Summary of Buildings

10/18/2017 - 01/17/2018

DALLAS CTY-SOUTH
JAIL TWR
111 W COMMERCE
ST DALLAS
TX, 75208, US

Contracts: TD 05420B
Buildings: TD 465566
Units: 7

Otis Line: 1-800-233-6847
Sales Rep: LUCIE HUNT
Sales Rep Contact: 1-214-658-6900
Sales Rep Email: lucie.hunt@otis.com

Service Calls

- 7 EQUIPMENT
- 1 OTHERS
- 3 EMERGENCY

Callback Rate

Availability

- 98.6%

Response Time

- 00:57 REGULAR CALLS
- 00:20 EMERGENCY

Completed Activity

Call Breakdown

Information

- Service call was logged on 01/09/2018 on 732141
- Repair activity was completed on 01/09/2018 on 732140
- Last Maintenance activity was completed on 01/03/2018 on 732138
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
**Service Calls**

- **4** EQUIPMENT
- **0** OTHERS
- **0** EMERGENCY

**Callback Rate**

![Callback Rate Graph]

**Availability**

- **0.3**
- **99.7**

**Response Time**

- **03:40** REGULAR CALLS
- **00:00** EMERGENCY

**Completed Activity**

- **7** Service Calls
- **4** Repair Data

**Call Breakdown**

- **Non-equipment**
- **Hydraulics**
- **Doors / steps ...**
- **Drive / motor**
- **Car**
- **Others**

**Information**

1. Service call was logged on 01/11/2018 on Z51879
2. Repair activity was completed on 01/11/2018 on Z51879
3. Last Maintenance activity was completed on 01/11/2018 on Z51876
4. No Shutdown activity carried out during the report period

**Action**

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here [http://eservice.otis.com](http://eservice.otis.com) to log on to Otis eService site.
Summary of Buildings
10/18/2017 - 01/17/2018

DALLAS CTY-GEO
ALLEN CTS
600 COMMERCE STREET
DALLAS TX, 75202, US

Contracts: TD 05420
Buildings: TD 822208
Units: 27

Information

- Service call was logged on 01/12/2018 on Z51890
- Repair activity was completed on 01/04/2018 on Z51890
- Last Maintenance activity was completed on 01/12/2018 on Z51890
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Information

- No Service Call activity carried out during the reporting period
- No Repair activity carried out during the reporting period
- Last Maintenance activity was completed on 01/10/2018 on Z51905
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Summary of Buildings
10/18/2017 - 01/17/2018

DALLAS CTY-INVESTMENT BLG
414 R L THORNTON
DALLAS
TX,75203,US

Contracts: TD 05420A
Buildings: TD 822210
Units: Z51907

Service Calls

- 3 EQUIPMENT
- 0 OTHERS
- 0 EMERGENCY

Callback Rate

Availability

- 0.5 Up Time
- 99.5 Out Of Service

Response Time

- 02:42 REGULAR CALLS
- 00:00 EMERGENCY

Completed Activity

- 3 Service Calls
- 18 Maintenance

Call Breakdown

- 1 Car
- 2 Controller

Information

- Service call was logged on 12/21/2017 on Z51907
- No Repair activity carried out during the reporting period
- Last Maintenance activity was completed on 01/10/2018 on Z51907
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Service call was logged on 01/08/2018 on Z51908

Repair activity was completed on 12/18/2017 on Z51908

Last Maintenance activity was completed on 01/10/2018 on Z51908

No Shutdown activity carried out during the report period

Information

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Summary of Buildings
10/18/2017 - 01/17/2018

DALLAS CTY-JUSTICE CTR PK
189 NORTH INDUSTRIAL DALLAS TX,75207,US

Contracts: TD 05420
Buildings: TD 822212
Units: 3

Service Calls
- 1 EQUIPMENT
- 0 OTHERS
- 0 EMERGENCY

Callback Rate

Availability
- Up Time: 99.9%
- Out Of Service: 0.1%

Response Time
- 00:25 REGULAR CALLS
- 00:00 EMERGENCY

Completed Activity
- 180 SERVICE CALLS
- 1 MAINTENANCE

Call Breakdown
- Controller
- Doors / steps...
- Drive / motor
- Non-equipment
- Electrical / pc...
- Others

Information
- Service call was logged on 12/11/2017 on Z51912
- No Repair activity carried out during the reporting period
- Last Maintenance activity was completed on 12/21/2017 on Z51910
- No Shutdown activity carried out during the report period

Action
- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Summary of Buildings
10/18/2017 - 01/17/2018

DALLAS CTY-LEW
STERRETT A
111 COMMERCE STREET
DALLAS
TX, 75207, US

Contracts: TD 05420B
Buildings: TD 822213
Units: 4

Otis Line: 1-800-233-6847
Sales Rep: LUCIE HUNT
Sales Rep Contact: 1-214-658-6900
Sales Rep Email: lucie.hunt@otis.com

Service Calls

- 6 EQUIPMENT
- 0 OTHERS
- 0 EMERGENCY

Callback Rate

Availability

<table>
<thead>
<tr>
<th>Months</th>
<th># of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/2017</td>
<td>0</td>
</tr>
<tr>
<td>11/2017</td>
<td>0.5</td>
</tr>
<tr>
<td>12/2017</td>
<td>1.0</td>
</tr>
<tr>
<td>01/2018</td>
<td>0.0</td>
</tr>
</tbody>
</table>

Availability: 0.9
99.1%

Response Time

- 05:52 REGULAR CALLS
- 00:00 EMERGENCY

Completed Activity

- 6 SERVICE CALLS
- 53 MAINTENANCE

Call Breakdown

<table>
<thead>
<tr>
<th>Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doors / steps</td>
<td>1</td>
</tr>
<tr>
<td>Car</td>
<td>1</td>
</tr>
<tr>
<td>Controller</td>
<td>1</td>
</tr>
<tr>
<td>Non-equipment</td>
<td>3</td>
</tr>
<tr>
<td>Others</td>
<td>1</td>
</tr>
</tbody>
</table>

Information

- Service call was logged on 01/16/2018 on Z51913
- No Repair activity carried out during the reporting period
- Last Maintenance activity was completed on 12/14/2017 on Z51913
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Information:

- Service call was logged on 11/02/2017 on Z51921
- Repair activity was completed on 12/04/2017 on Z51919
- Last Maintenance activity was completed on 01/09/2018 on Z51917
- No Shutdown activity carried out during the report period

Action:

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Information

- Service call was logged on 01/05/2018 on Z51923
- Repair activity was completed on 01/10/2018 on Z51923
- Last Maintenance activity was completed on 11/16/2017 on Z51923
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Summary of Buildings

DALLAS CTY-OAK
CLIFF SUBC
408 SOUTH BECKLEY
DALLAS
TX, 75203, US

Contracts: TD 05420A
Buildings: TD 822216
Units: Z51924

Service Calls

0 EQUIPMENT
0 OTHERS
0 EMERGENCY

Callback Rate

Availability

Otis Line: 1-800-233-6847
Sales Rep: LUCIE HUNT
Sales Rep Contact: 1-214-658-6900
Sales Rep Email: lucie.hunt@otis.com

Response Time

00:00 REGULAR CALLS
00:00 EMERGENCY

Completed Activity

Call Breakdown

Information

- No Service Call activity carried out during the reporting period
- No Repair activity carried out during the reporting period
- Last Maintenance activity was completed on 01/10/2018 on Z51924
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Summary of Buildings
10/18/2017 - 01/17/2018

DALLAS CTY-OLD RED CTHSE
100 HOUSTON STREET DALLAS
TX,75202,US

Contracts: TD 05420
Buildings: TD 822217
Units: 2

Service Calls
0 EQUIPMENT
0 OTHERS
0 EMERGENCY

Callback Rate

Availability

Response Time
00:00 REGULAR CALLS
00:00 EMERGENCY

Completed Activity

Call Breakdown
NA

Information

No Service Call activity carried out during the reporting period

No Repair activity carried out during the reporting period

Last Maintenance activity was completed on 12/28/2017 on 652285

No Shutdown activity carried out during the report period

Action

0 surveys need your response.

0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Summary of Buildings
10/18/2017 - 01/17/2018

DALLAS CTY-REC RDS
BLDG CO
500 MAIN STREET
DALLAS
TX, 75202, US

Contracts: TD 05420
Buildings: TD 822218
Units: 7

Otis Line: 1-800-233-6847
Sales Rep: LUCIE HUNT
Sales Rep Contact: 1-214-658-6900
Sales Rep Email lucie.hunt@otis.com

Service Calls
3 EQUIPMENT
1 OTHERS
1 EMERGENCY

Callback Rate

Availability
Up Time: 99.6%
Out Of Service: 0.4%

Response Time
05:53 REGULAR CALLS
00:01 EMERGENCY

Completed Activity
11 SERVICE CALLS
5 MAINTENANCE
183 REPAIR DATA

Call Breakdown
Doors / Steps: 11
Car: 5
Non-Equipment: 183
Electrical / Power: 1
Hydraulics: 3
Others: 0

Information
- Service call was logged on 01/08/2018 on Z51930
- Repair activity was completed on 01/08/2018 on Z51927
- Last Maintenance activity was completed on 01/08/2018 on Z51929
- No Shutdown activity carried out during the report period

Action
- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Summary of Buildings

10/18/2017 - 01/17/2018

DALLAS COUNTY
HEALTH AND
2377 STEMMONS
DALLAS
TX, 75207, US

Contracts: TD 05420A
Buildings: TD 822221
Units: 4

Otis Line: 1-800-233-6847
Sales Rep: LUCIE HUNT
Sales Rep Contact: 1-214-658-6900
Sales Rep Email: lucie.hunt@otis.com

Service Calls
- 2 EQUIPMENT
- 0 OTHERS
- 0 EMERGENCY

Callback Rate

Availability
- Up Time: 98.6%
- Out Of Service: 1.4%

Response Time
- 0:21 REGULAR CALLS
- 0:00 EMERGENCY

Completed Activity

Call Breakdown

Information
- Service call was logged on 01/16/2018 on 651915
- Repair activity was completed on 10/24/2017 on Z51943
- Last Maintenance activity was completed on 01/10/2018 on 651915
- No Shutdown activity carried out during the report period

Action
- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Service Calls

- Equipment: 17
- Others: 0
- Emergency: 2

Callback Rate

- # of Calls: 2
- 10/2017: 0
- 11/2017: 1
- 12/2017: 1
- 01/2018: 0

Availability

- Up Time: 96.9%
- Out Of Service: 3.1%

Response Time

- Regular Calls: 01:23
- Emergency: 00:07

Completed Activity

- Service Calls: 100
- Repair Data: 30

Call Breakdown

- Controller: 1
- Hydraulics: 2
- Doors / steps ...: 3
- Non-equipment: 4
- Electrical / pel...: 9

Information

- Service call was logged on 01/12/2018 on Z52009
- Repair activity was completed on 01/10/2018 on Z52008
- Last Maintenance activity was completed on 01/08/2018 on Z90591
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Summary of Buildings
10/18/2017 - 01/17/2018

DALLAS CTY-COOK
CHILL WHS
2121 FRENCH
SETTLEMENT DALLAS
TX,75212,US

Contracts: TD 05420A
Buildings: TD 822286
Units: Z52014

Otis Line: 1-800-233-6847
Sales Rep: LUCIE HUNT
Sales Rep Contact: 1-214-658-6900
Sales Rep Email lucie.hunt@otis.com

Service Calls
0 EQUIPMENT
0 OTHERS
0 EMERGENCY

Response Time
00:00 REGULAR CALLS
00:00 EMERGENCY

Callback Rate

Availability
100%

Completed Activity

Call Breakdown
NA

Information

- No Service Call activity carried out during the reporting period
- No Repair activity carried out during the reporting period
- Last Maintenance activity was completed on 01/10/2018 on Z52014
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Information

- Service call was logged on 01/12/2018 on Z52018
- Repair activity was completed on 01/09/2018 on Z52015
- Last Maintenance activity was completed on 01/11/2018 on Z52023
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Summary of Buildings
10/18/2017 - 01/17/2018

DALLAS CTY-FRANK CROWLEY
133 NORTH RIVER FRONT DALLAS
TX,75207,US

Contracts: TD 05349
Buildings: TD 822288
Units: 16

Service Calls

17 EQUIPMENT
1 OTHERS
4 EMERGENCY

Callback Rate

Available

99.5

9.5

Response Time

01:58 REGULAR CALLS
00:06 EMERGENCY

Completed Activity

13 Service Calls
22 Repair
382

Information

- Service call was logged on 01/12/2018 on Z52039
- Repair activity was completed on 01/04/2018 on Z52028
- Last Maintenance activity was completed on 01/10/2018 on Z52033
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Summary of Buildings
10/18/2017 - 01/17/2018

DALLAS CTY-FRANK CROWLEY
133 NORTH RIVER FRONT DALLAS TX,75207,US

Contracts: TD 05420B
Buildings: TD 822288
Units: 8

DALLAS CTY-FRANK CROWLEY
133 NORTH RIVER FRONT DALLAS TX,75207,US

Otis Line: 1-800-233-6847
Sales Rep: LUCIE HUNT
Sales Rep Contact: 1-214-658-6900
Sales Rep Email lucie.hunt@otis.com

Service Calls

4 EQUIPMENT
0 OTHERS
0 EMERGENCY

Callback Rate

Availability

0.1
99.9

Response Time

00:49 REGULAR CALLS
00:00 EMERGENCY

Completed Activity

Call Breakdown

Information

Service call was logged on 01/16/2018 on Z52041

No Repair activity carried out during the reporting period

Last Maintenance activity was completed on 01/08/2018 on Z52041

Action

0 surveys need your response.

0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Summary of Buildings
10/18/2017 - 01/17/2018

DALLAS CTY-INST OF FORENS
2355 N STEMMONS FRWY DALLAS TX,75207,US

| Contracts: TD 05420A | Buildings: TD 488085 | Units: 2 |

Otis Line: 1-800-233-6847
Sales Rep: LUCIE HUNT
Sales Rep Contact: 1-214-658-6900
Sales Rep Email lucie.hunt@otis.com

Service Calls
- 0 EQUIPMENT
- 0 OTHERS
- 0 EMERGENCY

Callback Rate

<table>
<thead>
<tr>
<th># of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/2017</td>
</tr>
<tr>
<td>0.5</td>
</tr>
<tr>
<td>0</td>
</tr>
<tr>
<td>0</td>
</tr>
</tbody>
</table>

Availability

- Up Time: 100%

Response Time
- 00:00 REGULAR CALLS
- 00:00 EMERGENCY

Completed Activity

- 8

Call Breakdown
- NA

Information

- No Service Call activity carried out during the reporting period
- No Repair activity carried out during the reporting period
- Last Maintenance activity was completed on 11/03/2017 on Z64024
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Summary of Buildings
10/18/2017 - 01/17/2018

DALLAS CTY-UNDERGROUND GA
606 ELM STREET
DALLAS
TX,75202,US

Contracts: TD 05420
Buildings: TD 837130
Units: 2

Service Calls
- 3 EQUIPMENT
- 0 OTHERS
- 0 EMERGENCY

Callback Rate
- # of Calls: 3

Availability
- Availability: 96.4%

Response Time
- 01:24 REGULAR CALLS
- 00:00 EMERGENCY

Completed Activity
- 2 Service Calls
- 1 Repair
- 118 Maintenance

Call Breakdown
- 1 Hydraulics
- 2 Controller

Information
- Service call was logged on 01/11/2018 on Z97909
- Repair activity was completed on 12/14/2017 on Z97910
- Last Maintenance activity was completed on 01/10/2018 on Z97909
- No Shutdown activity carried out during the report period

Action
- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Information

- Service call was logged on 01/04/2018 on F50330
- Repair activity was completed on 01/08/2018 on F50330
- Last Maintenance activity was completed on 01/10/2018 on F50330
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Summary of Buildings
10/18/2017 - 01/17/2018

2121 PANORAMIC CIRCLE
2121 PANORAMIC CIRCLE DALLAS TX, 75212, US

| Contracts: TD 05420A |
| Buildings: TD 520516 |
| Units: 2 |

Otis Line: 1-800-233-6847
Sales Rep: LUCIE HUNT
Sales Rep Contact: 1-214-658-6900
Sales Rep Email: lucie.hunt@otis.com

Service Calls

| 0 | EQUIPMENT |
| 0 | OTHERS |
| 0 | EMERGENCY |

Callback Rate

Response Time

| 0:00 | REGULAR CALLS |
| 0:00 | EMERGENCY |

Completed Activity

Availability

| 100 |
| Up Time | Out Of Service |

Information

- No Service Call activity carried out during the reporting period
- Repair activity was completed on 01/10/2018 on F67261
- Last Maintenance activity was completed on 11/16/2017 on F54610
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.
Summary of Buildings
10/18/2017 - 01/17/2018

Bill Decker
Correction Ctr
899 Stemmons
Dallas
TX, 75207, US

Contracts: TD 05420A
Buildings: TD 147615
Units: 6

Otis Line: 1-800-233-6847
Sales Rep: Lucie Hunt
Sales Rep Contact: 1-214-658-6900
Sales Rep Email: lucie.hunt@otis.com

Service Calls

- 0 Equipment
- 0 Others
- 0 Emergency

Response Time

- 0:00 Regular Calls
- 0:00 Emergency

Call Breakdown

- NA

Callback Rate

- Peak 0.5
- Low 0
- Months: 10/2017 - 1/2018

Availability

- 100% Availability

Completed Activity

- Service Calls
- Repair Data

Information

- No Service Call activity carried out during the reporting period
- Repair activity was completed on 10/27/2017 on 952098
- No Maintenance activity carried out during the reporting period
- No Shutdown activity carried out during the report period

Action

- 0 surveys need your response.
- 0 documents need your approval.

For further details on service performed on your equipments by Otis Elevator Company, please click here http://eservice.otis.com to log on to Otis eService site.