

SCB

Statistiska centralbyrån Statistics Sweden



*Price index for
maintenance and
repair of office and
computing machinery*

835
29

Definitions

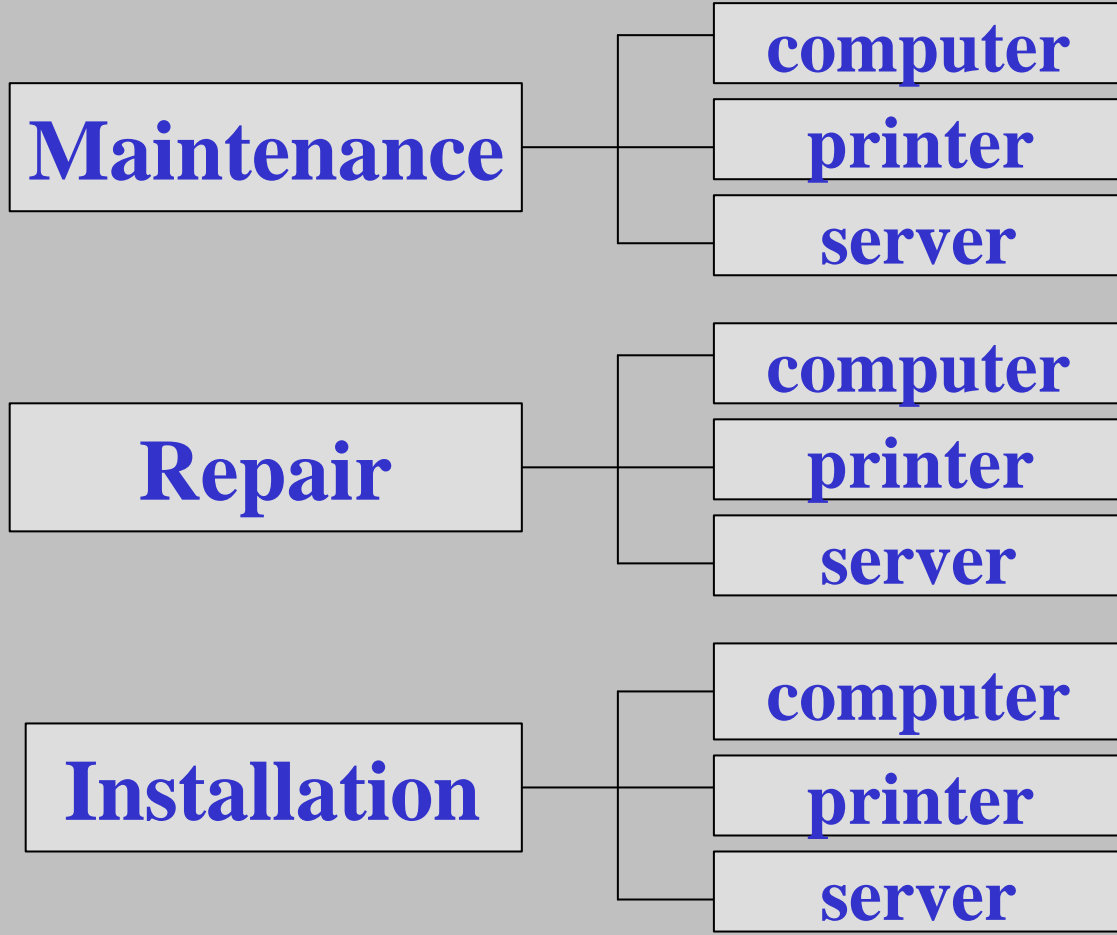


➤ Maintenance services

service and repair of computers etc.
during the time period specified in
the service agreement

➤ Repair services

repair of computers etc. after the
period covered by the service
agreement



Exemple 1, Maintenance Services

- **Type of service:** maintenance
- **Product:** desktop computer
- **Model:** XXXX
- **Contract length:** 3 years
- **Problem reported:** weekday 8-16
- **Response time:** 4 hours
- **Customer type:** regular, large



Exemple 2, Repair Services

- **Type of service:** **repair**
- **Product:** **printer**
- **Model:** **XXXX**
- **Customer type:** **regular, large**



Quality Adjustment

the overlap method

	Base price	Q1	Q2	Q3	Q4
Model 1	450	470	490	500	-
Model 2	432	-	-	480	490
Index	100.0	104.4	108.9	111.1	113.4



Challenges



- **Pricedevlopment of reparation and maintenance sometimes debend on the specific computer/printer model**
- **Computer-/printer models become out-of-date very soon**



Results

