

# INDIANA USER GROUP MEETING

July 23, 2024



# PT+ USAGE

## ***2023 - YTD***

Created: 4

Closed: 0

Tickets w/Steps Completed: 0

## ***2024 - YTD***

Created: 104

Closed: 3

Tickets w/ Steps Completed: 6

Total Open Tickets: 105



# PA (Pole Attachment) USAGE

## ***2023 - YTD***

Created: 0  
Closed: 0

## ***2024 - YTD***

Created: 4  
Closed: 1

Total Open Tickets: 3



# TOP 5 USERS (YTD)

## Top Creators (PT)

- Southeastern REMC

## Top Updaters (PT)

- Southeastern REMC
- Brightspeed
- SEI Communications
- SEI Fiber

## Top Owners (PA)

- Southeastern REMC

Active Users: 34

Active Member Codes: 19



# 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](mailto: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	104
Violation	0
Pole Replacement	0
Other	0
Pole Abandonment	0
Pole Location Elimination	0
Make Ready	0
Pole Attachment	4
New	0
Change of Ownership	0
Aerial Clearance Review	0
<b>TOTAL</b>	<b>108</b>

See Ticket Type Definitions document located under Training – Best Practices



# STEPS

Dispute Reason	Quantity
Previous Step Not Complete	0
Other	0
Unable to Locate or Bad Address	0
Member Code Incorrect or Not Attached	0
Pole Owner Work Not Complete	0
Add New Step	0
Duplicate Ticket or Step	0
Work Unnecessary	0
Wrong Pole Owner	0
Legacy Dispute – No Reason	0
TOTAL	0

Approximately **0** active Dispute Steps

❖ Why are tickets being disputed?

“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”)



# INFORMATION

Available Training – visit training tab on [www.njuns.com](http://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 and X



LinkedIn  
NJUNS, Inc.



X( formerly Twitter)  
@NJUNSINC



# ACTION ITEMS

- Review Member Codes, Contacts and Ticket Email Recipients
- Notify us via email at [support@njuns.com](mailto:support@njuns.com) if there are updates
- Close Tickets that are Ready to Close (have all steps completed)
- Visit our website for training opportunities
- Follow us on social media
- Watch for and subscribe to our upcoming newsletter
- Prepare for future user authentication



# SHORT DEMO

## NJUNS Tips & Tricks

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



# QUESTIONS

Any questions for us?

