NEW MEXICO USER GROUP MEETING

March 18, 2025

DIRECTORS

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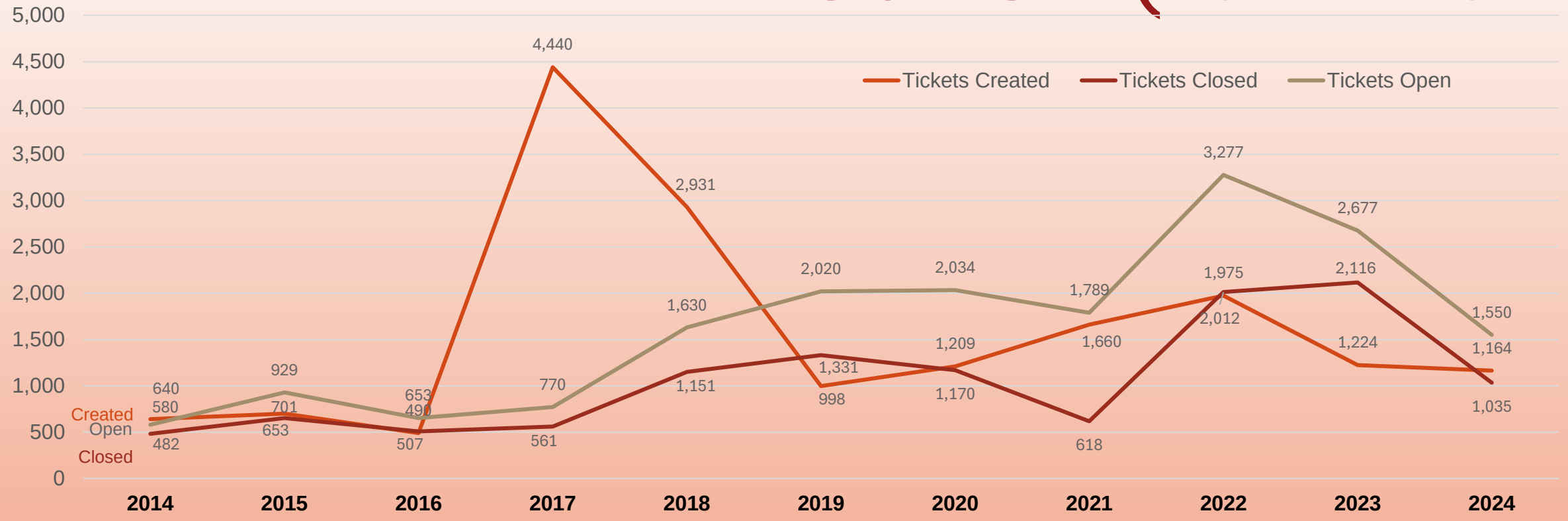
PT+ USAGE (2014 – 2024)



	2024	2025	% Chg
YTD Tickets Created:	292	466	60%
YTD Tickets Closed:	191	256	34%
YTD Tickets w/Steps Completed:	306	375	23%

Total Open Tickets: 4,252
Tickets with Steps Completed: 375
Ready to Close: 365 (all steps completed)

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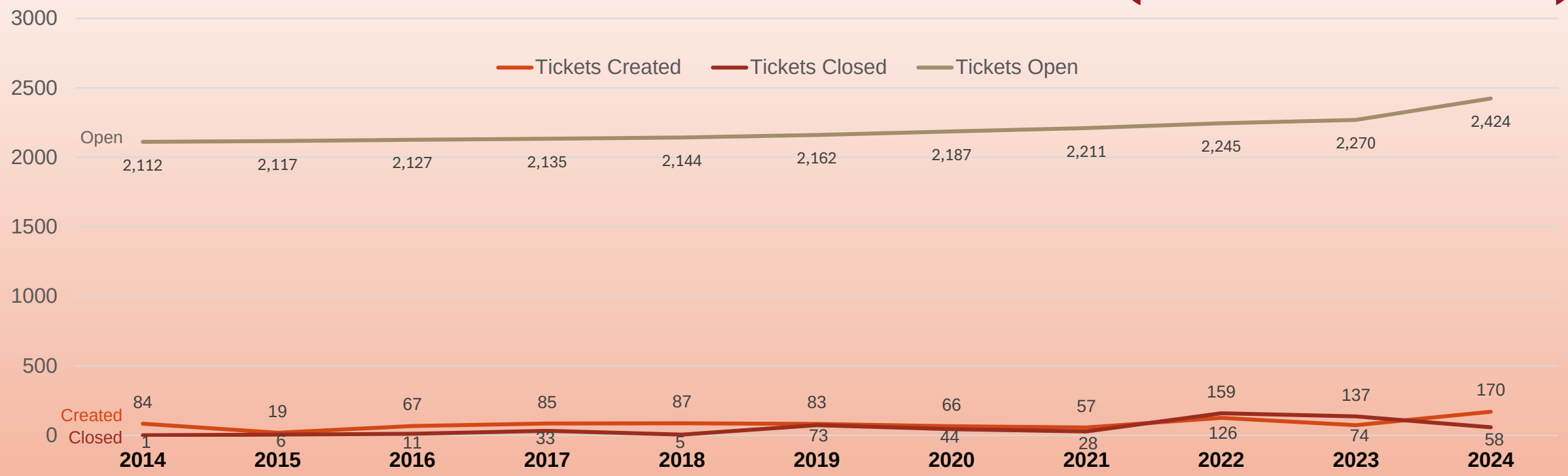
PA USAGE (2014 – 2024)



	2024	2025	% Chg
Tickets Created:	7	5	-40%
Tickets Closed:	11	5	-55%

Open Tickets: 2,430
Draft Tickets: 104

TOP 5 USERS (12MM)

Top Creators (PT)

- Public Services of New Mexico
- Windstream
- REDI Net
- Continental Divide Electric Cooperative
- Jemez Mountains Electric Coop

Top Updaters (PT)

- Lumen Technologies (CenturyLink)
- Comcast
- Public Services of New Mexico
- Conterra Broadband Services
- Unite Private Networks

Top Owners (PA)

- Jemez Mountains Electric Coop (129)
- Lumen Technologies (CenturyLink) (24)
- Public Services of New Mexico (13)

Active Users: 86
Active Member Codes: 129

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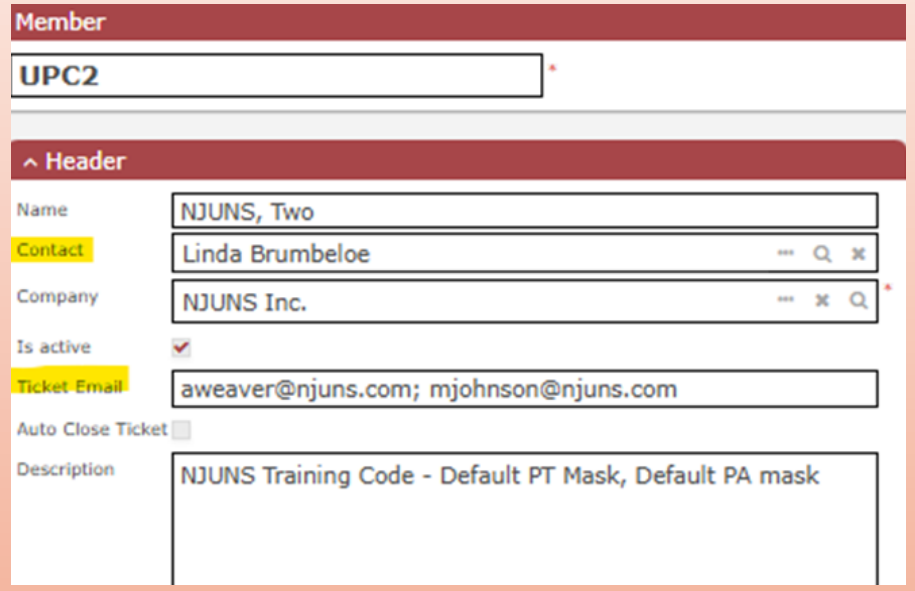
MEMBER CODES



- 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.
- Enable Auto-Close here to utilize feature.

TICKET TYPES (12MM)

Ticket Type	12MM
Pole Transfer	1,094
Pole Attachment	166
New	47
Other	32
Overlash	20
Pole Location Elimination	16
Violation	7
Change of Ownership	1
Pole Replacement	1
TOTAL	1,384

See Ticket Type Definitions document located under Training – Best Practices

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CURRENT DISPUTES

Dispute Reason	Quantity
Pole Owner Work Not Complete	16
Work Unnecessary	10
Previous Step Not Complete	10
Other	7
Wrong Pole Owner	5
Legacy Dispute – No Reason	3
Unable to Locate or Bad Address	2
TOTAL	53

Approximately 53 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")

INFO & ACTION ITEMS

- Visit Training tab on www.njuns.com for available training
  Training Calendar, User Guide, Training Videos, Best Practices
- Visit News tab on www.njuns.com for updates
- Subscribe to our Newsletter on our website Home tab
- Check for system Alerts on the NJUNS dashboard
- Review Member Codes, Contacts and Ticket Email Recipients for updates
- Close Tickets that are Ready to Close (have all steps completed)
- Follow us on social media LinkedIn NJUNS, Inc. X(formerly Twitter) @NJUNSINC
- Prepare for future user authentication
- Send requests for assistance to support@njuns.com

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SHORT DEMO

NJUNS Tips & Tricks

- Utilizing the PT+ Detail Report
- Review uses for Import Tool

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QUESTIONS

Any questions for us?

Contact us at support@njuns.com

818-485-2765, ext. 1

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