

PT+ USAGE YTD

2022

Created: 5,154 Closed: 2,124

Tickets w/ Steps

Completed: 5,006

2023

Created: 3,344 Closed: 2,073

Tickets w/ Steps

Completed: 4,709

Total Open Tickets: 35,389

Ready to Close: 2,596 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- Kentucky Utilities
- AT&T
- Tri-County Electric
- Paducah Power System
- Pennyrile Rural Electric Coop

Top Updaters (PT)

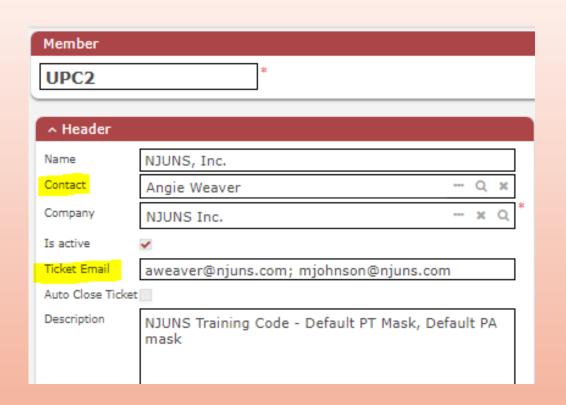
- AT&T
- Charter/Time Warner
- Kentucky Utilities
- Windstream
- MetroNet

Active Users: 250

Active Member Codes: 155



MEMBER CODES



- View codes in profile by clicking on Members (My Members)
- Ticket email –up to 4 email addresses
- Check Contact & Ticket Email
- Run report called "Member Codes By State"
- Send any updates to support@njuns.com

TICKET TYPES YTD

Transfer	2743
Pole Replacement	424
Violation	92
New	56
Pole Location Elimination	41
Pole Abandonment	34
Other	32
Make Ready	25
Change of Ownership	2
Aerial Clearance Review	1

See Ticket Type Definitions document under Training/Best Practices for help with deciding which to use.



Approximately 2,011 active Dispute Steps

Previous Step Not Complete	720	
Unable to Locate or Bad Address	592	
Other	225	
Member Code Incorrect or Not Attached	146	
Add New Step	138	
Duplicate Ticket or Step	90	
Pole Owner Work Not Complete	57	
Wrong Pole Owner	43	

Other –

Not on pole – Use Member Code Incorrect or Not Attached CATV still on Pole – Use Previous Step Not Complete or Add New Step

SHORT DEMO

NJUNS Tips & Tricks

- My Members Filter previously shown, can be used for Filters & Reports
- Tickets created by me
- Filtering a ticket list
- Searching for multiple ticket numbers, saving to a set
 - Opening multiple tickets at one time
- Removing the counties filter so code can be typed in
- Searching for a Pole that is not #1 in list

QUESTIONS

Any questions for us?



INFORMATION

Available Training – visit training tab on www.njuns.com

- Training calendar, User Guide, Training Videos, Best Practices documents
- Pay attention to System Alerts
- Visit News on our website for updates
- Follow us on LinkedIn, Twitter, or Facebook







Lat/Lon Survey