

'Outside SLA' Tickets - Billable Hours : 3/1/2011 - 3/31/2011

Customer Name	Ticket Category	Ticket ID	Ticket Summary	Action Date Time	Action Description	Technician	Hours
ABC Engineering							229.91
DHN Ltd							4.25
Power TB Ltd							14.33
Purple Industries	Out of SLA	4110	Database - Web Interface	02/03/2011 23:00	added functionality to text message system	Andrew	1.00
							1.00
Total							249.49