

PT+ USAGE - YTD

2022

Created: 1,630

Closed: 850

Tickets w/ Steps

Completed: 3,662

Total Open Tickets: 36,989

Ready to Close: 33 (all steps completed)

2023

Created: 1,591

Closed: 1,278

Tickets w/ Steps

Completed: 3,374

TOP 5 USERS (YTD)

Top Creators (PT)

- Ameren
- AT&T
- Frontier Communications
- Brightspeed
- City of Rock Falls

Top Updaters (PT)

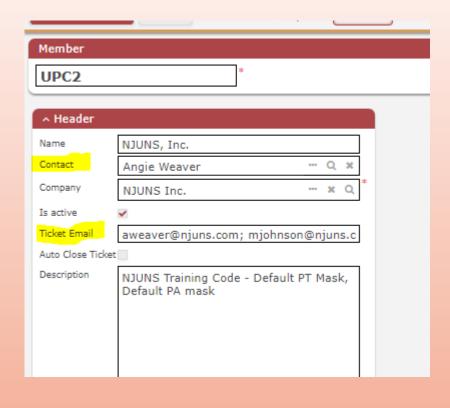
- Ameren
- AT&T
- Mediacom Communications
- Frontier Communications
- Charter Communications

Active Users: 225

Active Member Codes: 216



MEMBER CODES



- View codes in profile by clicking on Members (My Members).
- Run report called Member Codes By State.
- Send any updates to support@njuns.com
- Ticket email can have up to 4 email addresses. If blank, it will deactivate after several bounces.
- Make sure Contact is correct & ticket email are correct

TICKET TYPES - YTD

Ticket Types	™ Count of TicketType
New	579
Transfer	492
Pole Replacem	ent 318
Violation	184
Make Ready	39
Common Crew	6
Pole Abandonr	nent 1
Grand Total	1619

View Ticket Type definitions document located under Training/Best Practices on the website





Approximately 380 active Dispute Steps

Why are tickets being disputed?

Row Labels	ļΨ	Count of StepDescription
Unable to Locate or Bad Address		165
Member Code Incorrect or Not Attached		129
Other		52
Wrong Pole Owner		18
Pole Owner Work Not Complete		9
Previous Step Not Complete		3
Add New Step		2
Duplicate Ticket or Step		2
Grand Total		380

Other is sometimes used when options are available:

- Not our facility (Member Code Incorrect or Not Attached)
- Another co. above needs to transfer first (Add new step or Previous Step Not Complete)



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/Long

survey

