815 | 4 -Normal | Engineering | 01/21/2015 | 0 days, 0 hours, 28 minutes |
| 23816 | 3 -Elevated | Engineering | 01/21/2015 | 0 days, 0 hours, 8 minutes |

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