INDIANA USER GROUP MEETING

July 22, 2025

Indiana FACTS

Member since 2023

PT+ – 2023
PA - 2024

Lifetime PT Tickets – 285
Lifetime PA Tickets – 15

Sponsors: Southeastern Indiana REMC
AT&T joined in IN and is working to get their attachers signed up as well.

Indiana's state motto is "The Crossroads of America because it has more miles of interstate highway per square mile than any state. Indiana is home to a Christmas theme town, Santa Claus, which is home to what is considered the world's first them park. Indiana is home to 900 lakes, 24 state parks and only one national park. Born in Indiana are James Dean, Larry Bird and Michael Jackson.



PT+ USAGE (YTD 2024 vs YTD 2025)

	2024	2025	% Chg
YTD Tickets Created:	93	42	-54%
YTD Tickets Closed:	3	42	1300%
YTD Tickets w/Steps Completed:	6	52	766%

Total Open Tickets: 224
Tickets with Steps Completed: 52
Ready to Close: 0 (all steps completed)
Draft Tickets: 4



PA USAGE (YTD 2024 vs YTD 2025)

	2024	2025	% Chg
YTD Tickets Created:	2	5	150%
YTD Tickets Closed:	1	3	200%

Total Open Tickets: 8
Draft Tickets: 1

TOP 5 USERS (12MM)

Top Creators (PT)

- Southeastern REMC
- SEI Communications
- Frontier Communications
- Mishawaka Utilities

Top Updaters (PT)

- Great Plain Communication
- Southeastern REMC
- SEI Communications
- Comcast
- Altafiber

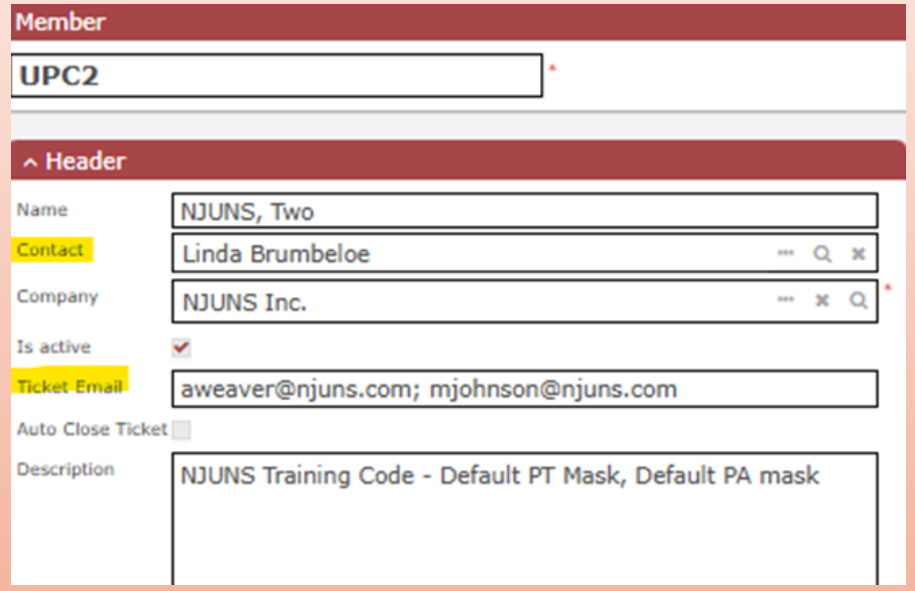
Top Owners (PA)

- Southeastern REMC (11)

Active Users: 63
Active Member Codes: 25



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	115
New	22
Pole Abandonment	14
Pole Attachment	11
Overlash	1
TOTAL	163

See Ticket Type Definitions document located under Training – Best Practices

CURRENT DISPUTES

Dispute Reason	Quantity
TOTAL	0

Approximately 0 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

NJUNS
EFFICIENT UTILITY COMMUNICATION

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

