

ALABAMA USER GROUP MEETING

October 14, 2025



Alabama FACTS

Member
since
2005

Sponsors: AT&T and Alabama Power Company

PT+ – 2005
PA – n/a

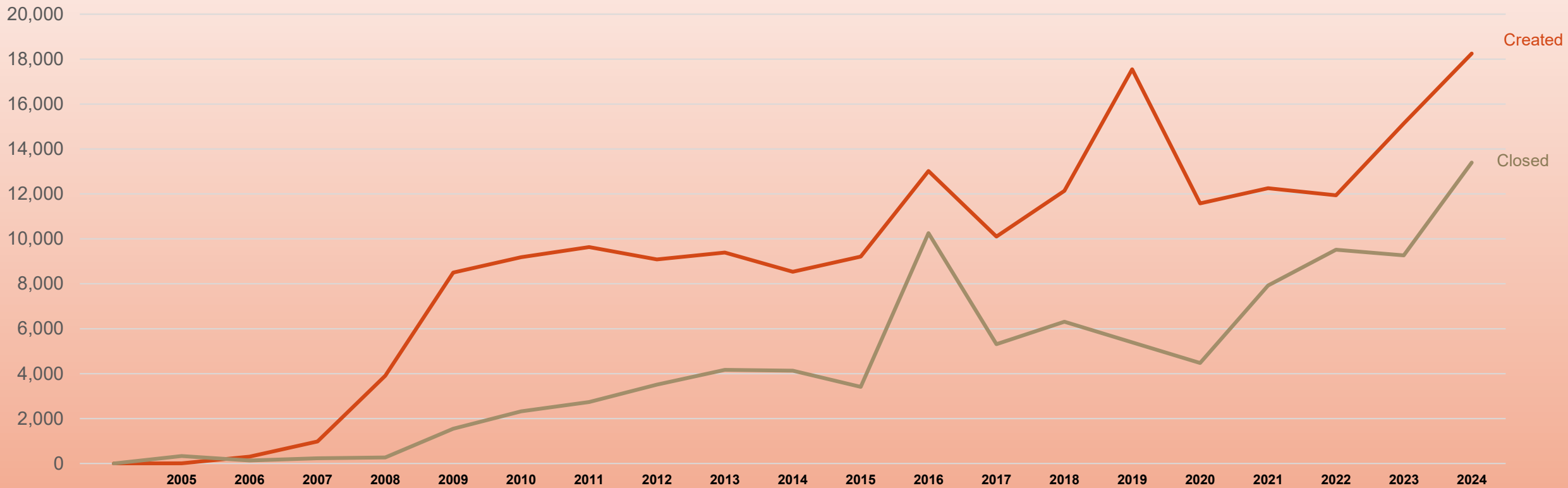
John Stanley – AT&T
js5773@att.com
352-213-9204

Jermaine Clements – Alabama
Power Company
jkclemen@southernco.com
205-814-2024

Lifetime PT+ Tickets – 19,913



PT+ USAGE TREND (2005 – 2024)



PT+ USAGE (YTD 2024 vs YTD 2025)

	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	12,780	8,824	-30%
YTD Tickets Closed:	9,897	6,978	-30%
YTD Tickets w/Steps Completed:	16,940	16,733	-1%

Total Open Tickets: 97,116
Tickets with Steps Completed: 16,733
Ready to Close: 4,577 (all steps completed)
Draft Tickets: 14,050



TOP 5 USERS (12MM)

Top Creators (PT)

- Alabama Power Company
- Cullman Electric Cooperative
- Coosa Valley Electric Cooperative
- AT&T Southeast
- Wiregrass Electric Cooperative

Top Updaters (PT)

- Alabama Power Company
- AT&T Southeast
- Comcast
- Charter Communications
- Brightspeed

Active Users: 500

Active Member Codes: 256



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 Transfer	11,660
Pole Replacement	1,316
Make Ready	754
Violation	92
Pole Location Elimination	365
Other	159
New	107
Pole Abandonment	10
Change of Ownership	3
Overlash	1
TOTAL	14,767

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

Approximately **5,039** 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”)

Dispute Reason	Quantity
Other	1,708
Previous Step Not Complete	1,168
Unable to Locate or Bad Address	1,100
Member Code Incorrect or Not Attached	645
Add New Step	218
Duplicate Ticket or Step	80
Pole Owner Work Not Complete	47
Wrong Pole Owner	27
Step Order Incorrect	24
Work Unnecessary	20
TOTAL	5,039



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

