KANSAS USER GROUP MEETING

May 28, 2024

Board of Directors

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PT+ USAGE

2023 - YTD	
Created:	1,673
Closed:	277
Tickets w/Steps Completed:	1,084

2024 - YTD	
Created:	404
Closed:	46
Tickets w/ Steps Completed:	644

Total Open Tickets: 8,373
Ready to Close: 1,680 (all steps completed)

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PA (Pole Attachment) USAGE

2023 - YTD	
Created:	31
Closed:	1

2024 - YTD	
Created:	34
Closed:	0

Total Open Tickets: 563

TOP 5 USERS (YTD)

Top Creators (PT)

- Evergy
- Cox Communications
- Kansas City Board of Public Utilities
- AT&T Southwest
- Charter Communications

Top Updaters (PT)

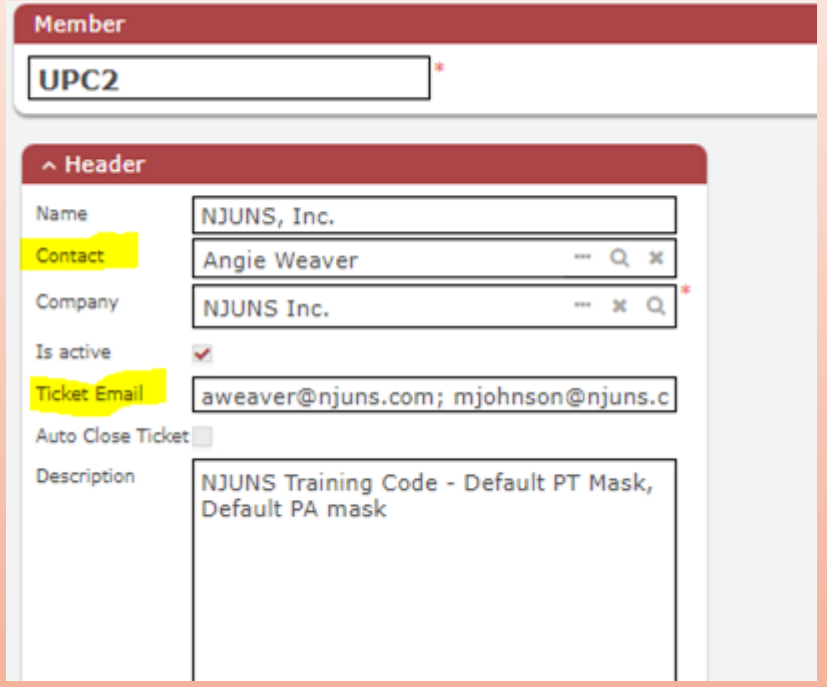
- Evergy
- Cox Communications
- AT&T Southwest
- Ideatek
- Giant Communications LLC

Top Owners (PA)

- Evergy

Active Users: 225
Active Member Codes: 168

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 and ticket email are correct.

TICKET TYPES (YTD)

Ticket Type	Quantity
Pole Transfer	180
Overlash	130
Pole Replacement	69
Pole Attachment	34
Joint Trench	19
Pole Location Elimination	3
New	1
Other	1
Pole Abandonment	1
TOTAL	438

See Ticket Type Definitions document located under Training – Best Practices

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STEPS

Why are tickets being disputed?

Dispute Reason	Quantity
Other	129
Member Code Incorrect or Not Attached	51
Previous Step Not Complete	44
Unable to Locate or Bad Address	20
Pole Owner Work Not Complete	12
Duplicate Ticket or Step	8
Wrong Pole Owner	5
Add New Step	2
Work Unnecessary	1
TOTAL	272

Approximately 272 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")

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INFORMATION

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

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

LinkedIn
NJUNS, Inc.

Facebook
NJUNS, Inc.

X(formerly Twitter)
@NJUNSINC

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SHORT DEMO

NJUNS Tips & Tricks

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

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QUESTIONS

Any questions for us?