

ILLINOIS USER GROUP MEETING

August 5, 2025



Illinois FACTS

Member
since
2005

Sponsors: Ameren, AT&T, Frontier Communications, ILJUNS

PT+ – 2006

Illinois is home to the first Dairy Queen, the first McDonald's, the world's first modern skyscraper, the first ferris wheel, the largest bottle of catsup and a replica of the Leaning Tower of Pisa. The state snack of Illinois is popcorn, The Chicago River is one of the few rivers of the world that flows backward. Twice a year, 5 million migrating birds pass through Chicago. Illinois has 300 miles of shoreline along Lake Michigan.

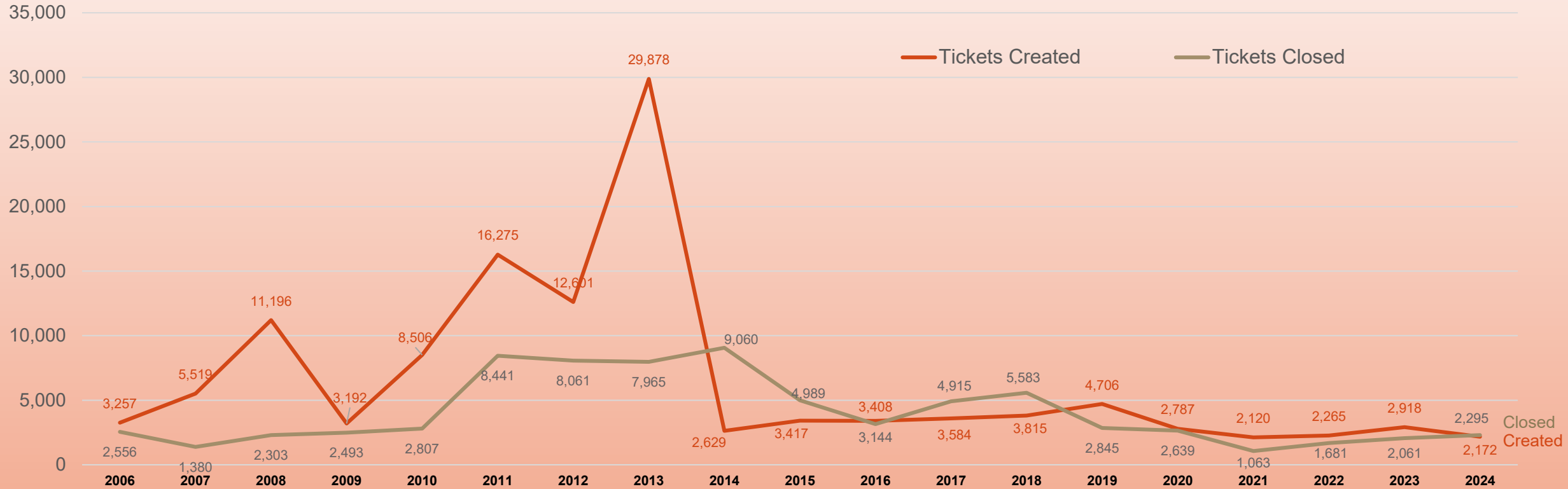
Lifetime PT Tickets – 113,810

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PT+ USAGE TREND (2006 – 2024)



PT+ USAGE (YTD 2024 vs YTD 2025)

	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	1,345	1,406	4.5%
YTD Tickets Closed:	1,768	2,257	27.7%
YTD Tickets w/Steps Completed:	3,751	4,136	10.3%

Total Open Tickets: 36,028
Tickets with Steps Completed: 4,136
Ready to Close: 51 (all steps completed)
Draft Tickets: 239



TOP 5 USERS (12MM)

Top Creators (PT)

- Ameren
- AT&T Midwest
- Frontier Communications
- City of Highland
- Brightspeed

Top Updaters (PT)

- Ameren
- Metro Fibernet LLC
- AT&T Midwest
- Frontier Communications
- Mediacom Communications

Active Users: 268

Active Member Codes: 221



MEMBER CODES

Member

UPC2

Header

Name NJUNS, Two

Contact Linda Brumeloe

Company NJUNS Inc.

Is active

Ticket Email aweaver@njuns.com; mjohnson@njuns.com

Auto Close Ticket

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.
- Enable Auto-Close here to utilize feature.



TICKET TYPES (12MM)

Ticket Type	12MM
Pole Replacement	814
Pole Transfer	789
New	449
Violation	103
Make Ready	74
Pole Location Elimination	3
Other	2
TOTAL	2,234

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

Dispute Reason	Quantity
Unable to Locate or Bad Address	101
Member Code Incorrect or Not Attached	84
Other	64
Previous Step Not Complete	9
Duplicate Ticket or Step	7
Wrong Pole Owner	4
Step Order Incorrect	4
Pole Owner Work Not Complete	3
Work Unnecessary	2
Add New Step	1
TOTAL	279



Approximately **279** 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



SHORT DEMO

NJUNS Tips & Tricks

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



QUESTIONS

Any questions for us?

Contact us at support@njuns.com

818-485-2765, ext. 1

