

VERMONT USER GROUP MEETING

March 13, 2024



PT+ USAGE

2023 - YTD

Created:	530
Closed:	260
Tickets w/Steps Completed:	627

2024 - YTD

Created:	385
Closed:	80
Tickets w/ Steps Completed:	639

Total Open Tickets: 19,893

Ready to Close: 272 (all steps completed)



PA (POLE ATTACHMENT) USAGE

2023 – YTD

Created:	152
Closed:	109

2024 – YTD

Created:	103
Closed:	137

Total Open Tickets: 312



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

Member

UPC2

^ Header

Name	NJUNS, Inc.
Contact	Angie Weaver
Company	NJUNS Inc.
Is active	<input checked="" type="checkbox"/>
Ticket Email	aweaver@njuns.com; mjohnson@njuns.c
Auto Close Ticket	<input type="checkbox"/>
Description	NJUNS Training Code - Default PT Mask, Default PA mask

- 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 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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