

2020 dDaaS Device Return/Decom Progress Report

Date: 11/4/2020

Presented by

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Pre-decisional - Internal Only - Not for Public Distribution

Notes:

- **ACOs are given the opportunity to schedule a bulk return (100+ devices) to a carrier once every two weeks.**
 - **96 ACOs have less than 100 devices.**
- **Due to the increase in holiday shipping, UPS is limiting the number of device returns to their stores to 5 devices per person, per local UPS store, per day.**

dDaaS Device Returns By Region

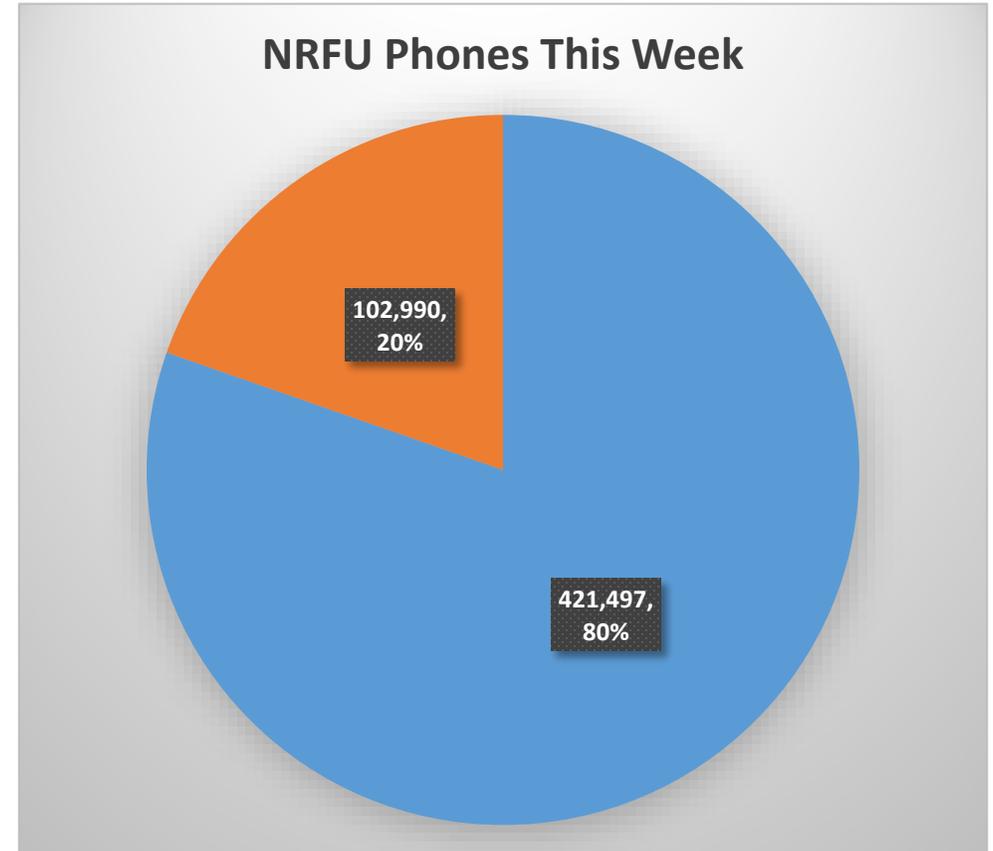
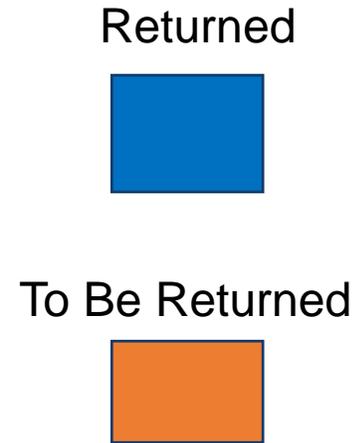
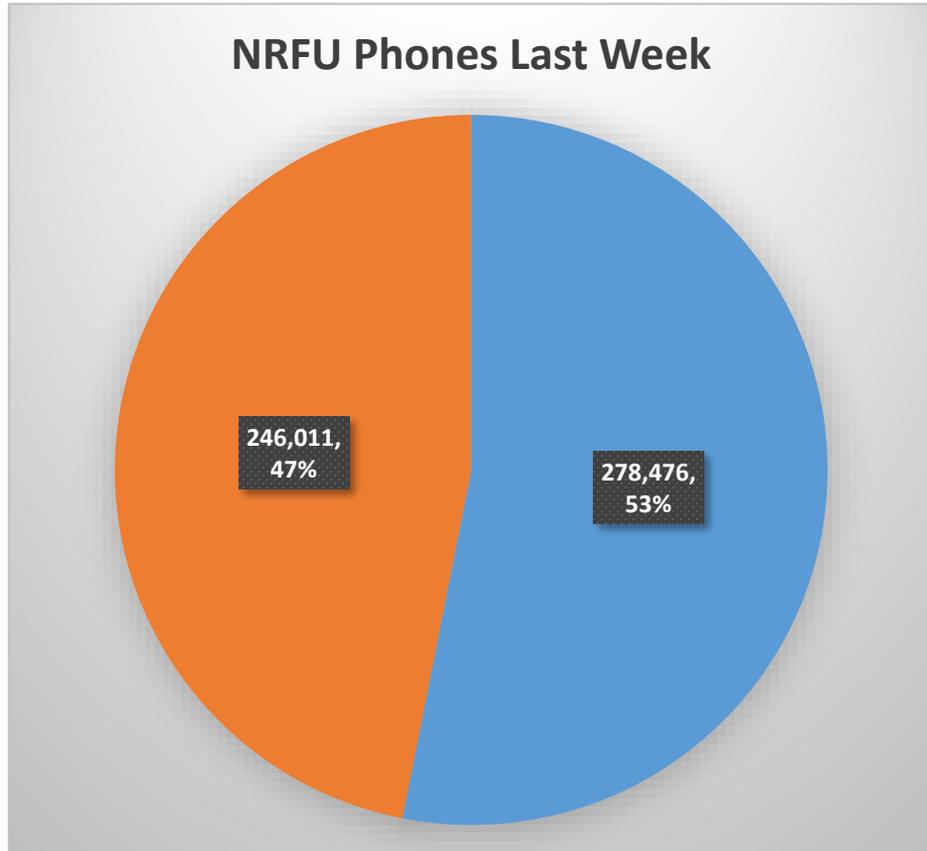
Data as of: 5:30 AM 11/3/2020
Source ITMS

	Returned Devices	% Returned	To Be Returned	% To Be Returned	Total
New York	94,779	76.7%	28,271	23.3%	123,500
Philadelphia	71,415	76.9%	21,414	23.1%	92,829
Chicago	72,060	87.5%	10,278	12.5%	82,338
Atlanta	91,968	78.7%	24,963	21.4%	116,931
Dallas	96,034	83.0%	19,728	17.0%	115,762
Los Angeles	88,135	87.8%	12,285	12.2%	100,420
Total	514,391	81.4%	117,389	18.6%	631,780

154,830 devices returned in the last week.

NRFU Device Return Progress - iPhones

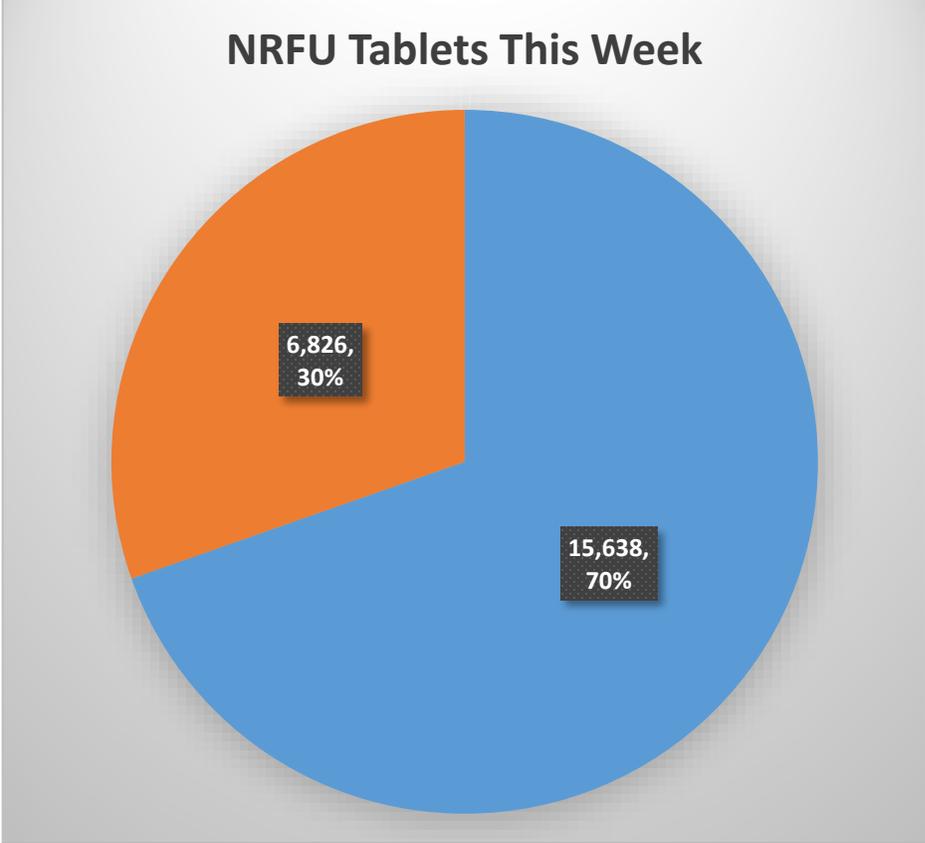
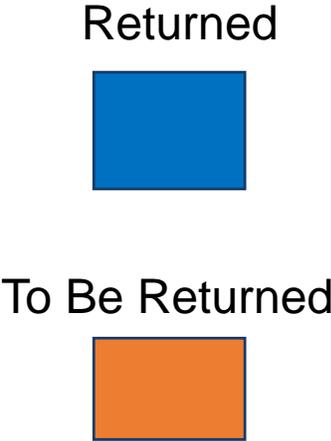
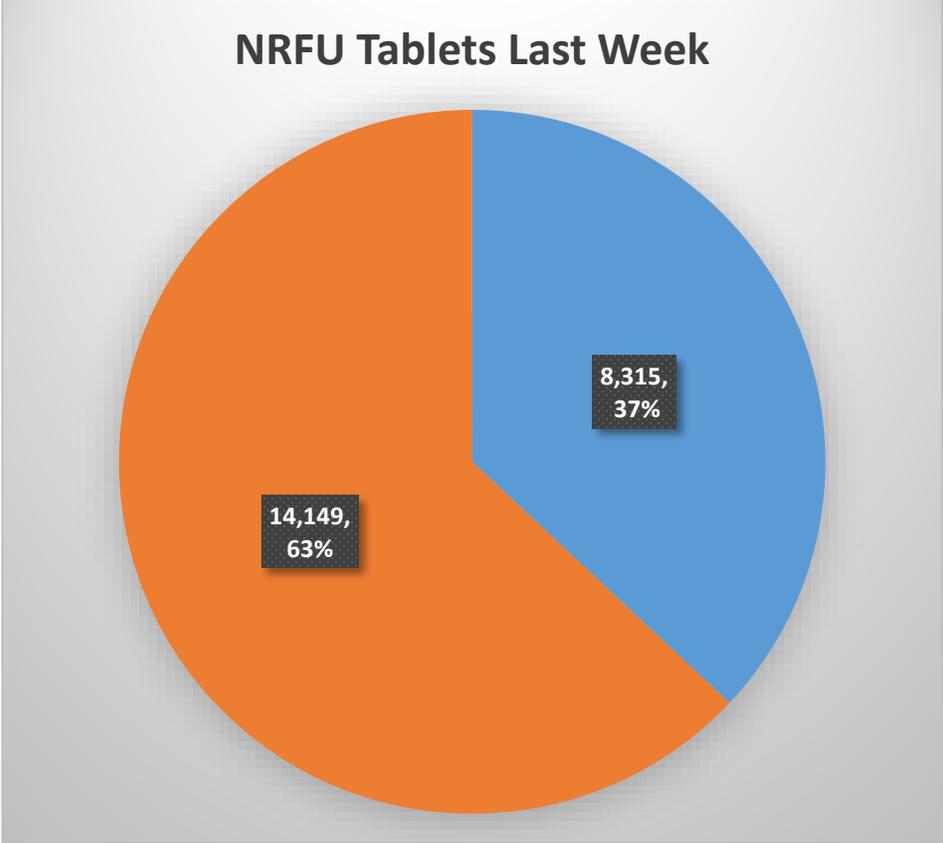
Data as of: 5:30 AM 11/3/2020
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143,021 iPhones returned in the last week

NRFU Device Return Progress - Tablets

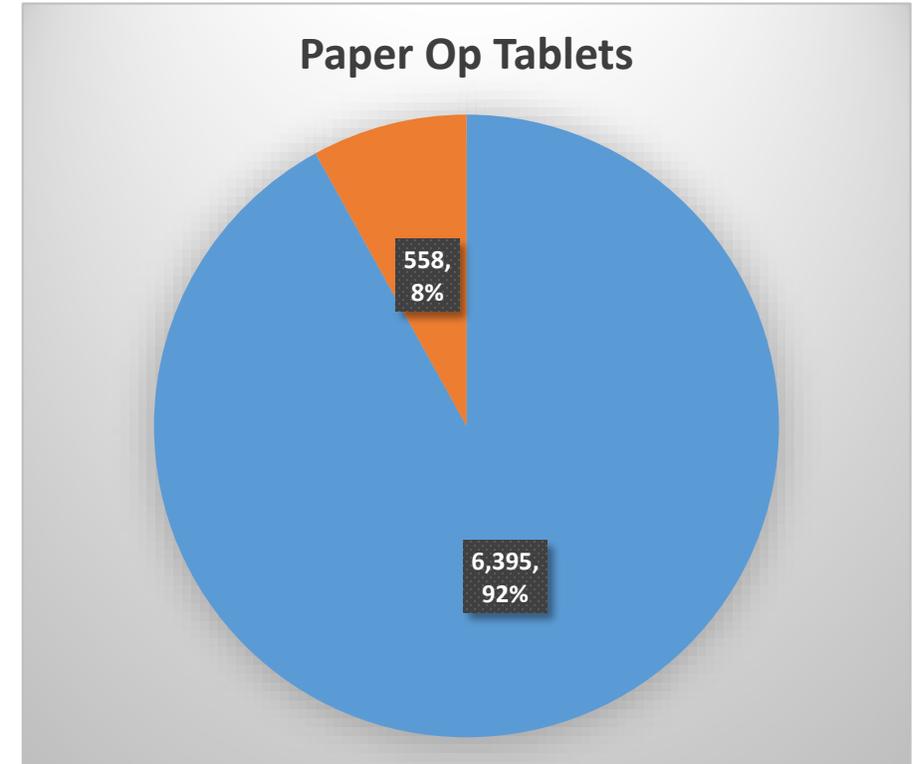
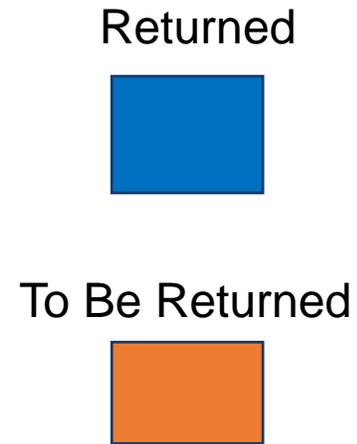
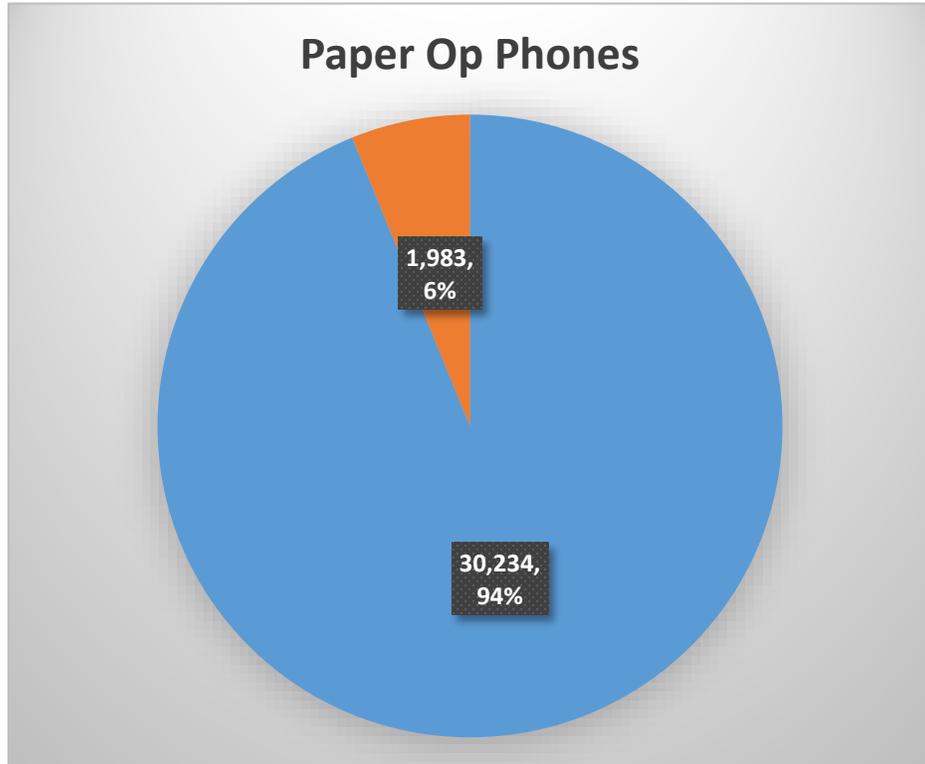
Data as of: 5:30 AM 11/3/2020
Source ITMS



7,323 Tablets returned in the last week

Paper Operation Device Return Progress

Data as of: 5:30 AM 11/3/2020
Source ITMS

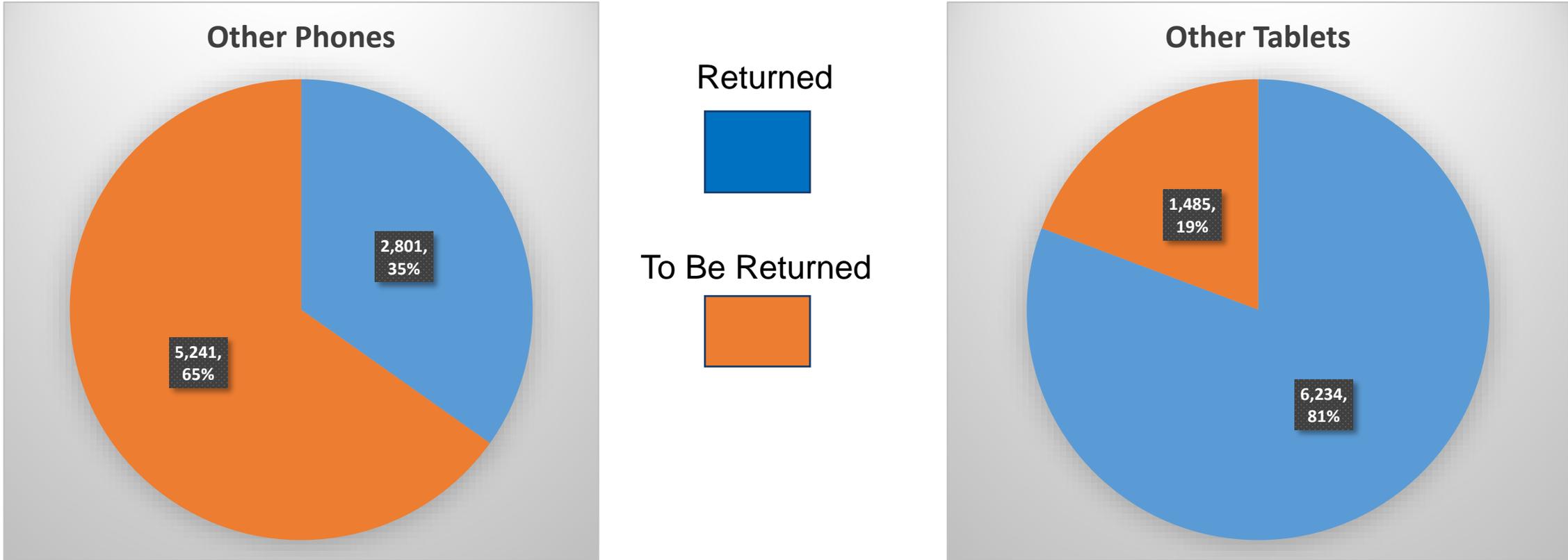


2,101 Paper Ops phones returned last week.

473 Paper Ops tablets returned last week.

Office and Support Device Return Progress

Data as of: 5:30 AM 11/3/2020
Source ITMS



‘Other’ includes devices being retained by staff in the RCCs.

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Lost, Missing or Stolen Devices by Region

Data as of: 5:30 AM 11/3/2020
Source ITMS

	iPhones	Tablets	Laptops	Total	% LMS	Change Since Last Week
New York	224	23	7	254	0.21%	-23
Philadelphia	166	17	2	185	0.20%	-25
Chicago	202	11	2	215	0.26%	-36
Atlanta	677	45	5	727	0.62%	+397
Dallas	183	11	8	202	0.17%	-9
Los Angeles	417	41	4	462	0.46%	-85
Total	1,869	148	28	2,045	0.32%	+219

Device Decommissioning Progress

Data as of: end of day 11/2/2020
Source ITMS

Week Ending	Rec'd at CDW	Total	Sanitized	Total
September	38,047	38,047	-	-
October	191,332	229,379	163,101	163,101
November	8,821	238,200	8,351	171,452
December				
January				

- It takes 7-10 days to receive the devices at CDW once they are picked up from the ACO.
- These numbers do not include the 30k laptops that were already decommissioned.