

PT+ USAGE

2023 - YTD

Created: 530 Closed: 260

Tickets w/Steps Completed: 627

Total Open Tickets: 19,893

Ready to Close: 272 (all steps completed)

2024 - YTD

Created: 385 Closed: 80

Tickets w/ Steps Completed: 639

NATIONAL JOINT UTILITIES NOTIFICATION SYSPEN

PA (POLE ATTACHMENT) USAGE

2023 - YTD

Created: 152 Closed: 109

Total Open Tickets: 312

2024 - YTD

Created: 103 Closed: 137

TOP USERS (YTD)

Top Creators (PT)

- Green Mountain Power
- Vermont Electric Cooperative
- Washington Electric Cooperative
- FairPoint (Consolidated)

Top Updaters (PT)

- FairPoint (Consolidated)
 Communications
- Vermont Electric Cooperative
- Sovernet Fiber Corp.
- Green Mountain Power
- Comcast

Top Owners (PA)

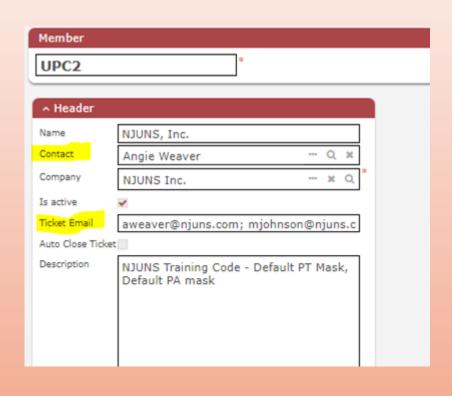
• Green Mountain Power

Active Users: 74

Active Member Codes: 85



MEMBER CODES



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

TICKET TYPES (YTD)

Ticket Type	Quantity
Transfer	221
Pole Replacement	135
Attachment Request	103
Make Ready	25
New	11
Other	2
TOTAL	497

See Ticket Type Definitions document located under Training – Best Practices



Why are tickets being disputed?

Dispute Reason	Quantity
Unable to Locate or Bad Address	32
Other	23
Previous Step Not Complete	18
Pole Owner Work Not Complete	14
Member Code Incorrect or Not Attached	11
Duplicate Ticket or Step	4
Wrong Pole Owner	1
TFR	1
TOTAL	104

Approximately 42 active Dispute Steps

"Other" may have better choices:

- Can't Locate Pole (Use "Unable to Locate or Bad Address"
- Not on Pole
 (Use "Member Code Incorrect or Not Attached")
- CATV needs to Transfer First
 (Use "Previous Step Not Complete or Add New Step")



SHORT DEMO

NJUNS Tips & Tricks

- Review new Lat/Lon requirement
- Using the Ticket Map feature
- Adding tickets to sets
- Cloning tickets



QUESTIONS

Any questions for us?



INFORMATION

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

- Training Calendar, User Guide, Training Videos, Best Practices
- Pay attention to System Alerts
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